Self Care Portal Management

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Self Care Portal Overview

From the Cisco Unified Communications Self Care Portal, users can customize and control phone features and settings.

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:

  `https://<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 the documentation for your particular Cisco Unified Communications Manager release.

Set Up User Access to the Self Care Portal

Before a user can access the Self Care Portal, you need to authorize the access.

Procedure

Step 1 In Cisco Unified Communications Manager Administration, select **User Management** > **End User**.
Step 2 Search for the user.
Step 3 Click the user ID link.
Step 4 Ensure that the user has a password and PIN configured.
Step 5 In the Permission Information section, ensure that the Groups list includes **Standard CCM End Users**.
Step 6 Select **Save**.

Customize the 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**.