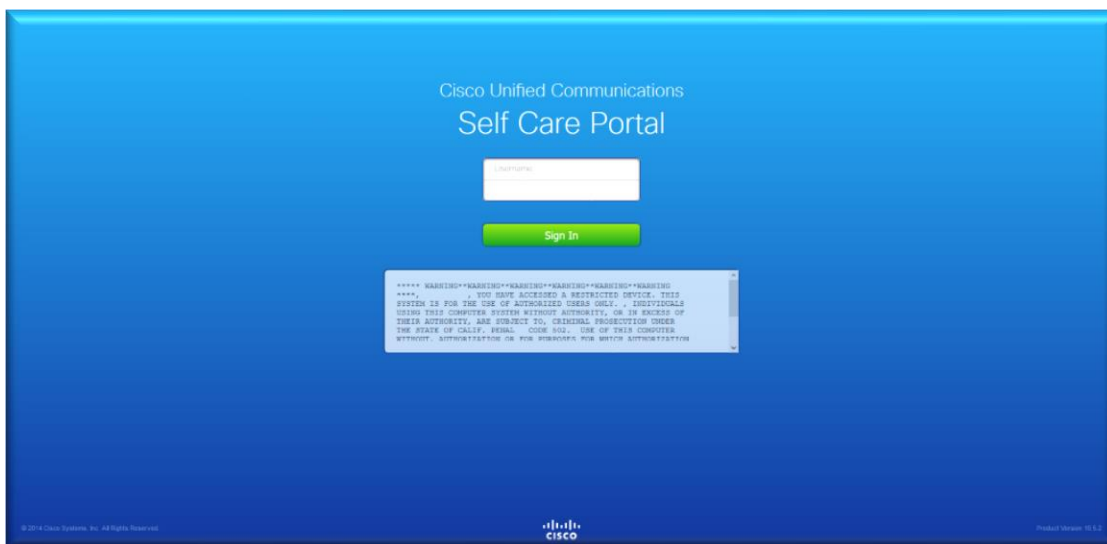
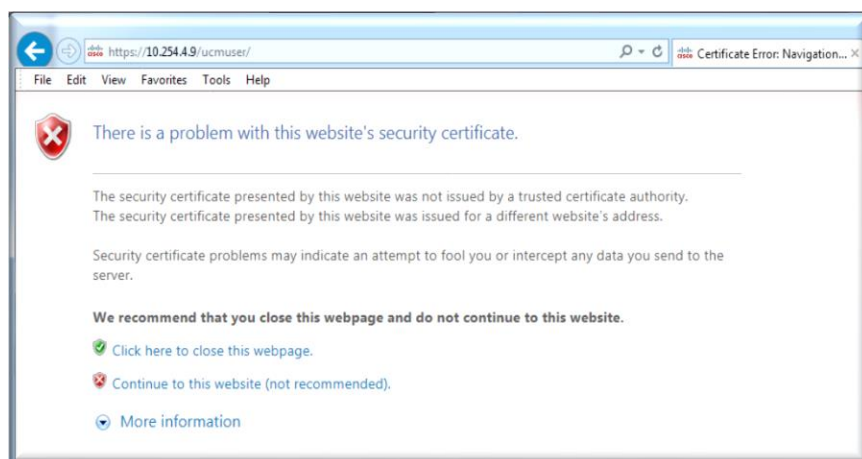


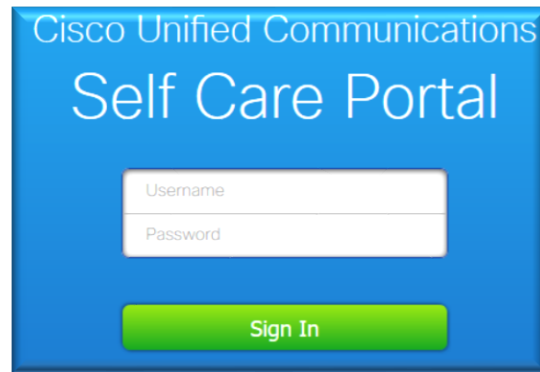


# Cisco Unified Communications Self Care Portal – External Call Forward

To log in to the Cisco Unified Communications Self Care Portal, open a web browser on your computer and enter: <https://phone.rivco.ca.org/ucmuser>

If you see *There is a problem with this website's security certificate.*, select the option *Continue to this website (not recommended)*.

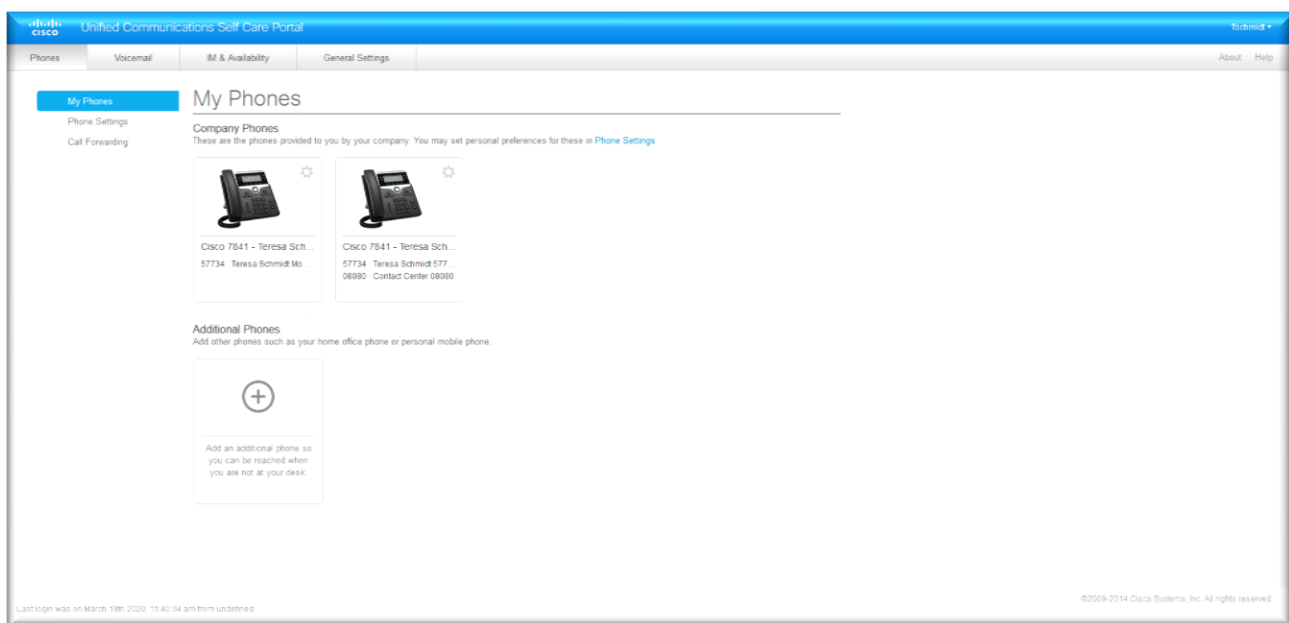




To log in to Cisco Unified Communications Self Care Portal, you will use your Active Directory credentials. This is the same login information you use to login to your county computer. *Username example: Bjones*

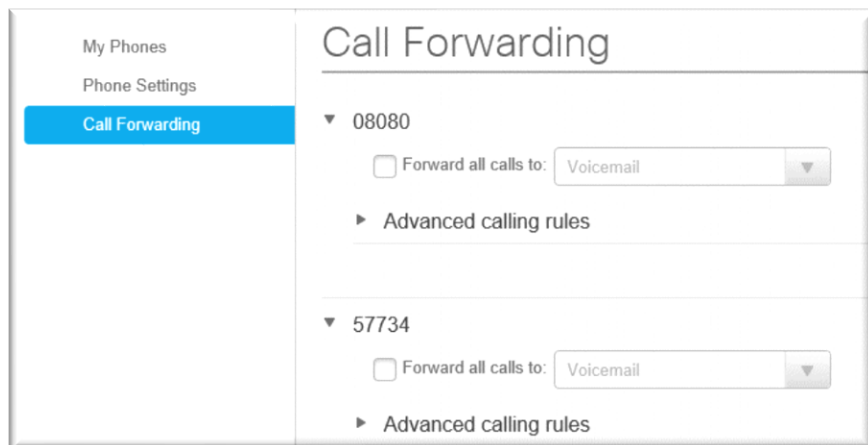
1. Click in the *Username* field and enter your username
2. Press the tab key or click in the *Password* field
3. Enter your password
4. Click on *Sign In*

After successfully logging on to Cisco Unified Communications Self Care Portal, you will be taken to the *My Phones* page on the *Phones* tab.

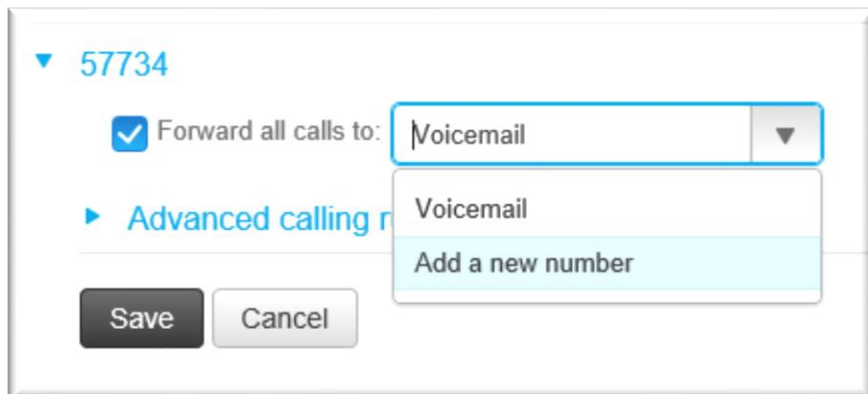


1. Click on *Call Forwarding* (on the left side of screen)

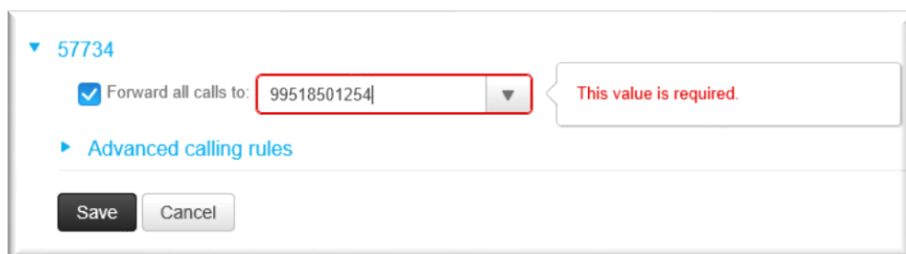
- If you have multiple extensions programmed on your phone, you will see them all listed in the main window. Click on the drop down arrow next to the extension you are attempting to Call Forward.



- Check the box in front of *Forward all calls to:*



- Click on the drop down arrow next to *Voicemail* , then click on *Add a new number*



- Enter the telephone number you are forwarding your desk phone to, exactly as you would dial it.  
Example: 9 + area code + 7-digit telephone number
- Click *Save*

**\*\*Note:** Make sure to place a test call to your desk phone to ensure your desk phone is now forwarded.