

Cisco Unified Communications Self Care Portal – Call Forwarding

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Introduction

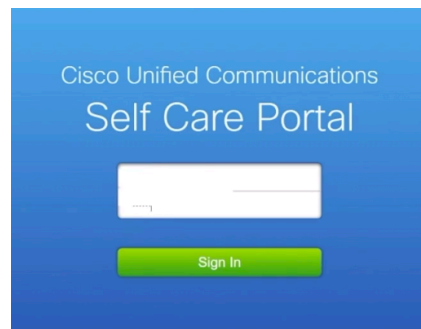
Cisco Unified Communications Self Care Portal allows users to access various settings on their Cisco account. In this document, we will be discussing how to set up call forwarding.

Prior Requirements

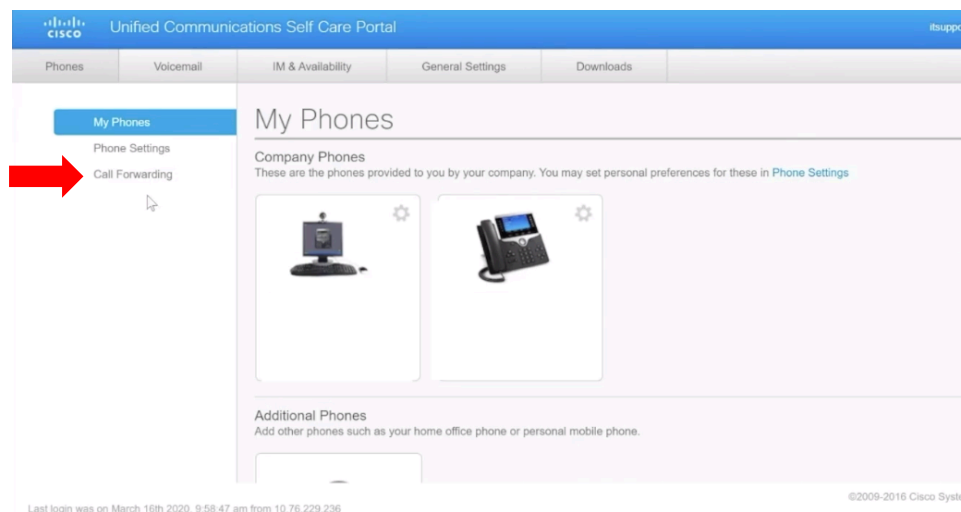
Prior to accessing this website, ensure that you have the GlobalProtect VPN application installed and connected to SCSU’s network, if accessing while off the campus network. See our documentation on how to do so, if needed.

Setting up call forwarding

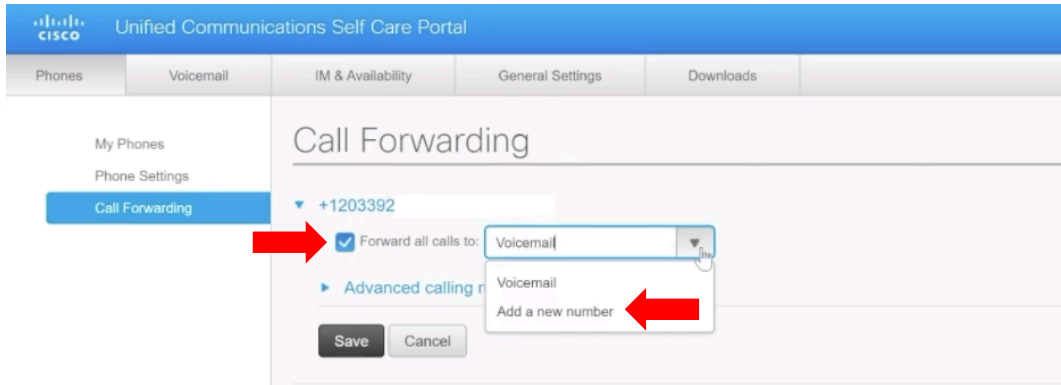
1. Open an internet browser. Go to: <https://jedcucm1.scsu.southernct.edu:8443/ucmuser/> .
2. Sign in with the credentials used to access your phone.



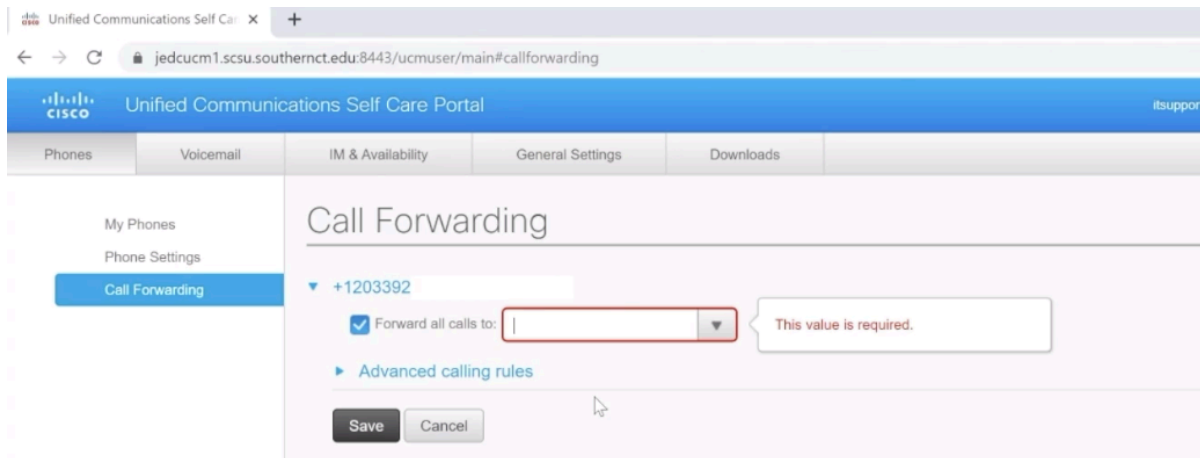
3. Select “Call Forwarding” from the left menu.



4. Select the checkbox next to “Forward all calls to:”. Open the drop-down menu and select “Add a new number”.



5. Enter the full phone number you wish to have your calls forwarded to, beginning with “+”.
Example: 203-123-4567 should be entered as **+12031234567**.
 - a. In some cases, you may need to add a 9 before the 1 as well.
Example: **+912031234567**.



6. Select “Save” when complete.
7. It is highly recommended that you test this feature before exiting.
8. To remove the call forwarding, unselect the checkbox and “Save”.