



Adding, Modifying, or Deleting a User Template

When you create user accounts in Cisco Unity Connection, you base each account on a user template. User templates contain settings that are applicable for most users of a particular type (such as a department). Basing new user accounts on a template minimizes the number of settings that must be modified on individual user accounts, making the job of creating user accounts easier.

You can modify the default user templates (Voice Mail User Template, and Administrator Template), and can create an unlimited number of additional templates.

See the following sections:

- [Adding a User Template, page 6-1](#)
- [Modifying a User Template, page 6-3](#)
- [Deleting a User Template, page 6-4](#)

Adding a User Template

Users with voice mailboxes are end users; users without voice mailboxes are system administrators. Do the applicable procedure to create a user template:

- [To Create a User Template for Users with Voice Mailboxes, page 6-1](#)
- [To Create a User Template for Users Without Voice Mailboxes, page 6-2](#)

To Create a User Template for Users with Voice Mailboxes

- Step 1** In Cisco Unity Connection Administration, expand **Templates**, then click **User Templates**.
- Step 2** On the Search User Templates page, click **Add New**.
- Step 3** On the New User Template page, in the User Template Type field, click **User Template with Voice Mailbox**.
- Step 4** In the Based on Template field, click a template upon which to base the new template.
- Step 5** Enter an alias and display name.
- Step 6** In the Phone System field, click the applicable phone system.
- Step 7** Click **Save**.
- Step 8** On the Edit User Template Basics page, enter additional settings, as applicable.
- Step 9** When you have finished entering basic settings, click **Save**.

Step 10 On the Edit menu, click any (or all) of the following related pages, to continue adding applicable settings to the new user template:

- Password Settings
- Change Password
- Roles
- Transfer Options
- Message Settings
- Caller Input
- Voice Mailbox
- Phone Menu
- Playback Message Settings
- Send Message Settings
- Greetings
- Notification Devices

If you change default settings on any of these pages, click **Save** before leaving the page.

To Create a User Template for Users Without Voice Mailboxes

- Step 1** In Cisco Unity Connection Administration, expand **Templates**, then click **User Templates**.
- Step 2** On the Search User Templates page, click **Add New**.
- Step 3** On the New User Template page, in the User Template Type field, click **User Template Without Voice Mailbox**.
- Step 4** In the Based on Template field, click a template upon which to base the new template.
- Step 5** Enter an alias for the account.
- Step 6** Enter additional information, as applicable, then click **Save**.
- Step 7** On the Edit User Template Basics page, enter additional information, as applicable. If you change any settings on the page, click **Save**.
- Step 8** On the Edit menu, click **Roles**.
- Step 9** On the Edit Roles page, click a role name in the Assigned Roles or Available Roles fields, then click the up or down arrow to move the role to the applicable field.
- Step 10** When the Assigned Roles field contains all of the applicable roles for the administrator, click **Save**.
- Step 11** On the Edit menu, click **Password Settings**.
- Step 12** On the Edit Password Settings page, enter settings for the password that the administrator will use when accessing Connection Administration:
- a. Verify that the **User Must Change at Next Login** check box is checked. When this check box is checked, the administrator will be required to change the password when logging on for the first time.
 - b. In the Authentication Rule field, click an applicable rule.
- Step 13** Click **Save**.

Step 14 On the Edit Menu, click **Change Password**.

**Caution**

Do not skip the steps for entering a password for the new template ([Step 15](#) and [Step 16](#)). If you do not enter a password, a randomly-generated string will be entered as the default password. You will then be unable to log on to the account, and will be forced to log on to a different administrative account and change the password of the new account to remove the randomly-generated string.

Step 15 On the Change Password page, enter a password in the Password field. Note that the password must meet the following requirements for password complexity:

- A minimum length requirement (as set on the Edit Authentication Rule page, in the Minimum Credential Length field)
- Inclusion of at least one character from each of the following categories: upper-case letter, lower-case letter, number, and symbol (~ ! @ # \$ % ^ & * " ' , . : ; ? - _ () [] < > { } + = / \ |)
- No characters repeated consecutively more than three times (for example, aaaaB1C9 is invalid)
- No inclusion of the alias or name of the administrator

Step 16 Enter the password again in the Confirm Password field.

Step 17 Click **Save**.

Modifying a User Template

Although you can modify a user template at any time, keep in mind that changes to the template will not affect any currently existing user accounts that were based on the template when they were created. Changes to a user template affect only those accounts that are created subsequent to the changes.

To Modify a User Template

Step 1 In Cisco Unity Connection Administration, expand **Templates**, then click **User Templates**.

Step 2 On the Search User Templates page, click the alias of the user template that you want to modify.

**Note**

If the user template does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.

Step 3 On the User Template Basics page, change settings as applicable.

Step 4 When you have finished changing settings, click **Save**.

Step 5 You may also want to change settings on any (or all) of the following related pages, as applicable:

- Password Settings
- Change Password
- Roles
- Transfer Options (for users with voice mail only)
- Message Settings (for users with voice mail only)

- Caller Input (for users with voice mail only)
- Voice Mailbox (for users with voice mail only)
- Phone Menu (for users with voice mail only)
- Playback Message Settings (for users with voice mail only)
- Send Message Settings (for users with voice mail only)
- Greetings (for users with voice mail only)
- Notification Devices (for users with voice mail only)

If you change settings on any of these pages, click **Save** before leaving the page.

Deleting a User Template

Note that you cannot delete the default templates (Voice Mail User Template and Administrator Template).

Deleting a user template will not affect any user accounts that were based on that template when they were created.

To Delete a User Template

- Step 1** In Cisco Unity Connection Administration, expand **Templates**, then click **User Templates**.
- Step 2** On the Search User Templates page, check the check box to the left of the alias of the user template that you want to delete.



Note If the user template does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.

- Step 3** Click **Delete Selected**.
- Step 4** Click **OK**.
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