



CHAPTER 11

Modifying or Deleting Individual User Accounts

After a Cisco Unity Connection 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:

- [Modifying Individual User Accounts, page 11-1](#)
- [Deleting Individual User Accounts, page 11-1](#)

Modifying Individual User Accounts

You modify settings for an individual user account from the pages available on the Edit menu in Cisco Unity Connection Administration.

Do the following procedure to modify user account settings.

To Modify a User Account

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- Step 1** In Cisco Unity Connection Administration, click **Users**. The Search Users page opens.
 - Step 2** Find the user account that you want to modify.
 - Step 3** Change settings on the page, as applicable. When you have finished changing settings on the Edit User Basics page, click **Save**.
 - Step 4** On the Edit menu, click the applicable page to continue modifying settings for the user account. If you change any of the settings on these pages, click **Save** before leaving the page.

For details on the features and functionality available on the Edit menu pages for a user account, see the [“Setting Up Features and Functionality That Are Controlled by User Account Settings”](#) chapter.

Deleting Individual User Accounts

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 (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 an Individual User Account

- Step 1** In Cisco Unity Connection Administration, click **Users**.
- Step 2** Find the user account that you want to delete.
- 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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