



# Modifying or Deleting an Individual User Account by Using Cisco Unity Connection Administration

After a user account has been created, you may need to adjust settings (for example, to reset a user password, or to set up new notification devices for the user), or to delete the account.

See the following sections in this chapter:

- [Modifying a User Account, page 10-1](#)
- [Deleting a User Account, page 10-2](#)

## Modifying a User Account

Keep in mind that you cannot make changes to a particular user account by changing settings on the user template upon which that user account was based when it was created. If you change settings on a user template, the new settings will be in effect only for new user accounts created by using that template.

### To Modify a User Account

**Step 1** In Cisco Unity Connection Administration, click **Users**. The Search Users page opens.

**Step 2** Click the alias of the user account that you want to modify. The Edit User Basics page opens.



**Note** If the user account you want to modify 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** Change settings on the page, as applicable.

**Step 4** When you have finished changing settings on the Edit User Basics page, 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
- Message Waiting Indicators (for user with voice mail accounts only)

- Transfer Options (for user with voice mail accounts only)
- Message Settings (for user with voice mail accounts only)
- Caller Input (for user with voice mail accounts only)
- Voice Mailbox (for user with voice mail accounts only)
- Phone Menu (for user with voice mail accounts only)
- Playback Message Settings (for user with voice mail accounts only)
- Send Message Settings (for user with voice mail accounts only)
- Greetings (for user with voice mail accounts only)
- Notification Devices (for user with voice mail accounts only)
- Alternate Extensions (for user with voice mail accounts only)
- Alternate Names (for user with voice mail accounts only)
- Private Distribution Lists (for user with voice mail accounts only)
- Call Transfer Rules (for users with a COS enabled for this feature)
- External Service Accounts (for users with a COS enabled for this feature)

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

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## Deleting a User Account

When a user leaves the organization or otherwise no longer needs a Cisco Unity Connection account, delete the account in Cisco Unity Connection Administration.

Note the following considerations for deleting an account:

- If a user account is referenced by other objects in the Cisco Unity Connection database (for example, if the user is set to be a recipient of messages left in an interview handler, or if a call handler is set to transfer incoming calls to the user phone), you will not be allowed to delete the user account until you have changed settings on the other objects to remove references to the user account you want to delete. If you try to delete a user account without first changing settings on objects that reference the user account, the delete operation will fail.
- An administrator is prohibited from deleting his or her own account.
- When you delete the account of a user with a voice mailbox, that user will be automatically deleted from the All Voice Mail Users distribution list.

### To Delete a User Account

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- Step 1** In Cisco Unity Connection Administration, click **Users**. The Search Users page opens.
- Step 2** In the Search Results table, check the check box to the left of the alias of the user whose account you want to delete.



**Note** If the user account you want to delete 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**.

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**Step 3** Click **Delete Selected**.

**Step 4** In the dialog box that opens, asking you to confirm the deletion, click **OK**.

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