Get Started

Launch Self Care Portal

Launch the Self Care Portal to configure and customize your phone settings.

Before you begin

Make sure that your network administrator has enabled Self Care access and provided you with the following details:

- The Self Care Portal URL

- Your username and password

Procedure

Step 1   Enter the Self Care Portal URL in the web browser address bar: For example, `https://<server_name:portnumber>/ucmuser`. Note that the address format may vary depending on how the administrator configures the server.

Step 2   Enter your username and password and click **Sign In**.

Note   Cisco Jabber users can access the portal directly from the Jabber client interface by selecting the Self Care Portal option within the Settings menu.

Set Your Preferred Language

By default, your Cisco IP Phone and Jabber applications display their content in English. If you're comfortable using a different language other than English, you can set that language as your display language.

Procedure

Step 1   From **Unified Communications Self Care Portal**, choose **General Settings** > **Language**.

Step 2   From the **Display Language** drop-down list, choose your preferred language, and click **Save**.

Change Your Phone Display Name

You can modify the description for each of your Cisco IP Phones. This makes it easier if you have multiple phones.

Procedure

Step 1   From **Unified Communications Self Care Portal**, choose **Phones** > **My Phones**.

Step 2   Hover over the name of your phone, click the Settings ⚙ icon, and choose **Edit**.

Step 3   Enter the new name of the phone in the **Description** field, and then click **Save**.

Add Your Additional Phones to Self Care Portal

You can add your additional phones, such as your mobile or home office phones to Self Care Portal. These phones allow you to handle your work calls when you're away from your desk or office.

Procedure

Step 1   From **Unified Communications Self Care Portal**, choose **Phones** > **My Phones**.

Step 2   Click the Add New ⊕ icon.

Step 3   Enter the phone number and description in the respective fields.

- If you want to enable single number reach (answer your calls from any other device or phones) on your new phone, check the **Enable Single Number Reach** check box.

- If you've added your mobile phone as your new phone, check the **Enable Move to Mobile** check box.

- If you want to enable the Cisco Jabber features on your new phone, check the **Enable Extend and Connect** check box.

Step 4   Click **Save**.

Activate Your Phone

You need to activate your phone with an activation code before you can use it. Your administrator configures a 16-digit activation code. This activation code is valid for one week.

Note   If your phone is not active, you see the **Ready to Activate** message on your phone in the Self Care Portal.

Procedure

Step 1   From **Unified Communications Self Care Portal**, choose **Phones** > **My Phones**.

Step 2   Choose your phone, and click **View Activation Code**.
The Activation Code pop-up displays the activation code and barcode.

Step 3   Use one of the options to activate your phone:

- Enter the 16-digit activation code on your new phone.

- If your phone has a video camera, you can use the camera to scan the barcode.

Step 4   Click **Save**.

Set Up Phone Services

You can add phone services such as directory, weather forecasts, or visual voicemail on Self Care Portal, if your Cisco IP Phones or Jabber applications support them.

Procedure

Step 1   From **Unified Communications Self Care Portal**, choose **Phones** > **Phones Settings** > **Services**.

Step 2   Choose your phone and click **Add New Services**.

Step 3   Choose the required services from the **Services** drop-down list, enter the display name in the **Display Name** field, and click **Save**.

Change Your Portal Password

You can change your password anytime. We recommend that you change your default password so that your login remains secure.

Note   You can't generate a new password if you have forgotten it. To generate a new password, contact your network administrator.

Procedure

Step 1   From **Unified Communications Self Care Portal**, choose **General Settings** > **Client/Portal Password**.

Step 2   Enter your new password in the **New Password** field, re-enter it in the **Confirm New Password** field, and then click **Save**.

Change Your Phone Services PIN

You can use a phone services PIN to configure new phones, enable conference calls, and use mobile connect. The PIN includes numbers without any spaces, letters, or special characters.

Note   The PIN that you enter must meet the credential policy defined in Unified Communications Manager. For example, if the credential policy specifies a minimum PIN length of 7 digits, the PIN that you enter should be at least 7 digits long and cannot exceed 128 digits. For more information, contact your system administrator.

Procedure

Step 1   From **Unified Communications Self Care Portal**, choose **General Settings** > **Phone Services PIN**.

Step 2   Enter the PIN in the **New Phone PIN** field, re-enter it in the **Confirm New Phone PIN** field, and then click **Save**.

Schedule a Meeting Using an Access Code

You can use the Self Care Portal to schedule a meeting with your coworkers. If you prefer, you can use an access code to control who attends your meeting. An access code is a unique number, between three to ten digits, without any spaces, letters, or special characters.

Procedure

Step 1 From **Unified Communications Self Care Portal**, choose **General Settings** > **Conference**.

Step 2 Enter the meeting number in the **Meeting Number** field.

Step 3 Enter the access code in the **Attendees Access Code** field, and then click **Save**.

Download the Required Plug-ins

You can download the available plug-ins if you want to extend the functionality of your Cisco IP Phones or Jabber application.

Procedure

Step 1 From Unified Communications Self Care Portal, choose **Downloads**.

Step 2 Choose the plug-in that you want to download and click the **Download** button.

Download Your Phone User Manual

You can download your phone's user manual from the Self Care Portal. If you find that it's not the latest version, go to cisco.com to download the latest version.

Procedure

Step 1 From **Unified Communications Self Care Portal**, choose **Phones** > **My Phones**.

Step 2 Hover over your additional phone, click the Settings ⚙ icon, and choose **Download Manual**.

Sign out From Self Care Portal

After you've configured and customized your settings, you can sign out from Self Care Portal. Before you sign out, make sure that you've saved your settings.

From **Unified Communications Self Care Portal**, click your display name, and choose **Sign Out**. Your display name appears at the top right corner of the home page. If you haven't configured your display name, your user ID appears on the screen.