



Self Care Portal Management

- [Self Care Portal Overview](#), page 1
- [Set Up Access to Self Care Portal](#), page 2
- [Customize Self Care Portal Display](#), page 2

Self Care Portal Overview

From the Cisco Unified Communications Self Care Portal, users can customize and control phone features and settings. For information about the Self Care Portal, see the *Cisco Unified Communications Self Care Portal User Guide* located at <http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-user-guide-list.html>.

As the administrator, you control access to the Self Care Portal. You must also provide information to your users so that they can access the Self Care Portal.

Before a user can access the Cisco Unified Communications Self Care Portal, you must use Cisco Unified Communications Manager Administration to add the user to a standard Cisco Unified Communications Manager End User group.

You must provide end users with the following information about the Self Care Portal:

- The URL to access the application. This URL is:
`http://<server_name>:portnumber/<ucmuser>/`, where `server_name` is the host on which the web server is installed and `portnumber` is the port number on that host.
- A user ID and default password to access the application.
- An overview of the tasks that users can accomplish with the portal.

These settings correspond to the values that you entered when you added the user to Cisco Unified Communications Manager.

For more information, see:

- *Cisco Unified Communications Manager Administration Guide*, “Access Control Group Setup” chapter
- *Cisco Unified Communications Manager Administration Guide*, “End User Setup” chapter
- *Cisco Unified Communications Manager Administrator Guide*, “Role Setup” chapter

Set Up Access to Self Care Portal

Use this procedure to enable a user to access the Self Care Portal.

Procedure

- Step 1** In Cisco Unified Communications Manager Administration, select **User Management > End User**.
 - Step 2** Search for the user and click the user ID link.
 - Step 3** Ensure that the user has a password and PIN configured.
 - Step 4** Select **Save**.
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Customize Self Care Portal Display

Most options display on the Self Care Portal. However, you must set the following options by using Enterprise Parameters Configuration settings in Cisco Unified Communications Manager Administration:

- Show Ring Settings
- Show Line Label Settings



Note The settings apply to all Self Care Portal pages at your site.

Procedure

- Step 1** In Cisco Unified Communications Manager Administration, select **System > Enterprise Parameters**.
 - Step 2** In the Self Care Portal area, set the **Self Care Portal Default Server** field.
 - Step 3** Enable or disable the parameters that the users can access in the portal.
 - Step 4** Select **Save**.
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