

## Sign in

Sign in to the Telephone Self Care web portal go to our home page at *uc.missouri.edu*. Then, click the "Telephone Self Care" button. You will need to sign in with your *Username* and *Password*. To sign in to the portal from a remote location, first make a VPN connection.

## Single Number Reach

**Single Number Reach** allows you to answer incoming calls using a mobile device. If your phone number is also on a desk phone, both devices will ring for incoming calls. To configure **Single Number Reach**:

1. On the My Phones Tab, Additional Phones select the Add icon.



2. Enter the phone number you would like to add, such as a mobile device.

*Note*: In an on-call situation, simply change the phone number to that of the current oncall person.

3. Check the Enable Single Number Reach box.

4. Select Create a Schedule for this Assignment.

URI*						
Description Cell Phone						
Enable Single Number Reach						
<ul> <li>Ring this phone and my business phone at the same time when my business line(s) is dialed.</li> </ul>	Ring this phone and my business phone at the same time					
and any and a second seco						
Incoming ( / / 5735547530 ( ( )	) 573555555					
Create a schedule for this assignment						
Enable Move To Mobile						
If this is a mobile phone, transfer active calls from your Cisco IP Phone to this mobile phone by pressing the Mobility button.						

- 5. Enter a name for the schedule.
- Select either Ring only during specific times and set the days and times of the week, or select Ring all the time.
- In the Time zone field, select (GMT 6:00) America/Chicago from the dropdown menu.

Vhat wo	uld you like to	call this Schedule?				
Work 1	Neek					
O Ri	ng only during :	specific times		(	Ring all the tim	e
	Monday	08:00		to	17:00	
	Tuesday	08:00		to	17:00	
	Wednesday	08:00	٣	to	17:00	
	Thursday	08:00	٣	to	17:00	
	Friday	08:00		to	17:00	
	Saturday		v	to		3
	Sunday		v	to		3

8. Select Save, then Save again.

## **Call Forwarding**

By default, call forwarding is set up to go to voicemail, when call forwarding is enabled. To change the default settings:

- Select Call Forwarding under the Phones tab.
- To forward calls to a different destination, place a checkmark next to the option, then select the down arrow beside Voicemail.
- 3. Select Add a New Number.
- 4. Enter the phone number and select **Save**.

## **Advanced Calling Rules**

To set more specific call forwarding rules, deselect **Forward all calls to**, then click the down arrow next to **Advanced calling rules**.

Options are available for internal and external calls, when the line is busy or there is no answer.

iones	IM & Availability	General Settings		
My Phones		Call Forwarding		
	e Settings onwarding	<ul> <li>5735547530</li> </ul>		
Contra	or warding	Forward all calls to: Voicemail	· V ·	
		<ul> <li>Advanced calling rules</li> <li>For internal calls (calls from a company phone null</li> </ul>	mber)	
		When line is busy, forward calls to:	Voicemail	v
		When there is no answer, forward calls to:	Voicemail	٣
		For external calls (calls from outside my company	0	
		When line is busy, forward calls to:	Voicemail	*
		When there is no answer, forward calls to:	Voicemail	*