



NCOCC CUC Self Care Portal

08/14/2020

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Introduction

This document describes how to use the Cisco Unified Communications Self Care Portal in the NCOCC Hosted VOIP environment. This portal allows users to configure user settings for phone services, speed dial numbers, ring settings, voicemail notifications, call history, call forwarding, and phone contacts. **Note**, not all telephony settings may be enabled at this time.

In addition, NCOCC is using PIN synchronization. This will enable the phone PIN to be synchronized across all of our Unified Communication platforms, including Voicemail box PINs. Users will be able to use this tool to reset their voicemail PIN.

Note, to find specific directions to change any of the settings contained in the Self Care Portal, visit the Cisco documentation go to the URL:

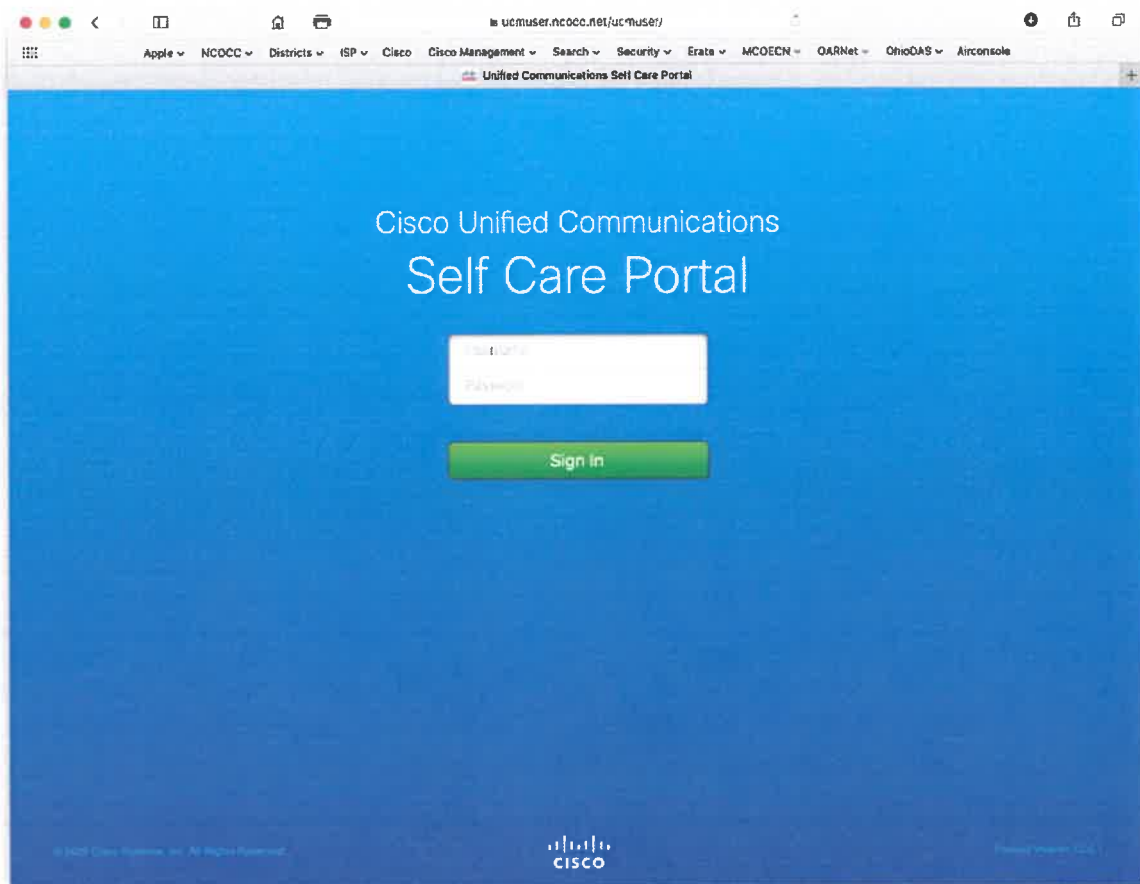
https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/useroptions/12_5_1/cucm_b_selfcare-user-guide-1251.html

Accessing the Self Care Portal

To login to the NCOCC CUC Self Care Portal, follow these steps:

- Step 1** Open a web browser and go to the URL <https://ucmuser.ncocc.net/ucmuser/>.
- Step 2** Enter your NCOCC Network Account credentials. **Note**, the Network Account credentials are your Username and Password used to login to MyNCOCC.
- Step 3** Click on the **Sign In** button.

Figure 1: Login Screen



Set Phone Services PIN

The Phone Services PIN is used for enabling different services such as extension mobility, conference calls, mobile connect and for self-provisioning of new phones. In addition, NCOCC has enabled PIN Synchronization, which synchronizes the Phone Services PIN with the Cisco Unity Connection voicemail box.

To set a different PIN, follow these steps:

- Step 1** From the Cisco Unified Communications Self Care Portal, choose **General Settings** and click **Phone Services PIN**.
- Step 2** In the **New Phone PIN** text box, enter the PIN and re-enter the PIN in the **Confirm New Phone PIN** text box to confirm.
- Step 3** Click **Save**.

Figure 2: General Settings Page

