

Voice Services Self Care Portal

Logging In

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



2. Choose: **End User Self Care**
3. Log in using the method appropriate to Agency and User:

A. "Same Sign-On" Enabled User:

The same username and password is used to log into your email and other applications:

Enter your username and Password

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

Password: Your Email Password (Same pswd 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 "Same Sign-On" is **not** enabled. (Contact your System Administrator for further information):

Enter your username and Password

Username: 10digitphone@ucc.ny.gov (Example: 1234567890@ucc.ny.gov)

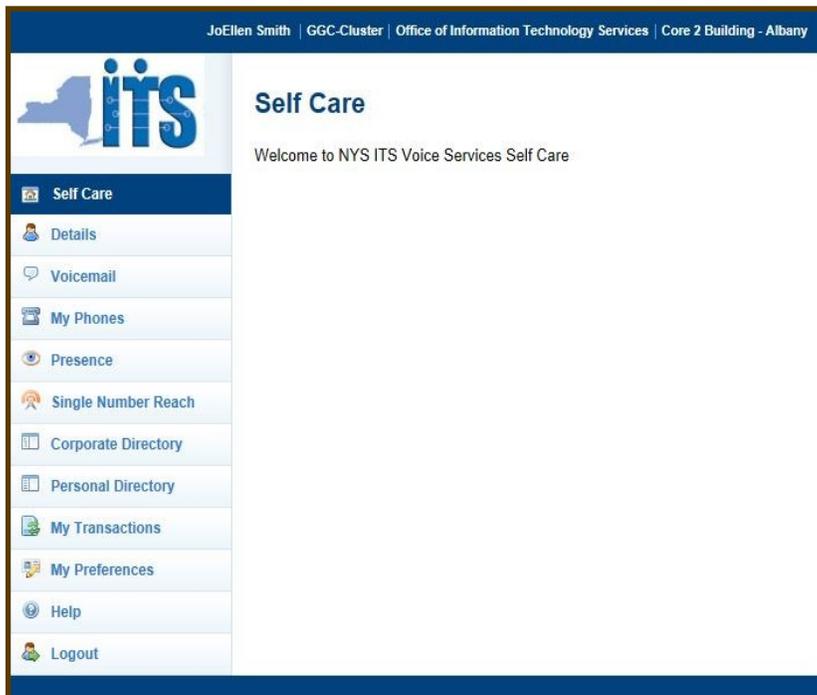
Password : The Default Password is: #P@ssw0rd2013

Click: Login

Voice Services Self Care Portal

Welcome to the Self Care Portal

Note: Your name will appear in the blue bar at the top.



The most commonly used "Self Care Menu" options are:

- **Voicemail**
- **My Phones**
 - Busy Lamps
 - Abbreviated/Speed Dial

Phone Details (Phone/Line):

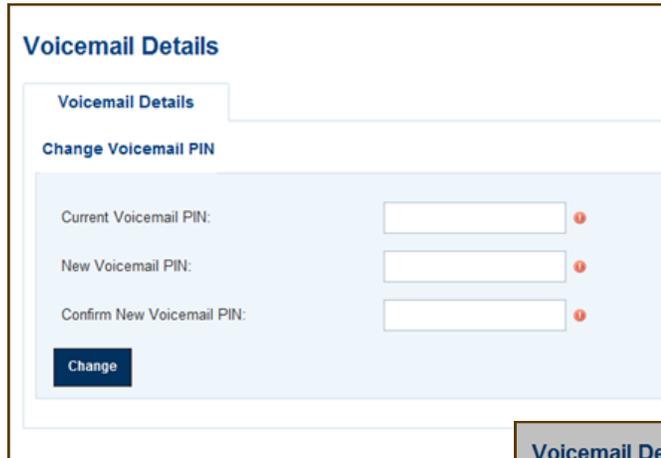
- Call Forwarding
- Change No Answer Ring time
- in seconds

- **Personal Directory**

Voice Services Self Care Portal

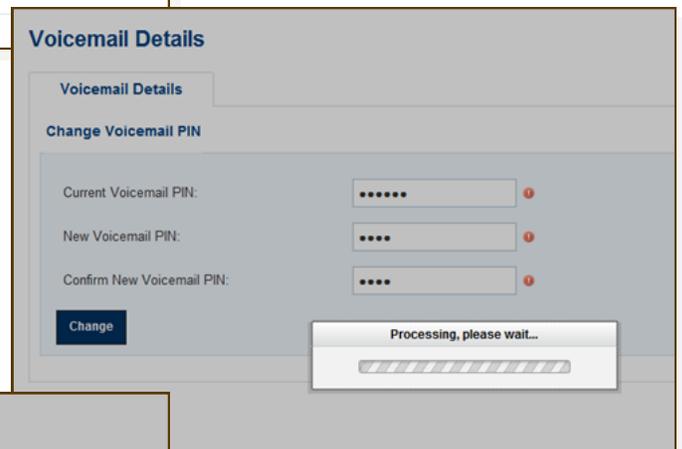
Change Voicemail PIN

1. Select **Voicemail** from the Self Care Menu.

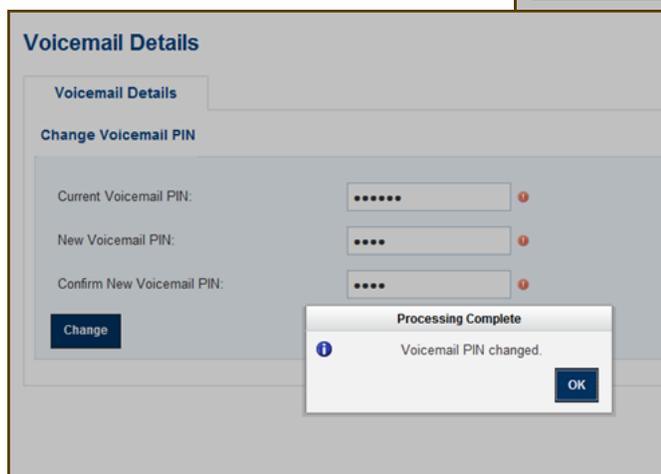


The screenshot shows the 'Voicemail Details' page with a sub-section titled 'Change Voicemail PIN'. It contains three input fields: 'Current Voicemail PIN:', 'New Voicemail PIN:', and 'Confirm New Voicemail PIN:'. Each field has a red exclamation mark icon to its right. A blue 'Change' button is located at the bottom left of the form area.

2. Enter **Current Voicemail PIN**.
3. Enter **New Voicemail PIN**, and **Confirm**.
4. Click **Change**. Voicemail PIN is changed.



This screenshot shows the 'Change Voicemail PIN' form with the input fields filled with asterisks. A modal dialog box is displayed in the foreground with the title 'Processing, please wait...' and a progress bar.



This screenshot shows the 'Change Voicemail PIN' form with the input fields filled with asterisks. A modal dialog box is displayed in the foreground with the title 'Processing Complete' and the message 'Voicemail PIN changed.' with an 'OK' button.

Voice Services Self Care Portal

My Phones Menu

"My Phones" Menu Functions

- Busy Lamps
- Abbreviated/Speed Dials
- Common Line Settings (Call Forwarding)

To Add a Busy Lamp:

1. Select **My Phones** from the Self Care Menu.
2. Find the appropriate phone model under **Phone Type**, then click the **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** page, remain on the **Phone** tab, then click the button labeled **Busy Lamps**.

Phone Details

Phone

Line 1

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. To **Add** busy lamps, click **Add** on the **Busy Lamps** page.

Busy Lamps for SEP5475D02ADB28

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

Add Phone Details Phone List

Voice Services Self Care Portal

My Phones Menu

5. On the **Add Busy Lamp** page, select the **Busy Lamp Number** from the pull down menu. (Note: Number **1** indicates the first available button *after* the pre-configured buttons on your phone, such as Lines.)

Add Busy Lamp

Busy Lamp Number: 1

Label:

ASCII Label:

Telephone Number: PSTN:5183914565

Destination:

Call Pickup:

[Add](#) [Busy Lamps](#) [Phone Details](#) [Phone List](#)

6. Enter a value in the **Label** field. This label will appear on your phone display next to the button.
7. Enter the number in one of two fields:
 - a. **Telephone Number:** Populated with phone numbers within your cluster. Select one from the **drop-down list**.
 - b. **Destination:** If the number does not appear in the drop down list above, enter the **10-digit number** here.
8. Check the **Call Pickup** box if the number is in your call pickup group; this allows call pickup using the **Busy Lamp** button.
9. Click **Add**. Your phone will reboot and you will see the label appear in the display next to corresponding button on your phone set.

To place a call to one of your Busy Lamp numbers:
Press the corresponding **Busy Lamp** button.

To pick up a call from a Busy Lamp number in your Call Pickup group: Press the *flashing* **Busy Lamp** button.

(The **Call Pickup** box needed to be checked when creating the **Busy Lamp**.)

Add Busy Lamp

Busy Lamp Number: 1

Label: Help Desk

ASCII Label:

Telephone Number: PSTN:5184023553

Destination: 5184864000

Call Pickup:

[Add](#) [Busy Lamps](#) [Phone Details](#) [Phone List](#)

Add Busy Lamp

Busy Lamp Number: 1

Label: Help Desk

ASCII Label:

Telephone Number: PSTN:5184020673

Destination:

Call Pickup:

[Add](#) [Busy Lamps](#) [Phone Details](#) [Phone List](#)

PSTN:5184020673
PSTN:5184021138
PSTN:5184022155
PSTN:5184022269
PSTN:5184022397
PSTN:5184022444
PSTN:5184022681
PSTN:5184022996
PSTN:5184023009
PSTN:5184023144
PSTN:5184023227

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My Phones Menu

To Delete a Busy Lamp:

1. On the **Busy Lamps** page, 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

[Add](#) [Delete All](#) [Phone Details](#) [Phone List](#)

2. On the next page, confirm your selection by clicking **Delete**.

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

[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

[Delete](#)

Processing Complete

Phone busy lamp deleted.

[OK](#)

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My Phones Menu

To Add Abbreviated/Speed Dial:

1. Select **My Phones** from the Self Care Menu.
2. Find the appropriate phone model under **Phone Type**, then click the **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** page, click **Speed Dials**.



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 Lamp **Speed Dials** Phone List

4. On the **Speed Dials** page, click **Add** to begin adding an Abbreviated/Speed Dial.



Speed Dials for SEP20BBC0DC921C

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

Add Phone Details Phone List

Voice Services Self Care Portal

My Phones Menu

- On the **Add a Speed Dial** page:
 - Select the **Speed Dial number** (1-99) from the drop down menu
 - Enter a **label**
 - Enter the **10-digit phone number**

The screenshot shows the 'Add a Speed Dial' form with the following fields: Speed Dial Number (dropdown menu with '1' selected), Label (text input with 'Debbie Allen'), ASCII Label (text input with 'Debbie Allen'), and Telephone Number (text input with '5185495555'). The 'Add' button is circled in red. There are also buttons for 'Speed Dials', 'Phone Details', and 'Phone List'.

- Click **Add**

The screenshot shows the 'Add a Speed Dial' form with a 'Processing, please wait...' message displayed in a box at the bottom. The 'Add' button is now disabled. There are also buttons for 'Speed Dials', 'Phone Details', and 'Phone List'.

- The **Abbreviated/Speed Dial** has been added and appears in the Speed Dial Number list.

The screenshot shows the 'Speed Dials for SEP20BBC0DC921C' page with a table containing one entry. The 'Add' button is disabled. There are also buttons for 'Delete All', 'Phone Details', and 'Phone List'.

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

Voice Services Self Care Portal

My Phones Menu

To Delete Abbreviated/Speed Dial:

1. On the **Speed Dials** page, click the **Delete** link for the Speed Dial Number to be deleted.

Speed Dials for SEP20BBC0DC921C

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

[Add](#) [Delete All](#) [Phone Details](#) [Phone List](#)

2. On the next page, confirm your selection by clicking **Delete**.

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

[Delete](#) [Speed Dials](#) [Phone Details](#) [Phone List](#)

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

[Delete](#) [Speed Dials](#) [Phone Details](#) [Phone List](#)

Processing, please wait...

3. The selected Abbreviated/Speed Dial is now 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

[Delete](#)

Processing Complete
Phone speed dial deleted.
[OK](#)

Voice Services Self Care Portal

My Phones Menu

To Configure Common Line Settings:

1. Select **My Phones** from the Self Care Menu.
2. Click the link under the **Unique Device Name** column for the appropriate phone model listed in the **Phone Type** Column.
3. From the **Phone Details** page, select the tab for the **Line** to be configured (e.g., **Line 1, Line 2**)
4. In the **Common Line Settings** section, **specify** the appropriate settings depending on your needs, then click the **Apply** button to save the changes:

Phone Details

Phone **Line 1** ← Select the line to configure - All changes below are for the line selected.

Line Details

Extension	5184081590
Shared	Yes

Common Line Settings

Call forward all calls to voicemail	<input type="checkbox"/>	Check box to send ALL calls immediately to voicemail; line will not ring.
Call forward - always	<input type="text"/>	Sends ALL calls immediately to this number ; line does not ring.
Call forward calls on busy to voicemail	<input checked="" type="checkbox"/>	KEEP box Checked to send calls to Voicemail when line is busy.
Call forward when busy	<input type="text"/>	When line is busy, calls ring to this number.
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.
Call forward if no answer	<input type="text"/>	
No Answer Ring Duration	18	Calls ring to this number when not answered within seconds set in "No Answer Duration" setting.
Alerting Name		Time in SECONDS; If calls are not answered within this amount of time, they follow the no answer setting above. 3 - 4 seconds = 1 Ring; depending phone type.

Private line settings and Shared device settings

Display name (Caller Line ID)		Copy
Line Mask	Default line mask: [5184081590]	
Ring setting - Phone active	Use System Default	<input type="checkbox"/>

Apply Changes

Multiple Call/Call Waiting Settings

Max calls waiting	4
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Apply **Busy Lamps** **Speed Dials** **Phone List**

Voice Services Self Care Portal

Personal Directory

To Add an Entry:

1. Select **Personal Directory** from the Self Care Menu.
2. On **Personal Telephone Directory** page, click **Add** to add an entry to your personal directory.

Personal Telephone Directory

Search by: Search for:

Search Results

Name	Address	Telephone	Facsimile	Email Address
No records found.				

Add Personal Directory Entry

Name:

Address:

Telephone:

Fax:

Email Address:

3. On the **Add Personal Directory Entry** page, enter the following:
 - Name
 - Address
 - Telephone number (no hyphens)
 - Fax
 - Email address
4. Click **Add**. The Entry is added to personal directory.

Add Personal Directory Entry

Name:

Address:

Telephone:

Fax:

Email Address:

Processing Complete

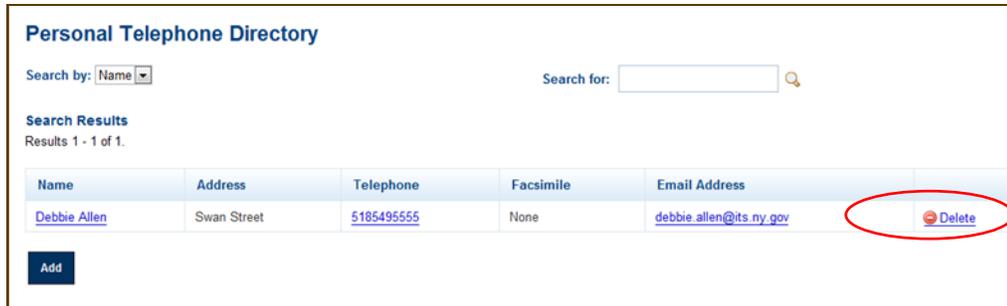
Personal directory entry added.

Voice Services Self Care Portal

Personal Directory

To Delete a Personal Directory Entry:

1. Select **Personal Directory** from the Self Care Menu.
2. On the **Personal Telephone Directory** page, click the **Delete** link for the entry to be deleted.



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 page, confirm your selection by clicking **Delete**.

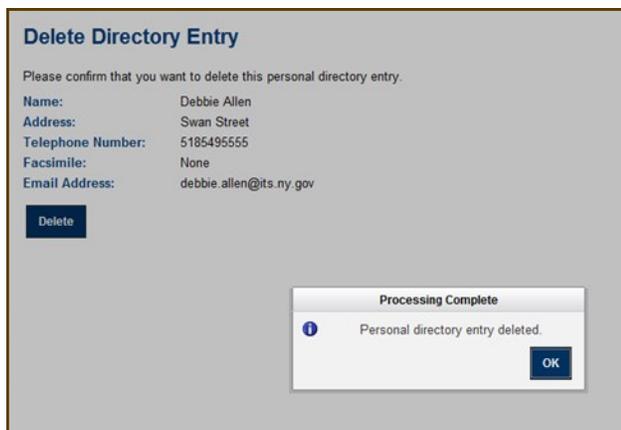


Delete Directory Entry

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

i Personal directory entry deleted.

Voice Services

Self Care Portal

Change uniteNY Self Care Portal Password

"Same Sign-On" Enabled User:

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

"Same Sign-On" allows an Agency user to log into the Self Care Portal using the same credentials that they use to access their Email, for example: first.last@its.ny.gov.

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

Example:

When a "Same Sign-On" user changes their normal work computer's password using the computer's "**Change a Password**" screen, then the Self Care Portal Password has also been changed.

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

Voice Services

Self Care Portal

Change uniteNY Self Care Portal Password

"UCC Sign-On User ("Same Sign-On" is NOT enabled):

If an Agency and/or the User is not enabled for "Same Sign-On" functionality, the following procedure should be used to change their Self Care Portal password:

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:
10digitphone@ucc.ny.gov (example: 1234567890@ucc.ny.gov)
The default password for these accounts when first created is: **#P@ssw0rd2013**
3. **Please verify that the "Welcome" greeting near the top of the page is addressed to your UCC account.**

If it is not, click the "**switch user**" button and log in using the UCC credentials.
See the screen shot of the "System Center Orchestrator" page 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 at
<http://selfcare.ucc.ny.gov>

