

Cisco Unified Communications Self Care Portal – External Call Forward

To log in to the Cisco Unified Communications Self Care Portal, open a web browser on your computer and enter: <u>https://phone.rivcoca.org/ucmuser</u>

If you see *There is a problem with this website's security certificate.*, select the option *Continue to this website (not recommended).*



Self Care Portal	
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Sign In	
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Cisco Unified Communications Self Care Portal			
	Usemame		
	Password		
	Sign In		

To log in to Cisco Unified Communications Self Care Portal, you will use your Active Directory credentials. This is the same login information you use to login to your county computer. *Username example: Bjones*

- 1. Click in the Username field and enter your username
- 2. Press the tab key or click in the *Password* field
- 3. Enter your password
- 4. Click on Sign In

After successfully logging on to Cisco Unified Communications Self Care Portal, you will be taken to the *My Phones* page on the *Phones* tab.

cisco Unified Co	mmunications Self Care Portal		Tschmid •
Phones Voice	mail IM & Availability	Jeneral Settings	About Help
My Phones	My Phones		
Phone Settings Call Forwarding	Company Phones These are the phones provided to	jou by your company. You may set personal preferences for these in Phane Settings	
	÷		
	Cisco 7841 - Teresa Sch	Cisco 7841 - Teresa Sch	
	57734 Teresa Schmidt Mo	57734 Teresa Schmidt 577 06080 Contact Center 08080	
	Additional Phones Add other phones such as your h Add an additional phone so you can be reached when you are not at your deak.	me office phone or personal mobile phone.	
Last login was on March 19th 20	20, 11:40:04 am from undefined		62509-2014 Cisco Systema, Inc. All rights reserved

1. Click on Call Forwarding (on the left side of screen)

2. If you have multiple extensions programmed on your phone, you will see them all listed in the main window. Click on the drop down arrow next to the extension you are attempting to Call Forward.

My Phones	Call Forwarding	
Phone Settings		
Call Forwarding	▼ 08080	
	Forward all calls to: Voicemail	
	 Advanced calling rules 	
	- 57704	
	♥ 57734	
	Forward all calls to: Voicemail	
	 Advanced calling rules 	

3. Check the box in front of Forward all calls to:

▼ 57734		
Forward all calls to:	Voicemail	•
Advanced calling r	Voicemail	
Save Cancel	Add a new number	

4. Click on the drop down arrow next to Voicemail, then click on Add a new number

▼ 57734				
Forward all calls to:	99518501254	•	This value is required.	
Advanced calling relations	lles			
Save Cancel				

- 5. Enter the telephone number you are forwarding your desk phone to, exactly as you would dial it. Example: 9 + area code + 7-digit telephone number
- 6. Click Save

**Note: Make sure to place a test call to your desk phone to ensure your desk phone is now forwarded.