

# Managed Collaboration Self-Service Portal

## Feature Guide

# TABLE OF CONTENTS

**PURPOSE..... 3**

**USER SERVICES..... 3**

**USER INTERFACE ..... 4**

**MY INFORMATION ..... 5**

PIN.....5

**PHONES..... 5**

Manage a Phone.....6

Your Personal Phones .....7

Add a Personal Phone.....7

Configure Simultaneous Ring .....8

Configure Move to Mobile.....8

**VOICEMAIL ..... 8**

**CALL FORWARDING..... 9**

Activate and Manage a Line for Call Forwarding .....9

**DO NOT DISTURB ..... 10**

Set Do Not Disturb for your Phone .....10

**SPEED DIALS AND BUSY LAMP FIELDS..... 11**

Manage Speed Dial and Busy Lamps (Phone Button Template)..... 11

Add a Speed Dial (Abbreviated Dials) .....12

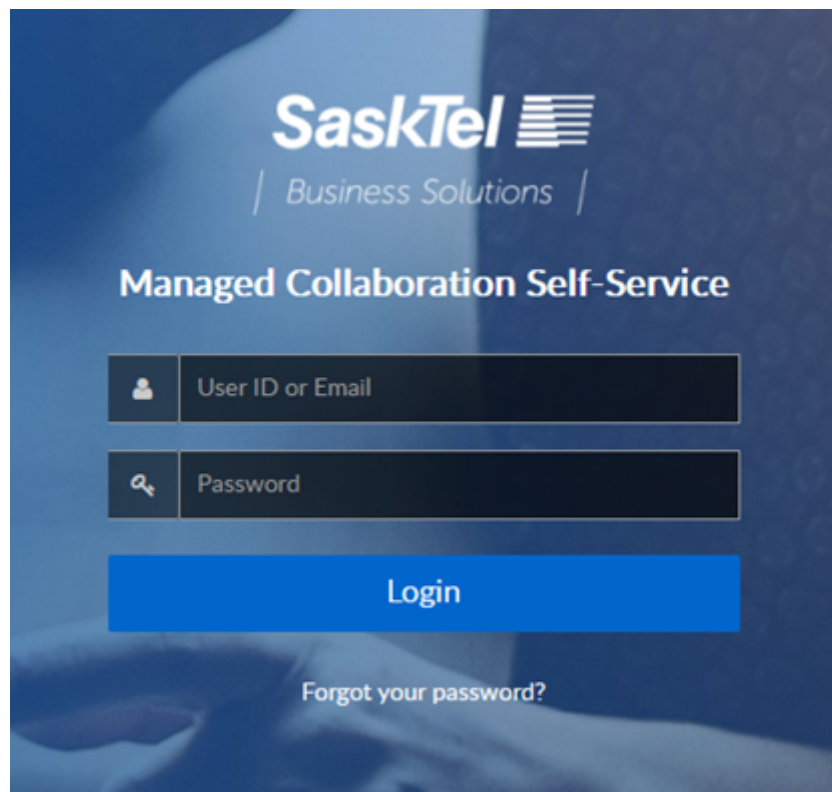
# PURPOSE

This document provides instructions on using the Self-Service interface to:

- View basic telephone information such as phone numbers and lines.
- Add, edit, or delete personal phones.
- Manage aspects of a phone's lines such as line label, management of missed calls, visual and audible message waiting indicator (MWI) setting, and ring settings.
- Configure telephone services such as Voicemail, Do Not Disturb, Call Forwarding, and Speed Dial.

# USER SERVICES

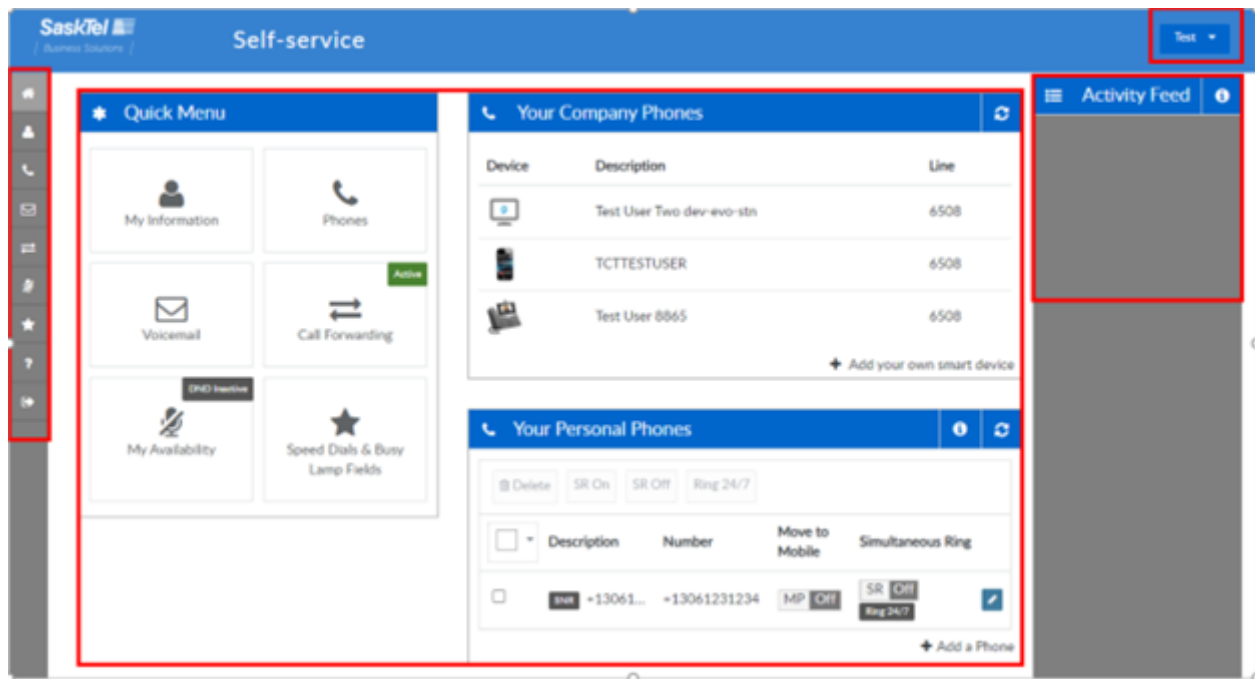
Browse to the following link: <https://managedcollab.sasktel.com/selfservice>

The image shows a login page for SaskTel Business Solutions. At the top, the SaskTel logo is displayed with the tagline "Business Solutions". Below this, the title "Managed Collaboration Self-Service" is centered. The login form consists of two input fields: the first is labeled "User ID or Email" with a person icon, and the second is labeled "Password" with a magnifying glass icon. Below these fields is a prominent blue "Login" button. At the bottom of the form, there is a link that says "Forgot your password?". The background of the page is a dark blue gradient with a faint image of a person's face.

Use your Active Directory Credentials to log in or the credentials that were created for you.

# USER INTERFACE

When you log in to Self-Service, you are taken to your landing page. The appearance of your landing page, as well as available features and services, depends on how your administrator has configured Self-Service.

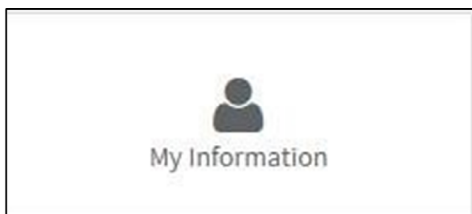


The landing page consists of four main areas:

1. Button Bar – Located on the left-hand side of the screen. The buttons provide links to the various features and services in Self-Service.
2. Dashboard – The centre, main area of the screen. It provides quick links to the main Self-Service functionality, as well as a summary view of your company phones (configured by your Administrator) and personal phones that you can configure yourself.
3. Activity Feed Area – Located on the right-hand side of the screen. This area displays an activity log of all the user's activities that occurred in the current browser session. Notifications include:
  - Authentication messages – For example, "Your last successful login was on Apr 18, 2020, 12:45:32 PM"..
  - Failed Login Attempts messages – For example, "2 failed login(s) since your last successful login on Apr 17, 2020 10:15:34 PM".
  - Language installation messages – For example, "Self-Service Language successful Apr 18, 2020 12:45:32 PM".
  - General system messages – For example, "The server is busy so the result of your request cannot be displayed right now. However, your request is still running. Please refresh to see if your change has taken effect Apr 18, 2020 12:45:32 PM".

4. Drop-down options – Directly above the Activity Feed area. Displays the currently logged in user. There are four options available from this drop-down:
  - My Information – Also accessed from the Button Bar. Refer to My information for more details.
  - Help – Also access from the Button Bar.
  - Password Reset Questions – Allows you to configure your password reset questions.
  - Logout – Also accessed from the Button Bar.

## MY INFORMATION



The My Information section of the screen provides you with a view of your personal information as configured by your administrator.

The My Credentials section of the screen is only available to authenticated users. It displays all Self-service, CUCM and Voicemail passwords, and PINs (if configured by your administrator). Passwords and PINs can be edited if required.

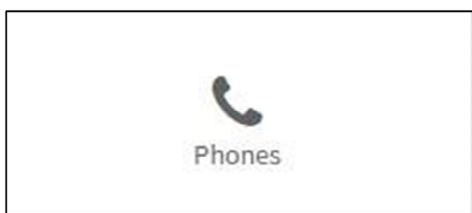
## PIN

The change PIN capability allows you to change your PIN to access the services you have been assigned that require PINs for access. For example, Voicemail.

### Change Your PIN

1. Click My Information on the button bar.
2. In the My Credentials section of the screen, enter a new PIN in the New PIN field. The minimum PIN length is configured by your administrator. Contact your administrator if required.
3. Confirm (re-enter) your PIN in the Repeat PIN field.
4. Click Save PIN to change your PIN.

## PHONES



This screen displays all phones (and associated lines) that are assigned to you. It allows you to configure basic phone settings and phone line settings.

## Manage a Phone

1. Click Phones on the button bar.
2. Click on the phone that you want to edit. The associated phone details are displayed.  
NOTE: Basic phone details, such as name, phone type, protocol, and description are greyed out and can not be edited..
3. If the phone is a member of a hunt group, you can select or clear the Logged into Hunt Group check box to login or logout of the hunt group respectively.
4. Click the Phone Language drop-down and choose the language to display on your phone LCD. Only languages that are installed are available in the drop-down list. If no language is chosen, the phone automatically uses the default language.
5. Add or edit the Line Label if required.
6. Click + icon next to the line you want to edit.
7. Select or clear the Log Missed Calls check box.
8. Configure the required visual message waiting indicator policy by selecting the desired option from the drop-down list. Select the message-waiting policy that best suits your needs. Available options are:
  - Use System Policy – Follows the policy determined by your system administrator. Contact your phone system administrator if you are not sure what policy is used.
  - Light and Prompt – Causes the lamp to light and displays the prompt if there is a message waiting on this line of your phone.
  - Prompt Only – Displays the prompt if a message is waiting on the primary line.
  - Light Only – Lights the message-waiting lamp if a message is waiting on the primary line.
  - None – Causes the lamp to stay off even when you have messages waiting on the primary line. The message waiting indicator on your phone's display still shows if you have messages on this line.
9. Configure the audible message waiting indicator policy by choosing an option from the drop-down list. Available options are:
  - Off
  - On
  - Default
10. Configure the ring setting (phone idle). This defines the way the line on your phone rings when you receive a call while the phone is not in use. Available ring setting options are:
  - Use System Default
  - Disable
  - Flash only
  - Ring once
  - Beep only

11. Configure the ring setting (phone active). This defines the way the line on your phone rings when you receive a call while you are on the phone already. Available ring setting options are:
  - Use System Default
  - Disable
  - Flash only
  - Ring once
  - Ring
  - Beep only
12. Click Save to implement the settings or Cancel to abort. Changes made in Self-Service are automatically synchronized with the Cisco HCS phone system.

If you want to view, add, or edit personal phones or their settings, for example, description, time zone, or ring schedule, click Personal next to the relevant number.

## Your Personal Phones

Your Personal Phones is only available (and visible) if your administrator has allocated a remote destination profile (RDP) to you. Multiple RDPs per user is not supported. If you are associated with multiple RDPs, the personal phone feature is hidden. If a dual mode device, such as the Cisco Dual Mode for Android or iPhone, is associated to you, you can manage both the phone number and simultaneous ring setting for device.

The badge in the description column (Mobile or SNR) indicates which of the two types of remote destination personal phones that is:

- Mobile – Mobile Identity dual mode device, for example, iPhone, Android, Tablet
- SNR – Single Number Reach (remote destination profile). For SNR type personal phones only, a Move to Mobile toggle switch is available to facilitate the transfer of active calls to this mobile phone.

You can also allocate a remote destination profile to yourself (if your Administrator has given you the required permissions) by clicking + Click here to enable personal phone management.

## Add a Personal Phone

NOTE: You can only add a SNR type personal phone.

1. Click Home.
2. In the Your Personal Phones section of the screen, click + Add a Phone link to add a new personal phone.
3. Enter a name for your phone in the Description field.
4. Enter a number for your phone in the Number field.
5. Configure Simultaneous Ring and/or Move to Mobile as required (see below).

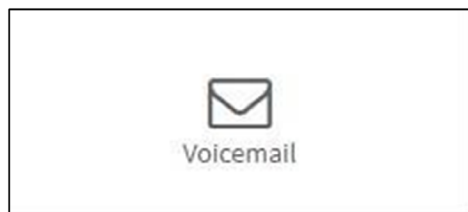
## Configure Simultaneous Ring

1. Set the Simultaneous Ring toggle switch to either Ring On or Ring Off.
  - Ring On – Simultaneous Ring enabled (this phone will ring simultaneously when your company phones are called).
  - Ring Off – Simultaneous Ring disabled.
2. Click Next.
3. Select or clear the Line check box. When selected, simultaneous ring is active for the selected line(s).
4. Choose the time zone for the phone from the drop-down list.
5. Select or clear the Set advanced timer options for simultaneous ring check box. If selected, configure the following:
  - Number of seconds to wait before this phone rings when the business line is dialed.
  - Fine tune options for preventing redirected calls going to this phone's Voicemail.
6. Click Next.
7. Configure the phone's ring schedule. Choose either Ring 24/7 or Add a ring schedule as follows:
  - Enter a ring schedule name.
  - Specify the days (alternatively click the Select drop-down and choose an option), status (Ring On or Off), and times (From, To) for the ring schedule.
8. Click Save when complete to add the personal phone or Cancel to abort.

## Configure Move to Mobile

To transfer active calls to this SNR type personal phone, set the Move to Mobile toggle switch to MP On, click Next twice and then click Save.

## VOICEMAIL



This screen is only visible to you if a Voicemail account has been allocated to you. This can be done either by your administrator or by yourself (if your administrator has given you the necessary permissions).

Once you have a Voicemail account, you can edit certain Voicemail settings from within Self-Service, these include Time Zone and Language settings. You can also manage your Caller Input keys as well as your Alternate Numbers and Notification Devices and Message Actions.

# CALL FORWARDING



This screen displays the call forwarding status of your phone lines (Active = call forwarding enabled, Inactive = call forwarding disabled).

## Activate and Manage a Line for Call Forwarding

1. Click Call Forwarding on the button bar. Your lines are displayed showing the call forwarding status of each line.
2. Click the relevant Inactive button next to the line for which to activate and configure call forwarding settings. The following call forward settings are available:
  - Forward all Incoming call – If you want to forward all incoming calls to either Voicemail or a specific number under all circumstances, select the Activate call forwarding & forward all calls to: check box and choose a destination from the drop-down list. If you choose the Specify another number option, enter your own destination in the adjacent free text field. If this check box is selected, the other call forwarding options are hidden..
  - Internal calls (calls from a company phone number) – If you want to forward all incoming internal calls to either Voicemail or a specific number when the line is busy, select the When the line is busy, forward calls to: check box, and choose a destination from the drop-down list. If you choose the Specify another number option, enter your own destination in the adjacent free text field. If you want to forward all incomings internal calls to either Voicemail or a specific number when there is no answer, select the When there is no answer, forward calls to: check box, and choose a destination from the drop-down list. If you choose the Specify another number option, enter your own destination in the adjacent free text field.
  - External calls (calls from outside my company) – If you want to forward all external calls to either Voicemail or a specific number when the line is busy, select the When the line is busy, forward calls to: check box, and choose a destination from the drop-down list. If you choose the Specify another number option, enter your own destination in the adjacent free text field. If you want to forward all external calls to either Voicemail or a specific number when there is no answer, select the When there is no answer, forward calls to: check box, and choose a destination from the drop-down list. If you choose the Specify another number option, enter your own destination in the adjacent free text field.
3. Click Save when complete.

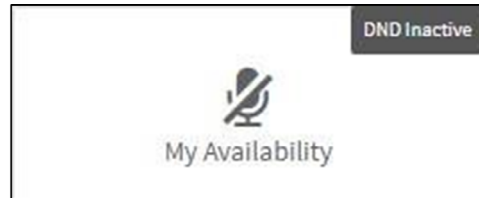
Upon clicking Save at any stage, you are given a choice to apply the selected call forward settings to all lines or to this line only. Click the relevant button: Yes, Apply to all lines or No, only this line.

To deactivate lines that currently have call forwarding activated, click the relevant Active line, clear the check boxes, and click Save. Alternatively, you can select the relevant check boxes in the Select a Line area of the screen, or click the Select arrow and choose All to select all lines, and then click Deactivate CF.

To edit call forwarding settings for active lines, select the relevant check box of the line you want to edit, change the settings as required, and click Save.

Another method to apply the line settings of one of your lines is to select the relevant check box in the Select a Line area of the screen, click Assign Line Profile, choose the line profile to copy from the dropdown list and click Save.

## DO NOT DISTURB



This screen displays the Do Not Disturb (DND) settings for each of your phones (Active = DND On, Inactive = DND Off).

### Set Do Not Disturb for your Phone

1. Click My Availability on the button bar to view the current status of the do not disturb (DND) settings for your phones.
2. Toggle (click on) the DND switch:
  - DND On indicates that DND is active for the phone
  - DND Off indicates that DND is inactive for the phone
3. Click Save to implement the setting or Cancel to abort.

You can also modify the do not disturb setting for multiple phones at the same time:

1. Select the check boxes to choose the phones you want to modify or click the Select arrow and choose All to select all phones.
2. Click DND On or DND Off to set the relevant DND setting.
3. Click Save to configure the chosen DND setting for all selected phones.

# SPEED DIALS AND BUSY LAMP FIELDS



Speed dial numbers allow you to store numbers and then use side buttons on the phone, or abbreviated dialing from the soft key template, to dial the stored numbers.

Speed dials are one or two-digit index codes (1 to 99) that you can assign to phone numbers or address book entries. To place a call using Speed Dials, select the Speed Dials index code from the menu on your phone's touch screen. You do not need to dial the entire number. The number of speed dials available is dependant on the phone button template. The exact name of the speed dial service on your phone may vary, depending on how your system administrator configured the service.

Busy lamps (BLFs) also allow you to store numbers and then use side buttons on the phone to dial the stored numbers. The status of the lamp indicates if the line is currently in use.

## Manage Speed Dial and Busy Lamps (Phone Button Template)

To assign a speed dial or busy lamp field (BLF) to a button:

1. Click Speed Dials & BLFs on the button bar. Your configured phones are displayed.
2. Click the relevant Phone to view the speed dials and busy lamp fields configured for that specific line (as determined by the phone button template for that phone). If a button has not yet been assigned to a busy lamp or speed dial, then the word Unassigned is displayed in the Number field for that specific button.
3. Click Assign this button next to the button to which you want to assign a speed dial or busy lamp.
4. Enter information in the fields as required:
  - Number – The phone number for this speed dial.  
NOTE: You must enter the telephone number exactly as you would dial it from your desk phone, including an access code (such as 9), country code, or are code as applicable.
  - Label – The name that you want to associate with this speed dial.
5. Click Save when complete to assign the speed dial to the button.

Upon clicking Save at any stage, you are given a choice to apply to the selected speed dial setting to all phones or to this phone only. Click the relevant button: Yes, Apply to all phones or No, only this phone.

To edit an existing speed dial or BLF entry, click Edit next to the button you want to edit. Enter new information in the relevant field as described above and click Save when complete.

To remove a speed dial or BLF entry, click Remove next to the entry that you want to remove and click Save. The button number returns to the Unassigned status.

## Add a Speed Dial (Abbreviated Dials)

1. Click Speed Dials & BLFs on the button bar. Your configured phones are displayed.
2. Click the relevant Phone to view the speed dials and BLFs configured for that specific line.
3. To add additional speed dials over and above those provided by the phone button template, click + Add a Speed Dial in the Abbreviated Dials area of the screen.
4. Enter information in the following fields:
  - Key – The key associated with the speed dial.  
NOTE: If you enter two keys with the same value, for instance two number 3's, then the system automatically removes the first instance and replaces it with the second instance.
  - Number – The phone number for this speed dial.  
NOTE: You must enter the telephone number exactly as you would dial it from your desk phone, including an access code (such as 9), country code, or area code as applicable.
  - Label – The name that you want to associate with this speed dial.
5. Click Save when complete to add the speed dial. When there is more than one speed dial, the speed dials are automatically re-ordered in numerical sequence from lowest to highest.

Upon clicking Save at any stage, you are given a choice to apply to the selected speed dial setting to all phones or to this phone only. Click the relevant button: Yes, Apply to all phones or No, only this phone.

If you want to insert a speed dial entry directly above an existing speed dial entry, click + Insert a new speed dial above this entry to open an empty speed dial entry form. Enter the information and click Save when complete.

To edit an existing speed dial entry, click in the appropriate fields and enter new information as described above. Click Save when complete.

To remove a speed dial entry, click Remove this speed dial next to the speed dial you want to remove and click Save. The relevant speed dial is removed from the list.