

Voice Services

Self Care Portal

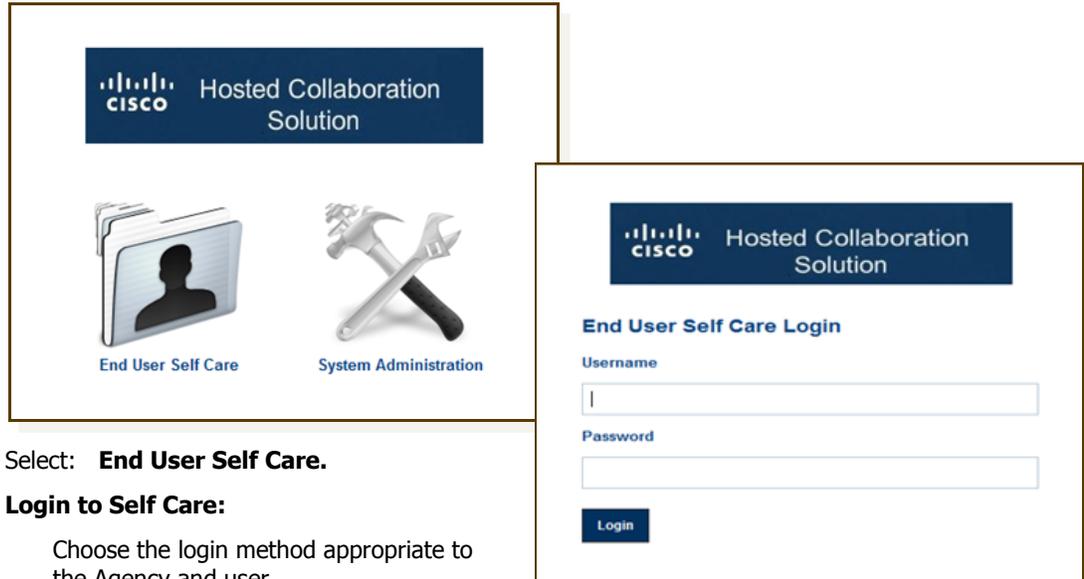
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Voice Services Self Care Portal

1. Logging In

- From your Internet browser, enter the following URL: <https://selfcare.ucc.ny.gov>.



- Select: **End User Self Care.**

- Login to Self Care:**

Choose the login method appropriate to the Agency and user.

Contact your System Administrator for assistance determining which method is appropriate for the Agency and/or user.

A. Single Sign-On Enabled User:

Enter the same Username and Password used to login to your email and other applications.

Username: Your Fully Qualified E-mail Address (Example: john.smith@its.ny.gov)

Password: Your Email Password (Same password used to sign onto your computer/email)

Click: Login

B. UCC Sign-On User (Unified Communications and Collaboration):

This method is used by certain Agencies and some users where Single Sign-On is **not** enabled. Contact your System Administrator for assistance:

Enter your username and Password:

Username: [10digitphone@ucc.ny.gov](https://selfcare.ucc.ny.gov) (Example: [1234567890@ucc.ny.gov](https://selfcare.ucc.ny.gov))

Password : The Default Password is: #P@ssw0rd2013

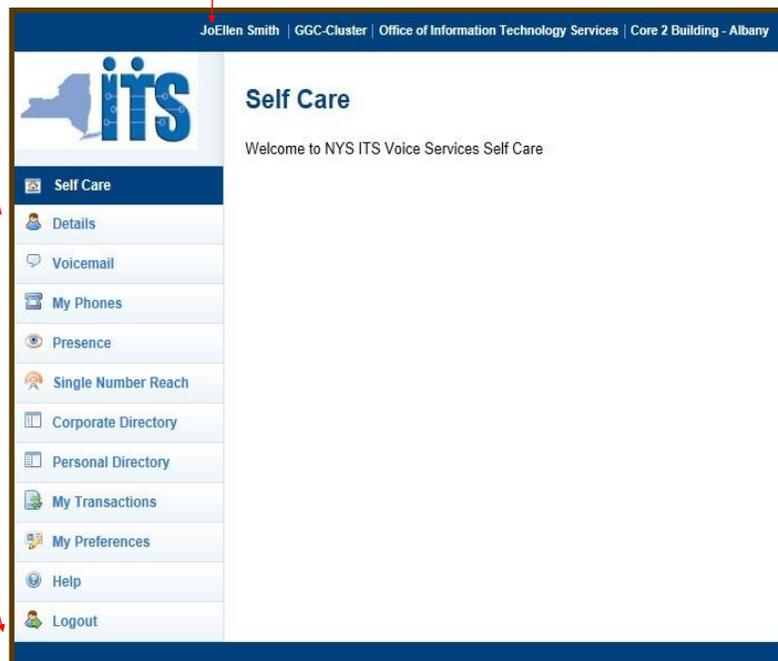
Click: Login

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2. Self Care - Welcome to Self Care

Self Care Welcome and Self Care Menu Options are displayed at login:

Your name and info appears in the blue bar at the top.



"Self Care"
Menu Options
are displayed.
Click to select
option.

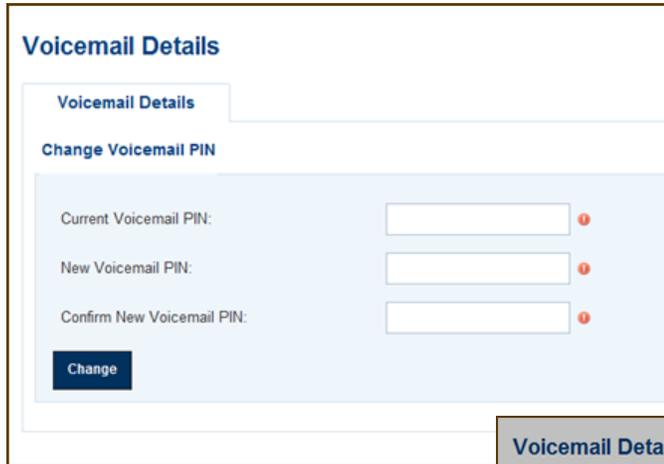
A. Self Care Menu Options - Some of the most frequently used options are:

- ⇒ **Voicemail** - Change Voice Mail Pin if current pin is know.
- ⇒ **My Phones** - View Phone Details and manage Busy Lamps, Speed Dials and Common Line Settings.
 - **Busy Lamps** - Available phone line buttons can be assigned as Busy lamps for one-touch Speed Dial. When possible, Busy Lamps light to indicate status of assigned uniteNY number.
 - **Speed Dials** (Abbreviated Dialing - ABBR) - Manage Speed Dial List.
 - **Line Settings** - View/modify Common Line Settings.
 - Call Forward - all, busy, and no answer settings.
 - No Answer Ring Duration (in seconds).
- ⇒ **Single Number Reach (Also known as SNR)** - Allows your number to ring another number.
- ⇒ **Personal Directory** - Manage your personal address book entries.

Voice Services Self Care Portal

3. Change Voicemail PIN

1. Select the **Voicemail** option from the **Self Care** menu.



Voicemail Details

Voicemail Details

Change Voicemail PIN

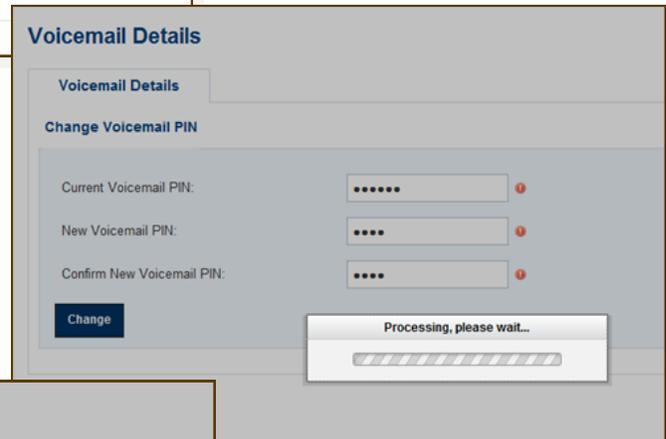
Current Voicemail PIN:

New Voicemail PIN:

Confirm New Voicemail PIN:

Change

2. Enter: **Current Voicemail PIN**.
3. Enter: **New Voicemail PIN**.
4. Re-enter: **New Voicemail PIN** to Confirm.
5. Click the **Change** button. Voicemail PIN is changed.



Voicemail Details

Voicemail Details

Change Voicemail PIN

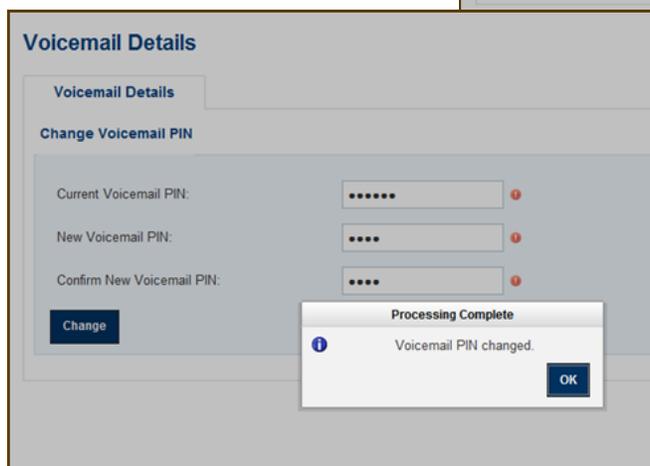
Current Voicemail PIN:

New Voicemail PIN:

Confirm New Voicemail PIN:

Change

Processing, please wait...



Voicemail Details

Voicemail Details

Change Voicemail PIN

Current Voicemail PIN:

New Voicemail PIN:

Confirm New Voicemail PIN:

Change

Processing Complete

Voicemail PIN changed.

OK

Voice Services Self Care Portal

4. My Phones

My Phones:

- A. Busy Lamps
- B. Speed Dials (Abbreviated Dial)
- C. Common Line Settings (Call Forwarding)

A. Add Busy Lamp:

1. Select the **My Phones** option from the **Self Care** menu.
2. Locate appropriate phone model under **Phone Type**, then click the **Device Name** link under **Unique Device Name**.



Phone Type	Unique Device Name	Description
Cisco Unified Client Services Framework	CSF015185492336	ALLEN
Cisco 6941 SIP	SEP5475D02ADB28	ALLEN

3. On the **Phone Details** screen, select the **Phone** tab, then click the **Busy Lamps** button.



Phone Details

Phone Details

Unique Device Name: SEP20BBC0DC921C
Date Registered: 2013-04-30 20:24:41

Phone Settings

Locale: English United States

Phone Features

SRST: 10.38.0.2

Buttons: Apply, Busy Lamps, Speed Dials, Phone List

4. Click the **Add** button to Add the Busy Lamp.



Busy Lamps for SEP5475D02ADB28

Busy Lamp Number	Name	ASCII Name	Telephone Number	Destination	Call Pickup
No records found.					

Buttons: Add, Phone Details, Phone List

Voice Services Self Care Portal

4. My Phones *(continued)*

5. On the **Add Busy Lamp** screen, select the **Busy Lamp Number** from the pull-down menu.

Note: Number 1 indicates first available button after the pre-configured buttons on your phone, such as Lines.

6. Enter a value in the **Label** field. This label will appear next to the button on your phone display.

7. Enter the number in **one** of the two fields:

- Telephone Number:** Populated with phone numbers within your cluster. Select one number from the **pull-down menu**.
- Destination:** If the number does not appear in the pull-down menu above, enter the **10-digit number** here.

8. **Select** the **Call Pickup** box (check box) if the number is in your Call Pickup group, this allows call pickup by pressing the *flashing Busy Lamp* button.

9. Click the **Add** button. The phone will reboot, then the label appears in the phone display next to the corresponding **Busy Lamp** button.

- To call assigned number:** Press the phone's **Busy Lamp** button that corresponds to the label.

- Call Pickup:** Press *flashing Busy Lamp* button to pickup call. (Call Pickup box must be checked when adding Busy Lamp.)

Use Pull-down menu to select number, if number is not in list, enter number in Destination.

CHECK box (click to check) - Allows call pickup of a *flashing Busy Lamp* button if number is in a call pickup group.

Voice Services Self Care Portal

4. My Phones *(continued)*

B. Delete a Busy Lamp:

1. On the **Busy Lamps** screen, click the **Delete** link for the busy lamp to be deleted.



Busy Lamps for SEP20BBC0DC921C

Busy Lamp Number	Name	ASCII Name	Telephone Number	Destination	Call Pickup	
1	Debbie	Debbie	5185490209	None	Disabled [Enable]	Delete

Buttons: Add, Delete All, Phone Details, Phone List

2. On the next screen, review selection to be deleted, then click the **Delete** button to confirm.



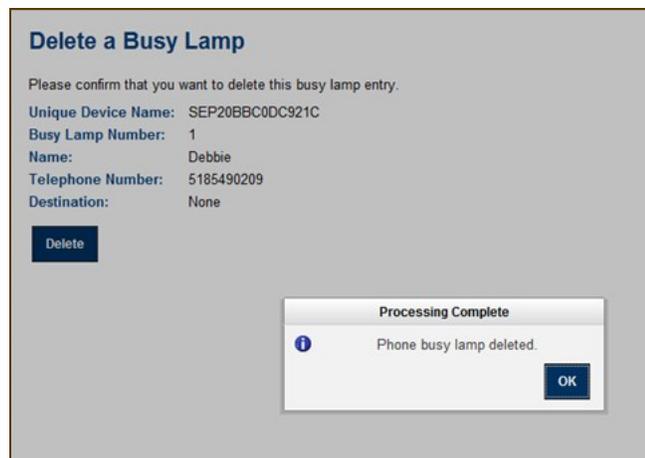
Delete a Busy Lamp

Please confirm that you want to delete this busy lamp entry.

Unique Device Name: SEP20BBC0DC921C
 Busy Lamp Number: 1
 Name: Debbie
 Telephone Number: 5185490209
 Destination: None

Buttons: Delete, Busy Lamps, Phone Details, Phone List

3. The Busy Lamp is deleted.



Delete a Busy Lamp

Please confirm that you want to delete this busy lamp entry.

Unique Device Name: SEP20BBC0DC921C
 Busy Lamp Number: 1
 Name: Debbie
 Telephone Number: 5185490209
 Destination: None

Buttons: Delete

Processing Complete
 Phone busy lamp deleted.
 OK

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4. My Phones *(continued)*

C. Add a Speed Dial (Abbreviated Dial):

1. Select the **My Phones** option from the **Self Care** menu.
2. Locate the appropriate phone model under **Phone Type**; then click the **Device Name** link under the **Unique Device Name** column.



Phone Type	Unique Device Name	Description
Cisco Unified Client Services Framework	CSF015185492336	ALLEN
Cisco 6941 SIP	SEP5475D02ADB28	ALLEN

3. On the **Phone Details** screen, click the **Speed Dials** button.



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Phone Details

Phone Line 1

Phone Details

Unique Device Name: SEP20BBC0DC921C
Date Registered: 2013-04-30 20:24:41

Phone Settings

Locale: English United States

Phone Features

SRST: 10.38.0.2

Apply Busy Lamps **Speed Dials** Phone List

4. On the **Speed Dials** screen, click the **Add** button to begin adding an Speed Dial (Abbreviated Dial).



Speed Dials for SEP20BBC0DC921C

Speed Dial Number	Name	ASCII Name	Telephone Number
No records found.			

Add Phone Details Phone List

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4. My Phones *(continued)*

5. On the **Add a Speed Dial** screen:

- **Select the Speed Dial number (1-99)** from the pull-down menu.
- Enter a **label**.
- Enter the **10-digit phone number** (*no dashes or spaces*).

6. Click the **Add** button.

The screenshot shows the 'Add a Speed Dial' form with the following fields: Speed Dial Number (1), Label (Debbie Allen), ASCII Label (Debbie Allen), and Telephone Number (5185495555). The 'Add' button is circled in red. Navigation buttons for 'Speed Dials', 'Phone Details', and 'Phone List' are visible at the bottom right.

The screenshot shows the 'Add a Speed Dial' form with the same data as the previous screenshot. A 'Processing, please wait...' message is displayed in a white box with a progress bar. The 'Add' button is now disabled. Navigation buttons for 'Speed Dials', 'Phone Details', and 'Phone List' are visible at the bottom right.

7. The **Speed Dial (Abbreviated Dial)** is added and appears in the Speed Dials Number list.

The screenshot shows a table titled 'Speed Dials for SEP20BBC0DC921C'. A red arrow points to the first row. The table has columns for Speed Dial Number, Name, ASCII Name, Telephone Number, and a Delete button. Navigation buttons for 'Add', 'Delete All', 'Phone Details', and 'Phone List' are visible at the bottom.

Speed Dial Number	Name	ASCII Name	Telephone Number	
1	Debbie Allen	Debbie Allen	5185495555	Delete

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4. My Phones *(continued)*

D. Delete a Speed Dial (Abbreviated Dial):

1. On the **Speed Dials** screen, locate the Speed Dial Number to be deleted, then click on the **Delete** link.

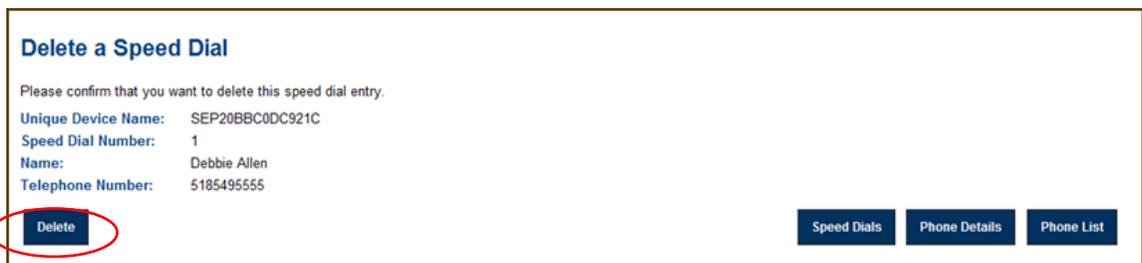


Speed Dials for SEP20BBC0DC921C

Speed Dial Number	Name	ASCII Name	Telephone Number	
1	Debbie Allen	Debbie Allen	5185495555	Delete

Buttons: Add, Delete All, Phone Details, Phone List

2. On the next screen, review the Speed Dial to be deleted, then click the **Delete** button.



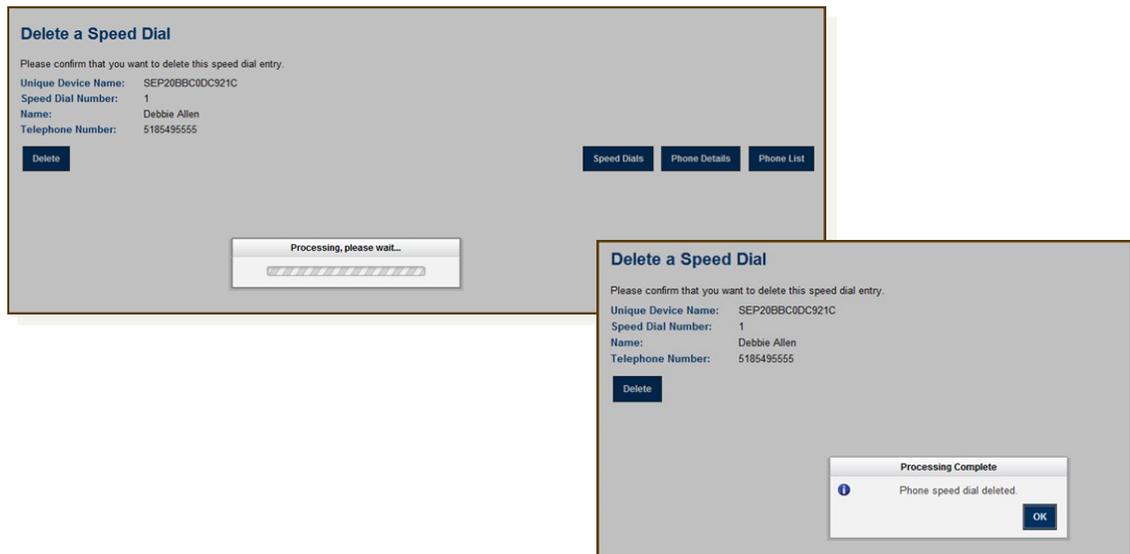
Delete a Speed Dial

Please confirm that you want to delete this speed dial entry.

Unique Device Name: SEP20BBC0DC921C
 Speed Dial Number: 1
 Name: Debbie Allen
 Telephone Number: 5185495555

Buttons: Delete, Speed Dials, Phone Details, Phone List

3. The selected Speed Dial (Abbreviated Dial) is deleted.



Delete a Speed Dial

Please confirm that you want to delete this speed dial entry.

Unique Device Name: SEP20BBC0DC921C
 Speed Dial Number: 1
 Name: Debbie Allen
 Telephone Number: 5185495555

Buttons: Delete, Speed Dials, Phone Details, Phone List

Processing, please wait...

Delete a Speed Dial

Please confirm that you want to delete this speed dial entry.

Unique Device Name: SEP20BBC0DC921C
 Speed Dial Number: 1
 Name: Debbie Allen
 Telephone Number: 5185495555

Buttons: Delete

Processing Complete

Phone speed dial deleted.

OK

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4. My Phones *(continued)*

E. Common Line Settings:

1. Select the **My Phones** option from the Self Care menu.
2. Locate the appropriate phone model listed under Phone Type, click the **Device Name** link listed under the **Unique Device Name** column.
3. On the **Phone Details** screen, select the tab for the **Line** to be configured (Example: **Line 1, Line 2**).
4. In the **Common Line Settings** section, **specify** the appropriate settings according to your needs, then click the **Apply** button to save the changes.

Phone Details

Phone	Line 1
<p>← Select the Line to be configured - All changes below are for selected Line</p>	
<p>Line Details</p> <p>Extension: 5184081590 Shared: Yes</p>	
<p>Common Line Settings</p> <p>Call forward all calls to voicemail: <input type="checkbox"/> ← Check Box to send ALL calls immediately to voicemail; line will not ring.</p> <p>Call forward - always: <input type="text"/> ← Sends ALL calls immediately to this number; line does not ring.</p> <p>Call forward calls on busy to voicemail: <input checked="" type="checkbox"/> ← KEEP box Checked to send calls to Voicemail when line is busy.</p> <p>Call forward when busy: <input type="text"/> ← When line is busy, calls ring to this number.</p> <p>Call forward on no answer to voicemail: <input checked="" type="checkbox"/> ← KEEP box Checked to send calls to Voicemail if not answered within the amount of seconds in "No Answer Duration" setting.</p> <p>Call forward if no answer: <input type="text"/></p> <p>No Answer Ring Duration: 18 ↓ ← Calls ring to this number when not answered within seconds set in "No Answer Duration" setting.</p> <p>Alerting Name: <input type="text"/></p> <p>Time in SECONDS; If calls are not answered within this amount of time, call follows the no answer setting above. 3 - 4 seconds = 1 Ring; depending on phone type.</p>	
<p>Private line settings and Shared device settings</p> <p>Display name (Caller Line ID): <input type="text"/> Copy</p> <p>Line Mask: Default line mask: [5184081590]</p> <p>Ring setting - Phone active: Use System Default ↓ <input type="checkbox"/></p> <p>Apply Changes</p>	
<p>Multiple Call/Call Waiting Settings</p> <p>Max calls waiting: 4</p>	
<p>Apply <input type="button"/> Apply Changes <input type="button"/> Busy Lamps <input type="button"/> Speed Dials <input type="button"/> Phone List <input type="button"/></p>	

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5. Personal Directory

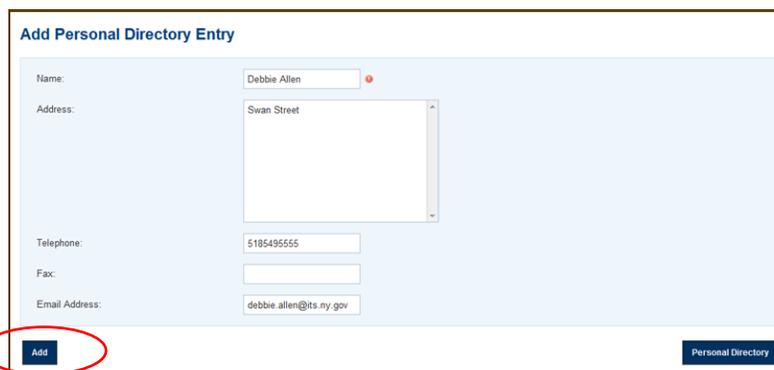
A. Add Personal Directory Entry:

1. Select the **Personal Directory** option from the **Self Care** menu.
2. On **Personal Telephone Directory** screen, click the **Add** button.

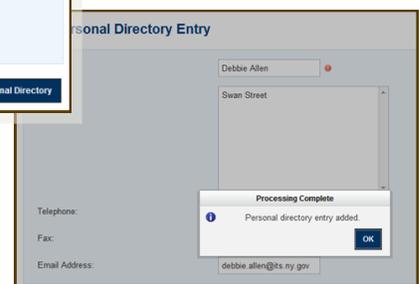


3. On the **Add Personal Directory Entry** screen, enter appropriate info:

- **Name** (*Required*)
- **Address**
- **Telephone number** (*no hyphens, no spaces*)
- **Fax number**
- **Email address**



4. Click the **Add** button. The entry is added to the Personal Directory.

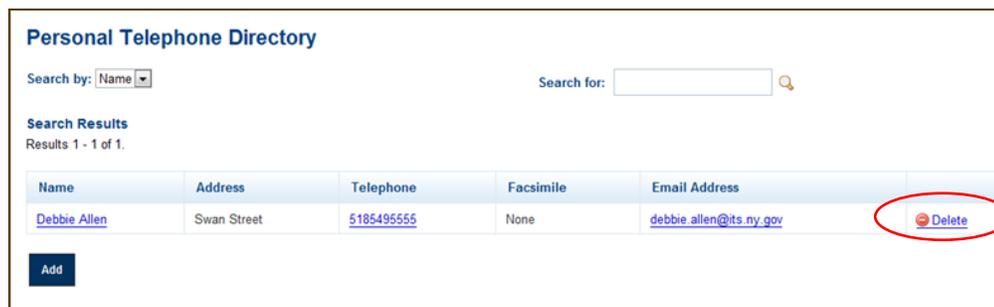


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5. Personal Directory *(continued)*

B. Delete Personal Directory Entry:

1. Select the **Personal Directory** option from the **Self Care** menu.
2. On the **Personal Telephone Directory** screen, locate the entry to be deleted, then click the **Delete** link.



Personal Telephone Directory

Search by: Search for:

Search Results
Results 1 - 1 of 1.

Name	Address	Telephone	Facsimile	Email Address	
Debbie Allen	Swan Street	5185495555	None	debbie.allen@its.ny.gov	Delete

3. On the next screen, confirm your selection, then click the **Delete** button.

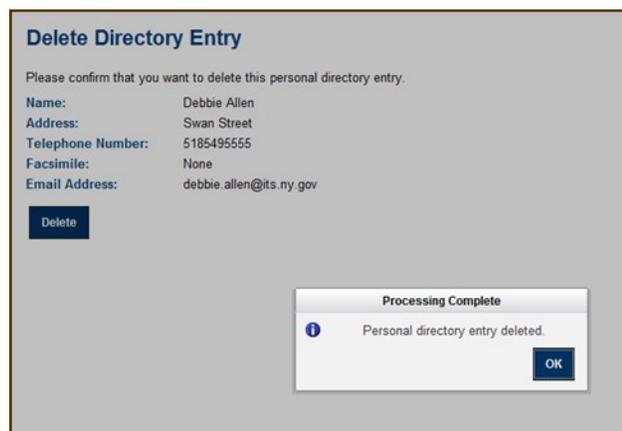


Delete Directory Entry

Please confirm that you want to delete this personal directory entry.

Name: Debbie Allen
Address: Swan Street
Telephone Number: 5185495555
Facsimile: None
Email Address: debbie.allen@its.ny.gov

4. The selected Personal Directory Entry is deleted.



Delete Directory Entry

Please confirm that you want to delete this personal directory entry.

Name: Debbie Allen
Address: Swan Street
Telephone Number: 5185495555
Facsimile: None
Email Address: debbie.allen@its.ny.gov

Processing Complete
Personal directory entry deleted.

Voice Services Self Care Portal

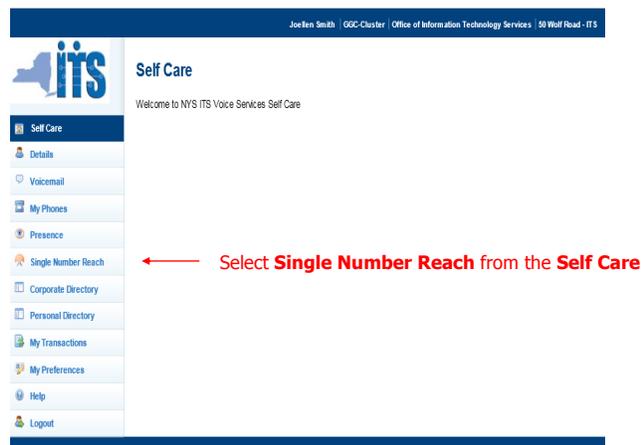
6. Single Number Reach (SNR)

Single Number Reach (SNR):

- Allows users to *answer incoming* calls to their extension on either their desktop IP phone or at a remote destination, such as a mobile phone.
- Users can pick-up *active* calls on the desktop phone or the remote phone without losing the connection. This enables callers to dial a single number to reach the phone user. Calls that are not answered can be forwarded to voice mail.
- Allows user *mobility* by allowing a call answered at a desk phone to be “handed-off” to the remote number, such as a mobile phone and vice versa.
- *To enable SNR*, the user creates a remote destination number and associates one or more available numbers (usually your desk #). Then, an incoming call to your desk # will forward to the remote number configured in the SNR account.

A. Add Single Number Reach (SNR) Entry:

1. Select the **Single Number Reach** option from the **Self Care** menu.



2. On the Single Number Reach screen, click the **Add** button.



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6. Single Number Reach (SNR) *(continued)*

3. On the **Add Single Number Reach Entry** screen, **check appropriate boxes and enter info**, as needed:
 - a. **Remote Name** - The name of the line you are Adding.
 - b. **Remote Number** - Enter the Ten-Digit Number you want to be reached at.
 - c. **Available Extensions** - Select the line to associate to SNR (Usually your desk number).
- B. **Timers** - Default timers should be appropriate; however, sometimes adjustment may be required for optimal functionality. Review timers if calls cannot be answered in time, or if calls go to the remote phone voicemail rather than uniteNY voicemail. For a detailed explanation of the timers and basic tuning recommendations, see the section titled "[Single Number Reach \(SNR\) - Timers Explained](#)" (*click link*).
4. Click the **Add** button to enter SNR Entry.

JoElen Smith | GGC-Cluster | Office of Information Technology Services | 50 Wolf Road - ITS

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Add Single Number Reach Entry

Mobile Phone: **Check Box** - Allows user to hand-off active desk call to remote #, by pressing "Mobility" soft key on uniteNY phone. Once remote # answers, desk phone releases call.

Enable Mobile Connect: **Check Box** - Allows incoming calls to ring both desk and remote #.

Remote Name: **Enter unique name or mobile number of SNR.**

Description: **(Optional) Enter a description, or mobile number.**

Remote Number: **Required - Enter 10 digit # call will be redirected to.**

Answer Too Late Timer: **Ensures remote destination number phone stops ringing before call is forwarded to it's own voicemail.**

Answer Too Soon Timer: **Ensures call is answered by uniteNY voicemail if destination phone is busy or not answered.**

Delay Before Ringing Timer: **Delays ringing of remote number.**

Available Extensions: 5184081590 **Check Box** - To associate extension with Remote

Ring Schedule: All the time **Check Box** - To Select the Ring schedule for SNR.
 As specified below **Note: If selecting "As specified below", the "Enable Mobile Connect" above, must also be checked. Then, set the ring schedule each day below. ***

Monday: 00:00 to 24:00

Tuesday: 00:00 to 24:00

Wednesday: 00:00 to 24:00

Thursday: 00:00 to 24:00

Friday: 00:00 to 24:00

Saturday: 00:00 to 24:00

Sunday: 00:00 to 24:00

****Check Box - for each day SNR is to ring.**

IF the above options for "As specified below" and "Enable Mobile Connect" are checked - Then, set the schedule for each day that the remote destination is to ring:

Note: Ring schedule can only be set for a single time range per day.

- Check box for each day SNR rings. **
- Then, use pull-down menu arrows to select Start and End times.

Time is set using a 24-hour clock
 Examples: 8:00 AM = 8:00
 5:00PM = 17:00

Add **Cancel**

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6. Single Number Reach (SNR) *(continued)*

B. Single Number Reach (SNR) - Timers Explained:

The Single Number Reach Timer Settings may need to be adjusted for optimal functionality depending on the remote device carrier and signal strength. For assistance with configuring these timers or troubleshooting SNR problems, please contact the IT service desk.

- **Answer Too Late Timer:**

Represents the amount of time the mobile phone will ring before it is disconnected. We recommend that the value entered is *less than* the length of time it takes for the mobile phone to send the call to voicemail.

This ensures that all unanswered calls are directed to one place, the desk phone's voicemail. The Answer Too Late Timer makes the mobile phone stop ringing before the call is forwarded to its own voicemail.

The default value is: 9000ms (19s).

- **Answer Too Soon Timer:**

Used to make sure the call gets forwarded to your desk number's voicemail. This timer prevents calls from being answered by your mobile phone's voicemail.

When a mobile phone is busy, out of service, turned off, or not available to receive calls, the mobile phone immediately sends calls to voicemail.

If the mobile phone sends calls to voicemail within the *Answer Too Soon Timer* range, the mobile phone part of the call is disconnected. This setting allows additional time the call to your desk phone to be answered by the uniteNY voicemail.

The default value is: 1500 (1.5s).

- **Delay before Ringing Timer:**

Used to delay the ringing of the remote destination phone. This is used to further lengthen the amount of time that must pass before a remote destination phone forwards the call to its own voicemail box.

The default value is: 4000 (4s).

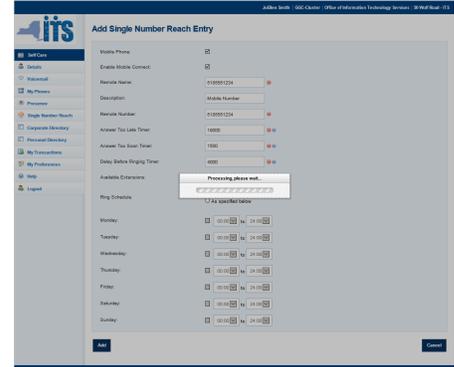
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6. Single Number Reach (SNR) *(continued)*

5. When the SNR Entry has been added:

a. Verify info:

- **Remote Number** should be the number you want to be reached at.
- **Lines** should be your uniteNY desk phone number.



b. Test SNR:

- Use another phone to call your uniteNY phone number.
- Call should be presented to your uniteNY phone, then to the remote number that was entered.
- If call is answered by voicemail it should be your uniteNY voicemail, not your mobile voicemail. If not, timers may need to be adjusted.

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Self Care

- Details
- Voicemail
- My Phones
- Presence
- Single Number Reach
- Corporate Directory
- Personal Directory
- My Transactions
- My Preferences
- Help
- Logout

Single Number Reach

Remote Destinations Settings

Remote Name	Remote Number	Mobile Phone	Mobile Connect	Lines
	5185551234	True	True	5184081590

Add

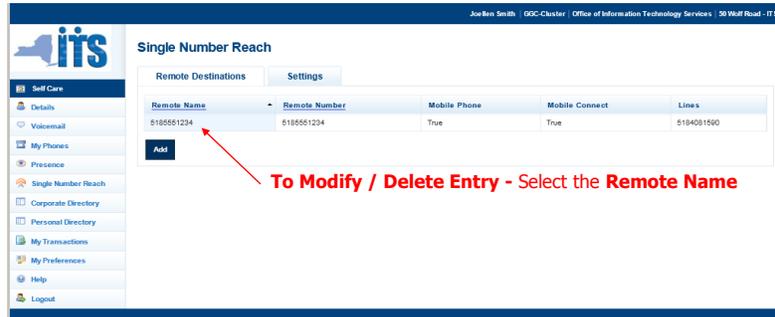
Verify and Test

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6. Single Number Reach (SNR) *(continued)*

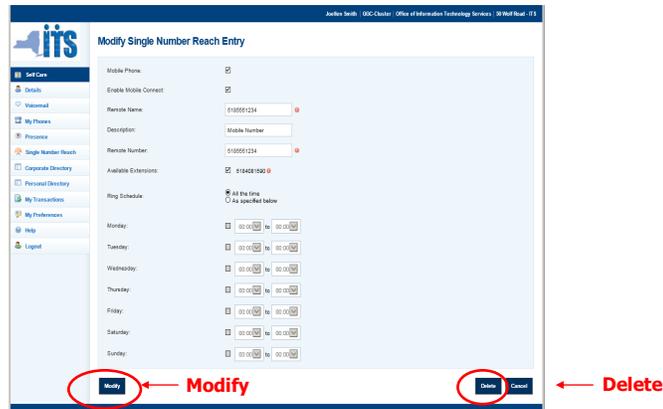
C. Modify/Delete Single Number Reach (SNR Entry):

1. Select the **Remote Name (number)** to be modified or deleted.

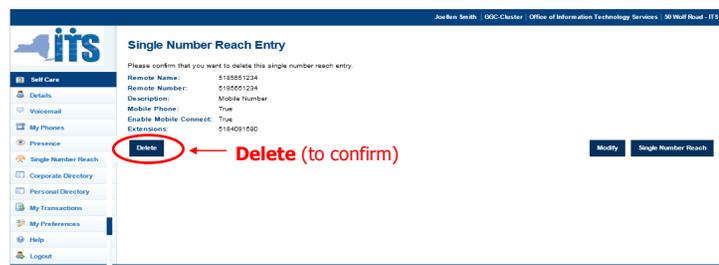


2. Then, choose one of the following:

- a. **To Modify SNR Entry:** Update info, then select **Modify** to update Entry.
- b. **To Delete SNR Entry:** Select **Delete**, verify entry is to be deleted, select **Delete** again.



Note: When deleting, you must select **Delete** again to Confirm.



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7. Change uniteNY Self Care Portal Password

A. Single Sign-On Enabled User:

Many of the Agencies who subscribe to uniteNY services are now enabled for "Single Sign-On" functionality for accessing the uniteNY Self Care Portal.

Single Sign-On allows an Agency user to login to the Self Care Portal using the same credentials that they use to access their Email.

Example:

Username: first.last@its.ny.gov *(Your Email address)*

Password: Your Password *(Typically, same password used to login to computer)*

For these Agencies, password changes are done via their normal agency account password change process.

Example:

When a Single Sign-On user changes their normal work computer's password using the computer's "**Change a Password**" screen; the Self Care Portal password is also changed.

Contact your System Administrator to determine if the Agency and the User is enabled for Single Sign-On functionality.

Voice Services Self Care Portal

7. Change uniteNY Self Care Portal Password *(continued)*

B. UCC Sign-On User : *(Single Sign-On is **not** enabled for the Agency and the User):*

To change the Self Care Portal password for a UCC Sign-On User:

1. Access the "System Center Orchestrator" utility at the following URL:
<https://sc.its.state.nyenet>
2. If prompted for a username and password, enter your **UCC credentials**, which should be:
Username: 10digitphone@ucc.ny.gov (example: 1234567890@ucc.ny.gov)
Password: Enter your password
OR The Default Password for UCC accounts when first created is: **#P@ssw0rd2013**.
3. Verify that the "Welcome" greeting near the top of the screen is addressed to your UCC account.
 - **If not your UCC account**, click the "switch user" button and log in using the UCC credentials.
 - See the screen shot below of the "System Center Orchestrator" screen with a few key links/ references highlighted.
4. Click "**Reset Your UCC password**" and follow instructions for resetting the password.
5. After changing the password, you should now be able to log into Self Care Portal. To log in to the Self Care Portal go to: <https://selfcare.ucc.ny.gov>.

