



Unified Communications Self Care Portal

Headquarters Desktop Phone Management

September 2015

Use the Unified Communications Self Care Portal to customize your phone, forward your calls to another location, or access your phone user guide. This portal is accessible to NASA Headquarters only.

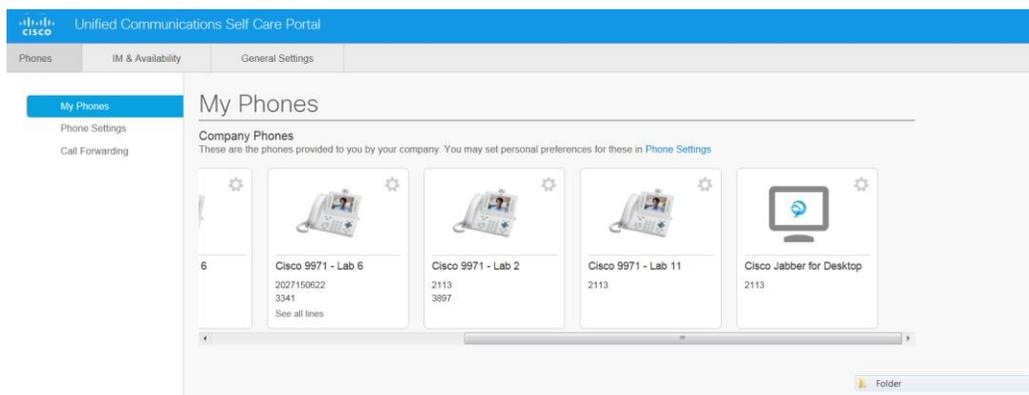
Accessing Self Care Portal

To access the Unified Communications Self Care Portal, follow these steps:

1. Go to <https://nhqvpub01/ccmuser>
2. Log in as follows:

Windows Users	Authenticate using your PIV smartcard
Macintosh Users	Authenticate using your NDC credentials

The **Unified Communications Self Care Portal** home page appears.



Phones

On the **Unified Communications Self Care Portal** home page shown above, the **Phones** tab along the top gives you access to a list of all phones assigned to you, phone settings, and call forwarding functionality.

My Phones

From the **Phones** tab, the **My Phones** menu item along the left displays all the phones that are assigned to you, as shown above. Select the phone icon under my phones. You can edit Cisco Jabber for Desktop. For the Cisco 9971, you can Edit or go to Phone Settings.

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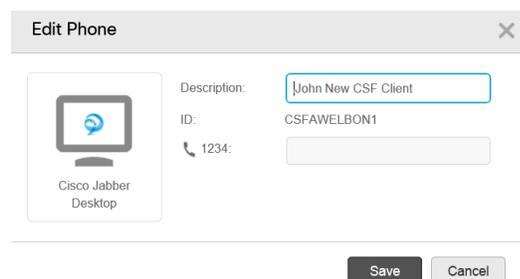
Edit Phone

To edit one of your phones, follow these steps:

1. Select the phone you would like to edit.
2. From the options menu  in the upper-right corner, select **Edit**.

The **Edit Phone** window appears as shown at right.

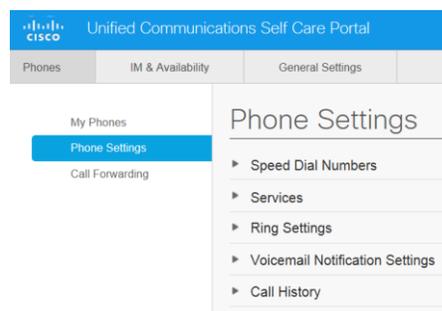
3. On the **Edit Phone** window, in the **Description** text box, you can change the name to something more meaningful to you.
4. Click **Save**.



Selecting Your Phone Settings

The next menu item on the **Phone** tab is **Phone Settings**, which presents you with a variety of customization options:

- Speed Dial Numbers
- Services (deactivated by administrator)
- Ring Settings (deactivated by administrator)
- Voicemail Notification Settings (deactivated by administrator)
- Call History
- Phone Contacts (deactivated by administrator)

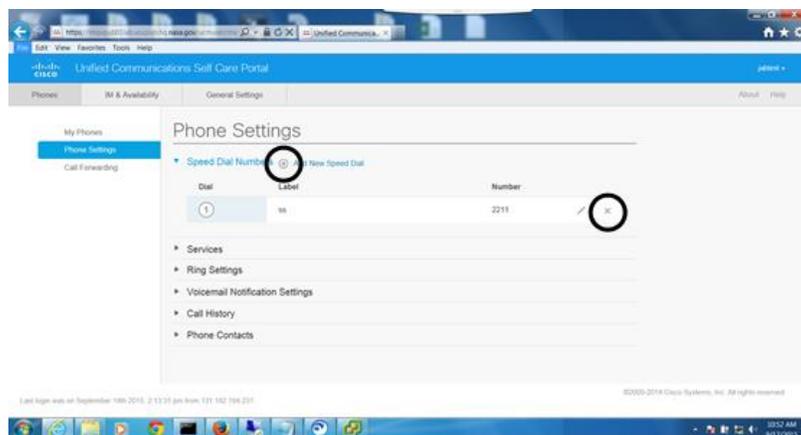


Manage Speed Dial Numbers

To manage your speed dial numbers, follow these steps:

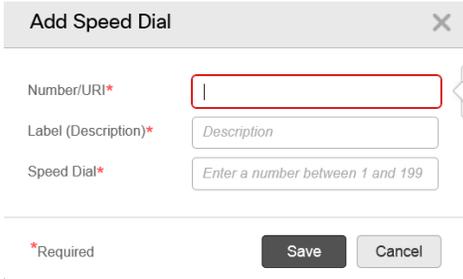
1. On the **Phone** tab, from the **Phone Settings** menu, select **Speed Dial Numbers**.

Your existing speed numbers are listed. Any edits you make to your speed dials will affect every phone assigned to you unless you click the link icon .



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2. Add a new speed dial by clicking the plus icon .
3. To delete a speed dial, from the **Phone Settings**, click the speed dial number you want deleted, then click the X.



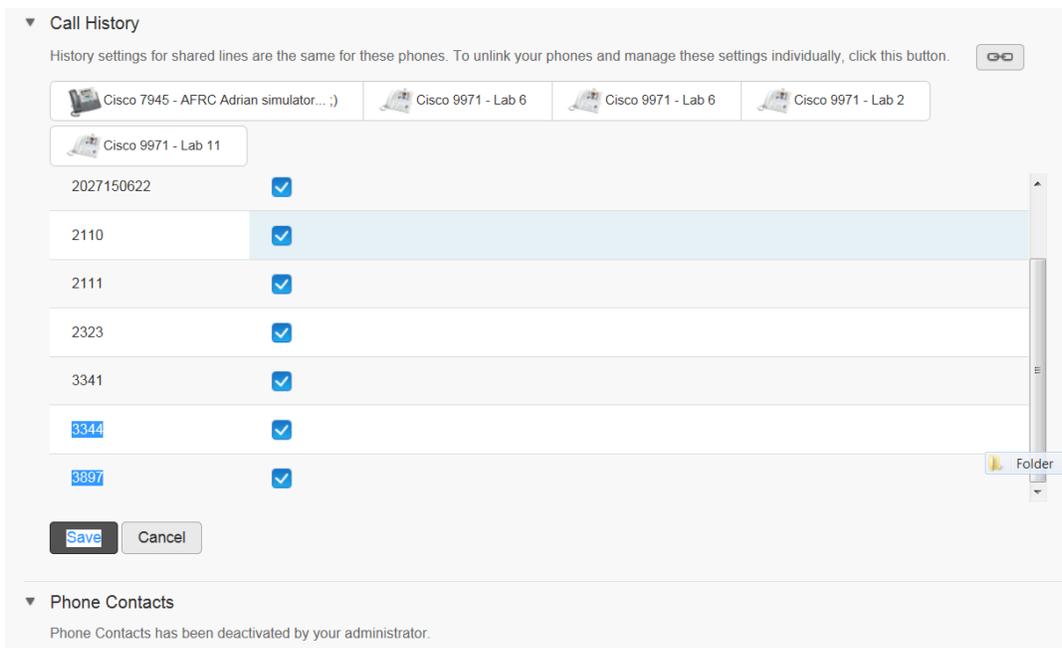
The 'Add Speed Dial' dialog box contains the following fields and controls:

- Number/URI***: A text input field with a red border.
- Label (Description)***: A text input field with the placeholder text 'Description'.
- Speed Dial***: A text input field with the placeholder text 'Enter a number between 1 and 199'.
- *Required**: A label indicating that the asterisked fields are mandatory.
- Save** and **Cancel**: Two buttons at the bottom right.

Viewing Call History

1. On the **Phone tab**, from the **Phone Settings** menu, select **Call History**.

The following **Call History** window appears:



The 'Call History' window displays a list of call records for a selected phone. The interface includes:

- Call History** header with a dropdown arrow.
- Instructional text: 'History settings for shared lines are the same for these phones. To unlink your phones and manage these settings individually, click this button.' with a button icon.
- Phone selection bar: 'Cisco 9971 - Lab 11' is selected, with other options like 'Cisco 7945 - AFRC Adrian simulator...', 'Cisco 9971 - Lab 6', and 'Cisco 9971 - Lab 2' visible.
- Call list table:

Number	Status
2027150622	<input checked="" type="checkbox"/>
2110	<input checked="" type="checkbox"/>
2111	<input checked="" type="checkbox"/>
2323	<input checked="" type="checkbox"/>
3341	<input checked="" type="checkbox"/>
3344	<input checked="" type="checkbox"/>
3897	<input checked="" type="checkbox"/>

- Save** and **Cancel** buttons at the bottom left.
- Phone Contacts** section below, with a message: 'Phone Contacts has been deactivated by your administrator.'

2. View your call history | To save those numbers you would like to keep, select them and click **Save**.

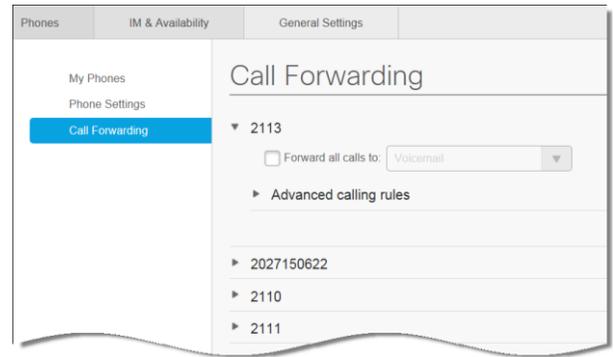
Forwarding Your Calls

The next menu item on the Phone tab is **Call Forwarding**, which lets you forward your calls to your voicemail or another phone number.

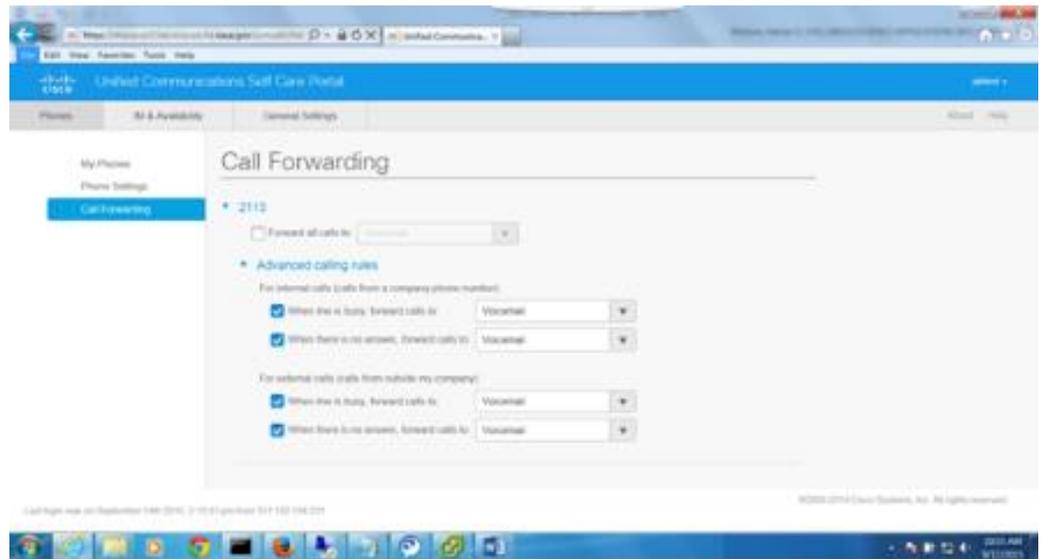
1. Expand the phone number you wish to forward by click the triangle in front of the number.
2. Click the **Forward all calls to** checkbox to select it.
3. From the menu, select from **Voicemail** to forward calls to your voicemail, or **Add a new number** to forward calls to a different number such as your home phone.
4. When entering a phone number, be sure to specify the destination number as if you were dialing from within HQ:

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- You must include "9" to get an outside line.
Example: 95551234
- You must also include "1" if the number is long distance.
Example: 913015551234
- Calls forwarded to locations *within* HQ require only the 4-digit extension
Example: 1234



5. Expand the **Advanced calling rules** to indicate how internal and external calls should be handled when the line is busy or when there is no answer.



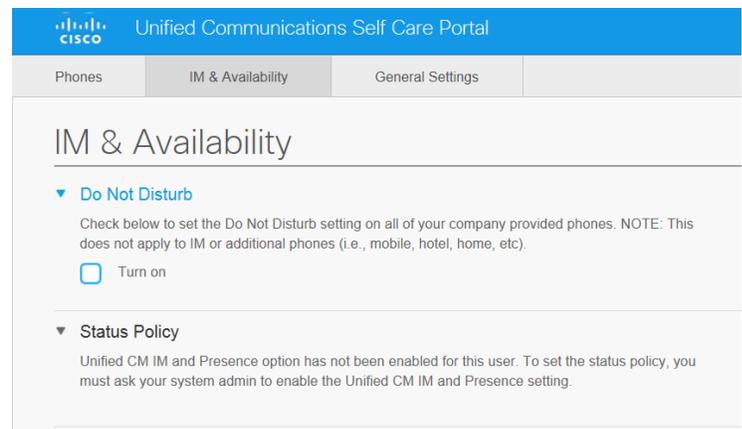
IM & Availability

On the **Unified Communications Self Care Portal** home page, use the **IM & Availability** tab along the top to indicate your availability to other users so they know if you are available for communicating.

Do Not Disturb

If you do not want people to call or e-mail you, use the **Do Not Disturb** option. On the **IM & Availability** tab, under **Do Not Disturb**, click the checkbox next to **Turn on** | Click **Save**.

This option does not apply to instant messages (IMs).



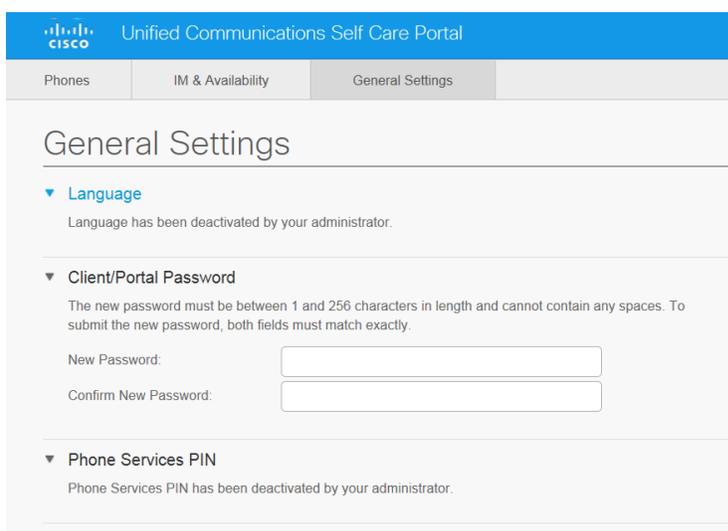
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Status Policy

The Unified CM instant messaging and Presence options have been deactivated by the administrator.

General Settings

On the **Unified Communications Self Care Portal** home page, click the **General Settings** tab along the top to change your Self Care Portal password.



The screenshot shows the 'Unified Communications Self Care Portal' interface. At the top, there is a blue header with the Cisco logo and the text 'Unified Communications Self Care Portal'. Below the header is a navigation bar with three tabs: 'Phones', 'IM & Availability', and 'General Settings'. The 'General Settings' tab is selected. The main content area is titled 'General Settings' and contains three sections:

- Language**: A dropdown menu with a downward arrow. Below it, the text reads: 'Language has been deactivated by your administrator.'
- Client/Portal Password**: A dropdown menu with a downward arrow. Below it, the text reads: '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.' There are two input fields: 'New Password:' and 'Confirm New Password:'.
- Phone Services PIN**: A dropdown menu with a downward arrow. Below it, the text reads: 'Phone Services PIN has been deactivated by your administrator.'

For assistance, contact the Enterprise Service Desk (ESD): Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

This document is posted on the ITCD Web site at:
<http://itcd.hq.nasa.gov/instructions.html>