Self Care Portal

Self Care Portal Overview

From the Cisco Unified Communications Self Care Portal, users can customize features and settings for their phones. As the administrator, you control access to the portal. Before an end user can access the portal, you must add the user to the default **Standard CCM End Users** access control group, or to any access control group that has the **Standard CCM End Users** role assignment. In addition, users require their user ID, password, and the URL with which to access the portal. Users can access the portal via the following URL:

http(s)://<server_name>:<port_number>/ucmuser/

where:

- **<server_name>** represents the Unified Communications Manager IP address, hostname or fully qualified domain name

- **<port_number>** represents the port on which to connect. The port is optional, but is useful in firewall situations.

- **ucmuser** is a mandatory subpath that points to Self Care

Optionally, you can also configure enterprise parameters within Cisco Unified Communications Manager in order to assign which phone settings are available for end users to configure. For example, the **Show Call Forwarding** enterprise parameter determines whether users can configure Call Forward via the portal.

Self Care Portal Task Flow

Procedure

	Command or Action	Purpose
Step 1	Grant User Access to the Self Care Portal, on page 2	To access the portal, end users must be assigned to the **Standard CCM End Users** access

	Command or Action	Purpose
		control group or to any group that has the **Standard CCM End Users** role assignment.
Step 2	Configure the Self Care Portal Options, on page 2	Configure enterprise parameters in order to control what configuration options are available to users whom access the portal.

Grant User Access to the Self Care Portal

To access the portal, end users must be assigned to the **Standard CCM End Users** access control group or to any group that has the **Standard CCM End Users** role assignment.

Procedure

Step 1	From Cisco Unified CM Administration, choose **User Management** > **End User**.
Step 2	Search for the user for whom you want to provide Self-Care access.
Step 3	In the **End User** section, ensure that the user has a password and PIN configured.
	Usually these credentials are entered when a new user is added.
Step 4	In the **Permission Information** section, click **Add to Access Control Group**.
Step 5	Click **Find** and select the **Standard CCM End Users** group or a customized group that contains the **Standard CCM End Users** role.

> **Note** For information on editing and configuring access control groups, and role assignments for access control groups, refer to the "Configure User Access" chapter of the System Configuration Guide for Cisco Unified Communications Manager.

Step 6	Select **Save**.

Configure the Self Care Portal Options

Use this procedure to configure Self Care Portal enterprise parameters in order to control what configuration options are available to users whom access the portal.

Before you begin

Grant User Access to the Self Care Portal, on page 2

Procedure

Step 1	From Cisco Unified Communications Manager Administration, select **System** > **Enterprise Parameters**.
Step 2	Under **Self Care Portal Parameters**, set the **Self Care Portal Default Server** by selecting one of the available servers from the drop-down list.

This parameter determines which Cisco Unified CM server Jabber uses to display embedded Self Care options pages. If you select **None**, Jabber defaults to the Publisher.

Step 3   Configure any of the remaining Self Care Portal Parameters to enable or disable features for the portal. For help with the fields, refer to the enterprise parameters help.

Step 4   Select **Save**.

Self Care Portal Interactions and Restrictions

The following table highlights feature interactions and restrictions with the Self-Care Portal.

Feature	Interaction or Restriction
Authenticated user https request	When an authenticated user makes a request to `https://{CUCM_address}/ucmuser/hostAlive/{host}`, the following happens: • If the request is successful at getting `http:{host}/` or if the request can ping `{host}` Cisco Unified Communications Manager returns the string, `"true"`. • If the request is unsuccessful, Cisco Unified Communications Manager returns the string `"false"`.

Self Care Portal Interactions and Restrictions