

Cisco Unified Communications
Self Care Portal User Guide
for
Non-Call Center User

Document History

Date/Version	Owner	Changes
12/1/2014 V1	B Wall, CBTS	Initial draft
1/23/2015 V2	DM Moseley, CBTS	Add IRS 1075 Password compliance rules.

Contents

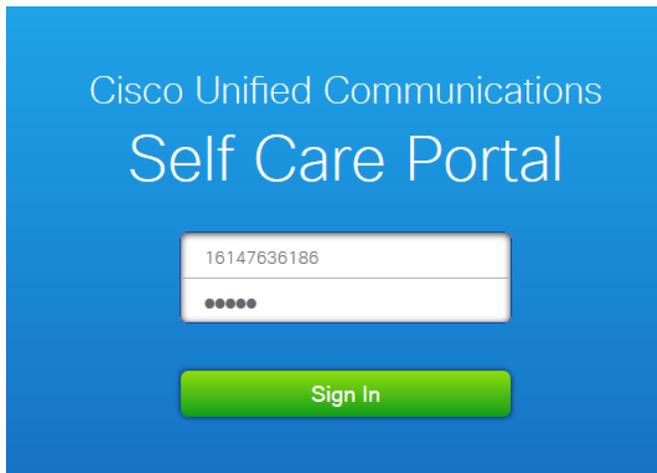
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Purpose

This document provides instructions to use the application.

Login

1. Open a web browser (Internet Explorer or Mozilla Firefox) and go to: <https://myphone1.ngtsohio.com/ucmuser/>.
2. Login using your 11-Digit phone number and the old CCMUSER pin.



Effective January 26, 2015, the **Next Generation Telephony Service (NGTS)** requires NGTS users to comply with the guidelines below to create a complex password.

1. The rules include a password that:
 - Uses a minimum of eight (8) total characters in length.
 - Has as at least one (1) upper case letter (a capitalized letter)
 - Has as at least one (1) lower case letter (a non-capitalized letter)
 - Has at least one (1) special character (a symbol such as a percentage sign (%), asterisk (*), exclamation point (!), etc.
2. A password cannot be repeated until after the 25th occurrence.
3. A stand user is required to change a password every ninety (90) days.

My Phones

1. After login under the *Phones* tab, select **My Phones** to display your available devices.

Note: Above are some of the settings for the Self Care Portal.

Add Speed Dial

1. To add a speed dial to your devices, select **Phone Settings** from the left panel.
2. Hit the Arrow next to Speed Dial Numbers and **Select Add Speed New Dial**, to display the window.

3. Complete the required information and Click **Ok** then **Save**.
4. The Next option is services.
5. The user has the option on modifying your intercom settings or extension mobility.
6. Submit a ticket prior to making changes to these settings to be provisioned by a CBTS Engineer.
7. Ring Settings has been deactivated by your administrator.
8. Voicemail Notification Settings
9. This allows the user to select flash, ring or both.
10. Next, toggle on or off the call history log.
11. It is recommended to keep it on; this allows the user to return calls quickly.
12. The last option is the Phone Contact List
13. This is used to add off-net contacts for easy access.

Call Forwarding

1. Select call forwarding to send calls directly to voicemail or to another phone number on or off-net.

The screenshot shows the 'Call Forwarding' configuration page for extension 16147636186. At the top, the extension number is displayed with a dropdown arrow. Below it, there is a checked checkbox for 'Forward all calls to:' followed by a text input field containing '1614555555' and a dropdown arrow. Underneath, the 'Advanced calling rules' section is expanded, showing a dropdown menu with 'Voicemail' selected and 'Add a new number' as an option. Below this, there are four rows of settings, each with a checked checkbox and a dropdown menu set to 'Voicemail':
- 'For internal calls (calls from inside my company)':
 - 'When line is busy, forward calls to:'
 - 'When there is no answer, forward calls to:'
- 'For external calls (calls from outside my company)':
 - 'When line is busy, forward calls to:'
 - 'When there is no answer, forward calls to:'
At the bottom of the form, there are 'Save' and 'Cancel' buttons.

General Settings

1. Select *Display Language*.
2. Change the Self Care Portal password, and the Phone Services Pin. (Extension Mobility Pin).

General Settings

▼ Language

Use the dropdown to set the phone display language.

Display Language:

English, United States



▼ Client/Portal Password

The new password must be between 1 and 256 characters in length and cannot contain any spaces. To submit the new password, both fields must match exactly.

New Password:

Confirm New Password:

▼ Phone Services PIN

This PIN is used for Extension Mobility, Self-Provisioning and other IP phone services. The new PIN must be between 1 and 128 numbers long. The PIN can only contain numbers, it cannot contain spaces, letters, or special characters.

New Phone PIN:

Confirm New Phone PIN: