

Cisco Self Care Portal

The Cisco Self Portal allows users the ability to control features, settings and services for their Cisco Unified IP phone(s).

Accessing Cisco Self Care Portal

There are several ways to access your Self Care Portal.

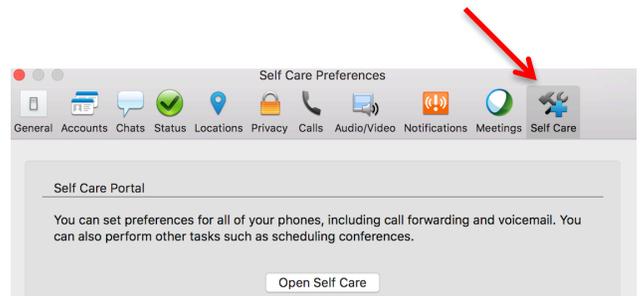
Cisco Jabber for Windows:

1. You may access your **Self Care Portal** while on campus or via VPN through your Cisco Jabber for Windows.
2. Choose **File>Options>Self Care Portal**.
3. At the User Name and Password prompts, enter the following:
 - a. User Name: **NetID**
 - b. Password: **NetID Password**
4. Click **Sign In**.



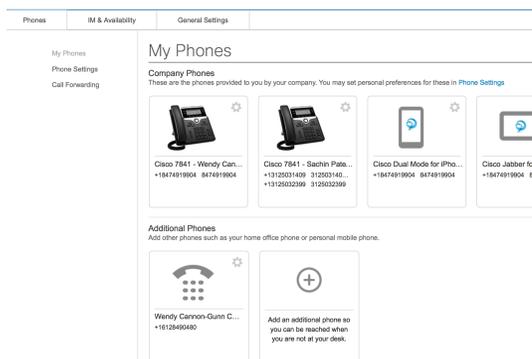
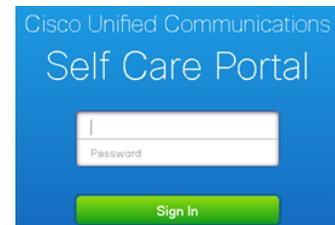
Cisco Jabber for Mac:

1. You may access your **Self Care Portal** while on campus or via VPN through your Cisco Jabber for Mac.
2. Choose **Jabber Menu>Preferences>Self Care**.
3. Click **Open Self Care**.
4. At the User Name and Password prompts, enter the following:
 - a. User Name: **NetID**
 - b. Password: **NetID Password**
5. Click **Sign In**.



Web Browser:

1. You may access your **Self Care Portal** anytime by navigating your browser to <https://myphone.northwestern.edu>.
2. At the User Name and Password prompts, enter the following:
 - a. User Name: **NetID**
 - b. Password: **NetID Password**
3. Click **Sign In**.



The Self Care Portal home page will display to show the available configuration categories across the top and side of the window. A list of assigned devices and phone numbers will be shown in the right pane. If multiple devices are assigned to a user, they will appear in the same pane. Any changes made will be applied to the selected device only.

Setting Speed Dials

Navigate to **Phone Settings**. If you have more than 1 phone listed, click the “**Link Phones**”  icon prior to building speed dials. Select the **Add New Speed Dial** link.

Add Speed Dial

Complete the following fields:

1. Number /URL:

Enter the number as you would dial it from a campus telephone; i.e. 5-digit internal extension, or 9 for external line, or 1 for long distance.

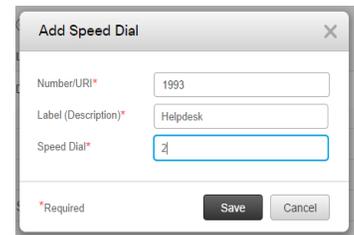
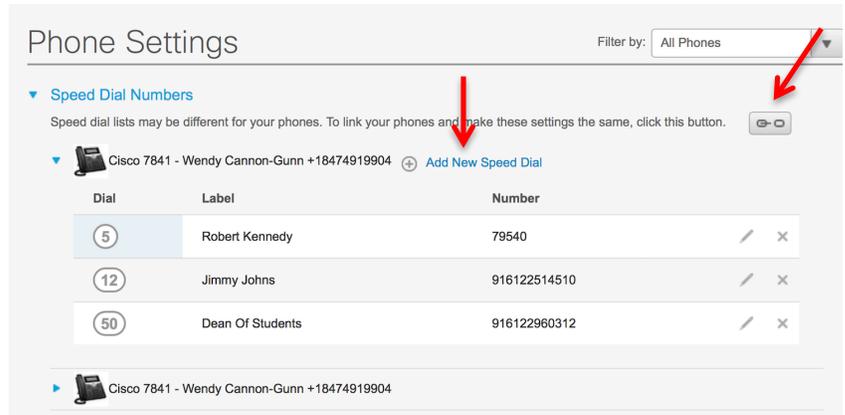
2. Label (Description):

Enter text to identify entry. Labels will show on your phone display for the number of speed dial buttons configured. The remaining entries are for your personal identification.

3. Speed Dial:

Enter a number from 1-199. Depending on the number of speed dial feature buttons allocated on your phone, the first 2 or 3 codes will show on your phone display. The remaining speed dial codes are hidden and used via the Speed Dial soft key.

4. Click **Save**.



Number/URI* 1993

Label (Description)* Helpdesk

Speed Dial* 2

*Required Save Cancel



A **Speed Dial** icon indicates that the Line Key has been designated to speed dial a specific number. The label in the display may contain the number, name, or both.

This will provide the user with the following capabilities:

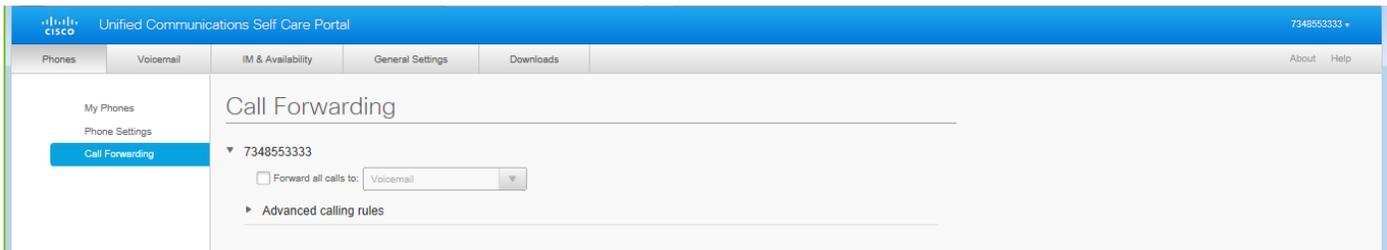
- Quickly dial a frequently used number
- Quick access to a frequently used feature i.e. transfer to voicemail
- Unused buttons may be programmed by the user as a speed dial

To Access Abbreviated Dialing

1. While your phone is idle .
2. Dial the **Speed Dial** number (1-199).
3. Press the **Options ...>Speed Dial** soft keys.
4. Pick up handset.

Forwarding Calls

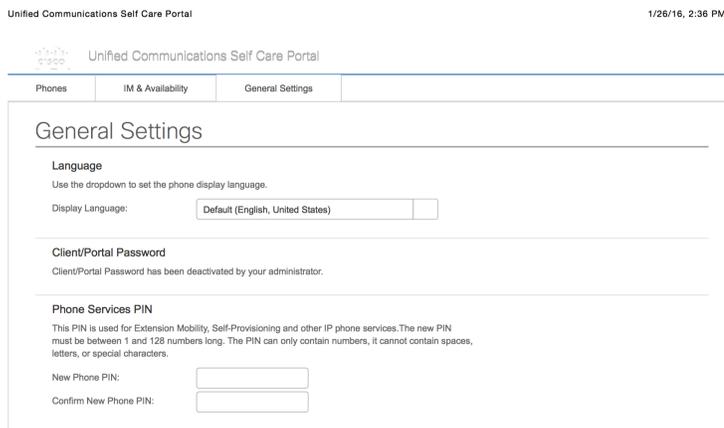
Navigate to **Call Forwarding** and click **Forward All Calls To** box. Choose **Voicemail** from the drop down menu or enter the target Forward Number (remember 9 for external numbers). Click **Save**.



The screenshot shows the 'Call Forwarding' page for extension 7348553333. The 'Forward all calls to' dropdown menu is set to 'Voicemail'. There is also an 'Advanced calling rules' section.

Changing Password/PIN

Navigate to **General Settings** and Enter **New Password/PIN** and **Confirm New Password/PIN** box. Click **Save**.

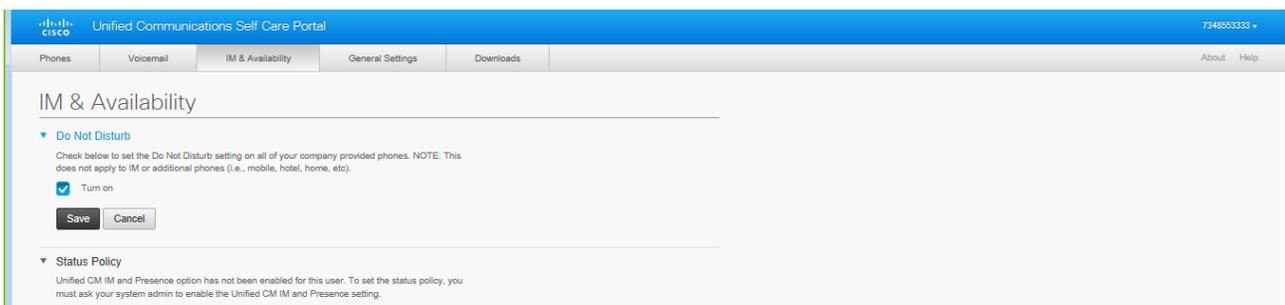


The screenshot shows the 'General Settings' page. The 'Phone Services PIN' section is visible, with fields for 'New Phone PIN' and 'Confirm New Phone PIN'. The 'Client/Portal Password' section is also visible, indicating it has been deactivated.

Note: PIN is associated to the Extension Mobility and Personal Directory features. This PIN is not associated with your voicemail.

Setting Do Not Disturb

Navigate to **IM & Availability** and enable **Do Not Disturb** by placing a check in the **Turn on** box. Click **Save**.



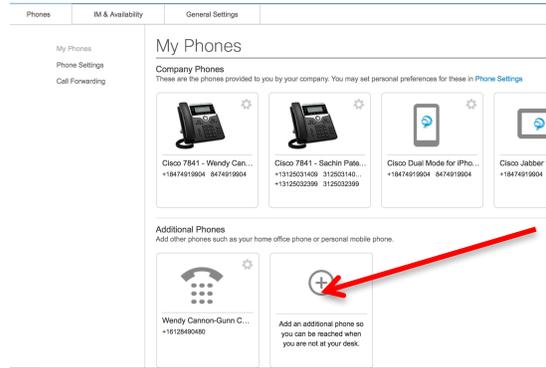
The screenshot shows the 'IM & Availability' page. The 'Do Not Disturb' section is visible, with the 'Turn on' checkbox checked. There are 'Save' and 'Cancel' buttons below the checkbox.

Note: Do Not Disturb will deactivate the ringer. Callers will not be made aware that this feature is enabled. They will hear the standard number of rings before being directed to voicemail.

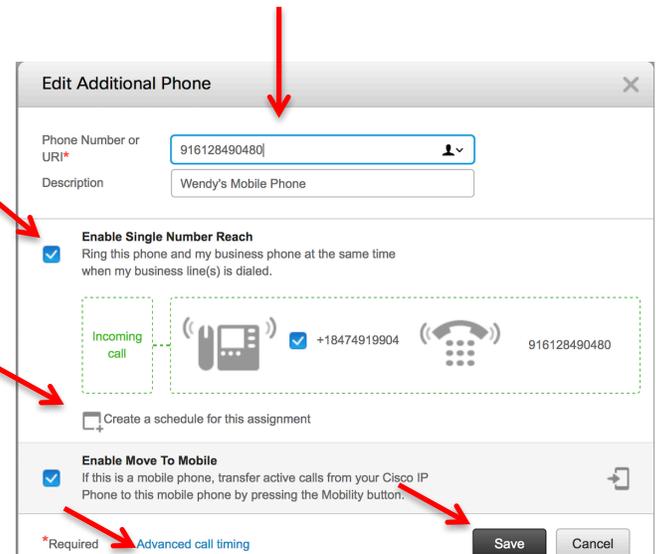
Setting Mobility/Single Number Reach

You may receive incoming desk phone calls on your mobile phone simultaneously. To set-up your mobile phone to receive your desk phone calls, follow these steps:

1. Navigate to **My Phones** and click the  icon in the **Additional Phones** section.



2. Enter your **Mobile Number** including the “9” and “1” if your mobile phone is a long distance number.
3. Enter a **Description** i.e. My Mobile Phone.
4. Use the radio buttons to **Enable/Disable** the **Single Number Reach** and/or **Enable Move to Mobile** features.
5. You have the option to create a schedule to receive desk phone calls on your mobile phone. By default, you will receive calls 24/7. Click **Advanced Call timing** to set the date/time parameters.
6. Click the **Save** icon.



How to Get Support

Contact the IT Support Center and identify yourself as a **Cisco Voice Platform User**.
Call: 1-847-491-4357 (1-HELP)
Email: consultant@northwestern.edu
www.it.northwestern.edu/supportcenter/index.html