TPx Customer Portal

Manage My UCx

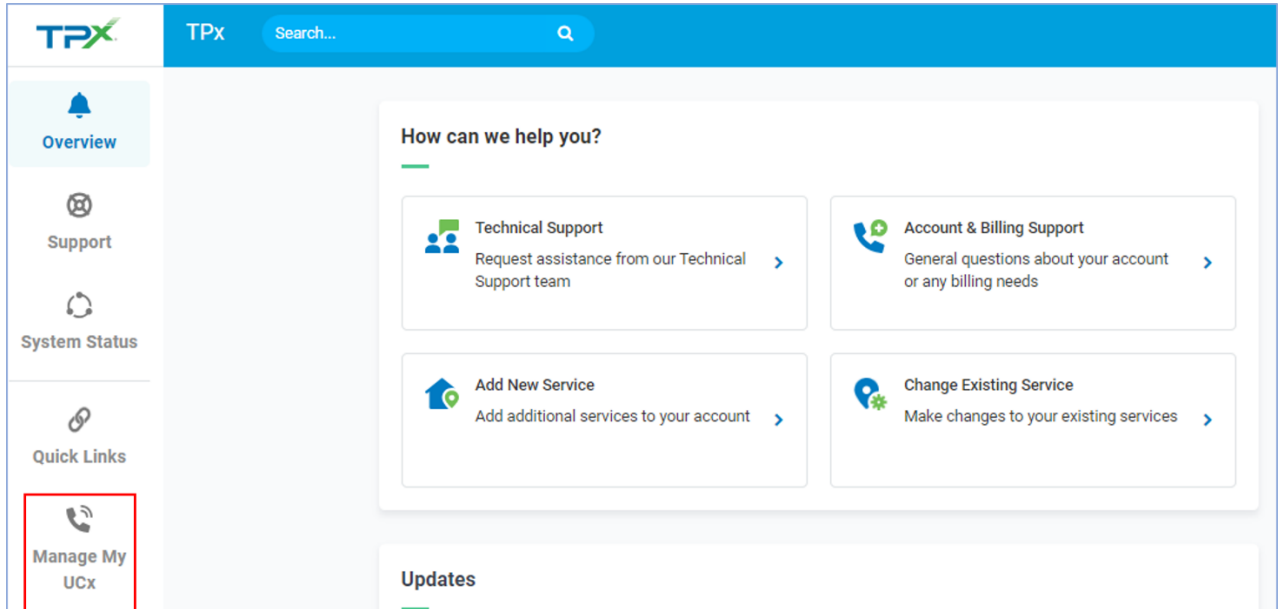# TABLE OF CONTENTS

HOW TO ACCESS UCX SETTINGS

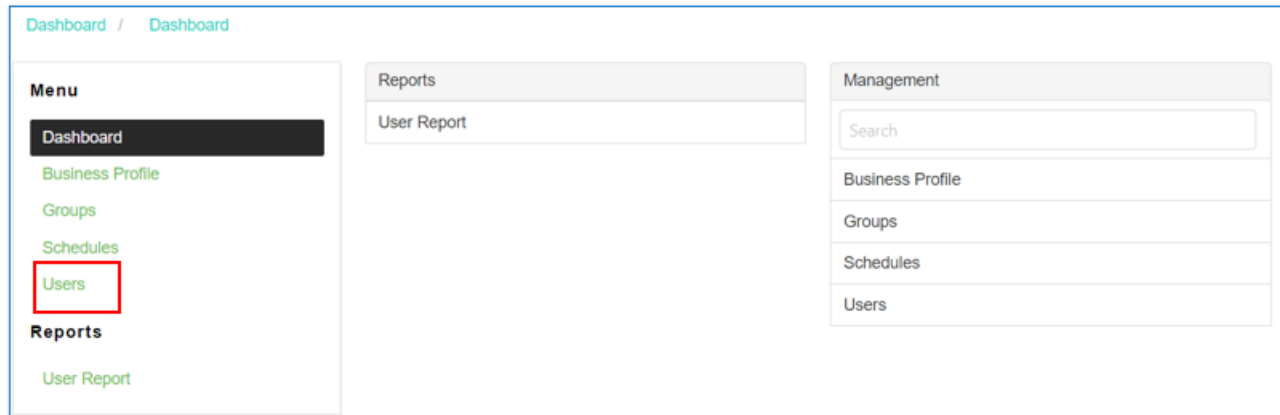1. Log into the TPx Customer Portal and select **Manage My UCx** from the main menu as shown below.

NOTE: Register to the TPx Customer Portal here. The Manage My UCx feature is being released in phases. If you do not see the Manage My UCx link, please select Change Existing Service to submit your change request. Access to the legacy voice portal is still available here.

UPDATE A USER'S UCX PASSWORD

Follow the steps below to update a user's phone number while using the Customer Portal interface.

1. From **Menu**, select **Users**.

2. From the **User Id** list, select the User ID to update.

User Id ▲	First Name	Last Name	Phone Number	Extension	Department	In Trunk Group
2098815998@cl4-dscicorp.com	ATA Test	Redovich	+1-2098815998	5998		✕
2132136101@cl4-dscicorp.com	Mahesh - MOPS	Nagalingappa	+1-2132136101			✕
2132136106@cl4-dscicorp.com	Akram - MOPS	Zafar	+1-2132136106			✕
2133553211@cl4-dscicorp.com	Gokula - MOPS	Krishna	+1-2133553211	3211		✕
2133553212@cl4-dscicorp.com	Wasey - MOPS	Siddiqui	+1-2133553212	3212		✕
2133553213@cl4-dscicorp.com	New - MOPS	User	+1-2133553213	3213		✕

3. From **Management**, select **UCx Password.**

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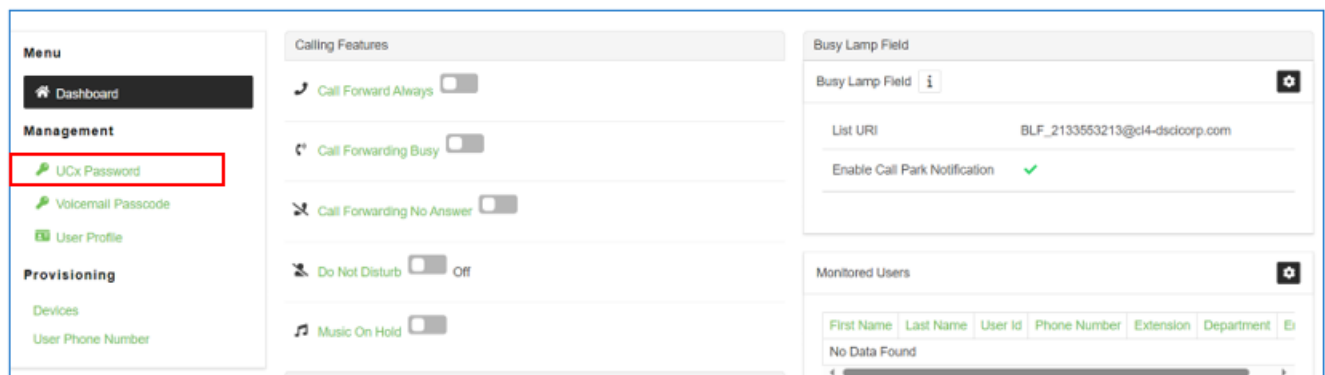
4. Select the black lock icon at the upper right:

5. Enter the new password twice, then click **Save**.

UPDATE A USER'S VOICEMAIL PASSWORD

Follow the steps below to update a user's voicemail password.

1. From **Menu**, select **Users.**

2. From the **User Id** list, select the **User Id** to update.

3. From **Management**, select **Voicemail Passcode**.

4. Click the settings icon.

5. Enter the new password twice, then click **Save**.

NOTE: VM passwords must be a numeric string.

VIEW A USER'S DEVICES

1. Select **Users** from the main menu as shown below.

2. From the Users list, select the **User Id** to display a list of associated devices.

3. From **Provisioning**, select **Devices.**

A list of devices assigned to the user displays, along with the status.

Devices	
Endpoint Type	Identity/Device Profile
Device Name	POLY501 020438
Device Level	Group
Line Port	7024055362@cl4-dscicorp.com
Device Type	Polycom VVX 501 DMS
MAC Address	64167F020438
Status	Online
Static Line Ordering	✕

MODIFY USER SETTINGS

Use the following steps to modify user settings.

1. Select **Users** from the main menu as shown below.

2. From the **User Id** list, select the **User Id** to modify.

User Id ▲	First Name	Last Name	Phone Number	Extension	Department	In Trunk Group
2098815998@cl4-dscicorp.com	ATA Test	Redovich	+1-2098815998	5998		✕
2132136101@cl4-dscicorp.com	Mahesh - MOPS	Nagalingappa	+1-2132136101			✕
2132136106@cl4-dscicorp.com	Akram - MOPS	Zafar	+1-2132136106			✕
2133553211@cl4-dscicorp.com	Gokula - MOPS	Krishna	+1-2133553211	3211		✕
2133553212@cl4-dscicorp.com	Wasey - MOPS	Siddiqui	+1-2133553212	3212		✕
2133553213@cl4-dscicorp.com	New - MOPS	User	+1-2133553213	3213		✕

3. The Calling Features screen displays with options to enable the following: *Call Forwarding, Do not Disturb,* and *Music on Hold.*
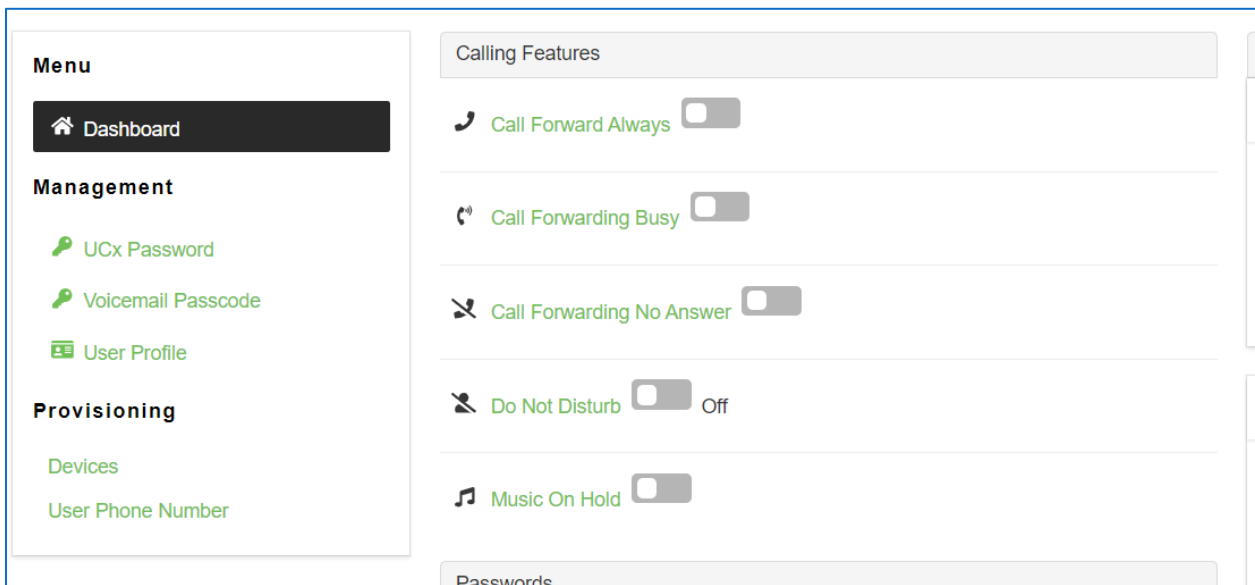
4. If **Call Forwarding** is enabled, enter the desired number in the **Forward To** field, then click **Save**.
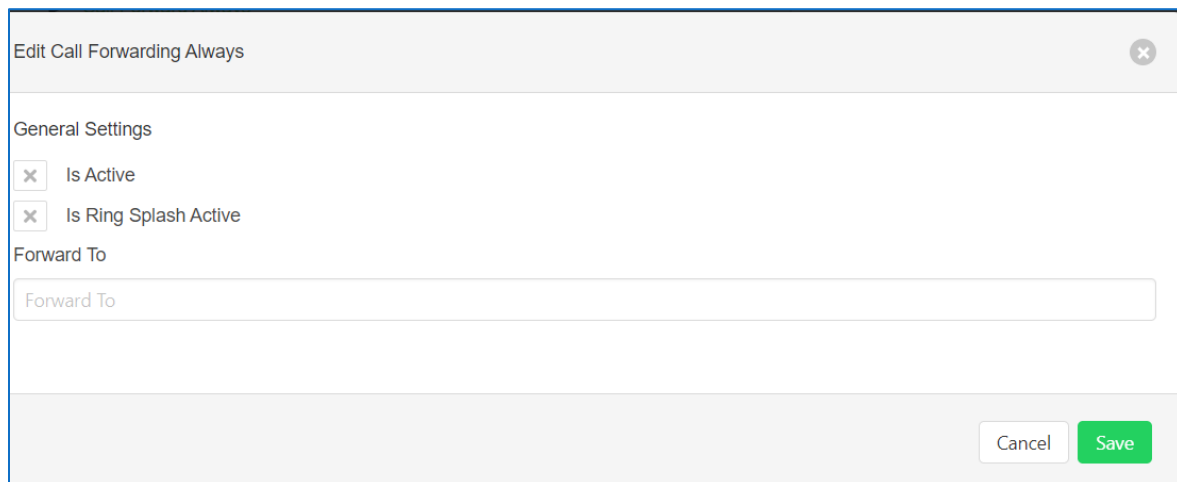
CHANGE USER LEVEL SETTINGS

Use the following steps to adjust user level settings.

1. From **Menu**, select **Groups**.
2. Select the group and modify as necessary.

3. From **Menu**, select **Users**.
4. Select the user and modify as necessary.

5. From **Management**, select **User Service Settings**.

6. From here, modify up to 22 user level changes. In this case, let's use **Selective Call Rejection**.

7. Select **Selective Call Rejection**.

8. Select the **+** icon in the right-hand corner to display the **Add New Selective Call Rejection** screen.

9. From **General Settings**, select **Is Active**.
10. Enter a **Description**.
11. From the **Calls From** drop-down menu, select **Specified Only**.

12. Scroll down to enter the number(s) to block, then click **Save**.

ADD AN ALTERNATE NUMBER TO A USER

Use the following steps to add an alternate number.

1. From **Management**, select **User Service Settings**.
2. Select **Alternate Numbers**.
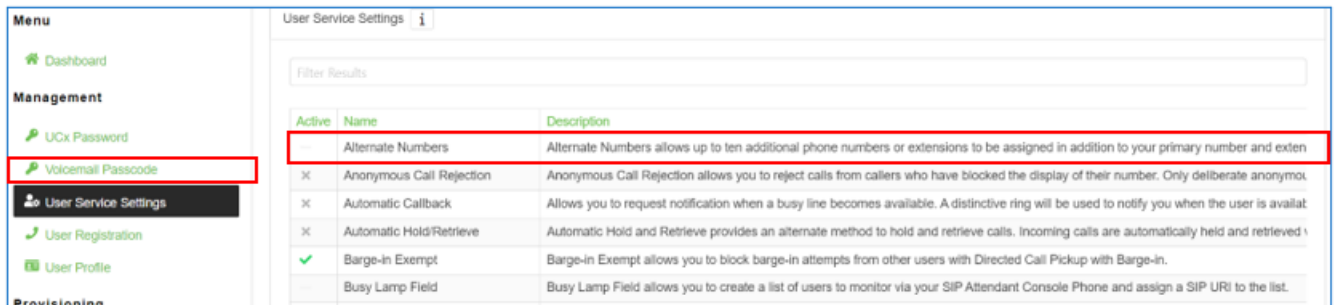
3. Click the **Phone Number** field to add an alternate number.
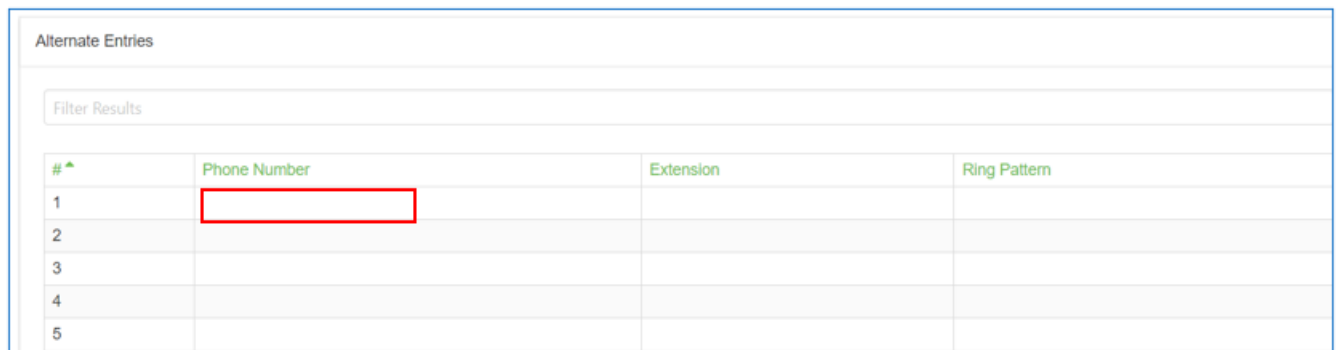
4. Select an available phone number, then select an option from the **Ring Pattern** drop-down menu, if appropriate.
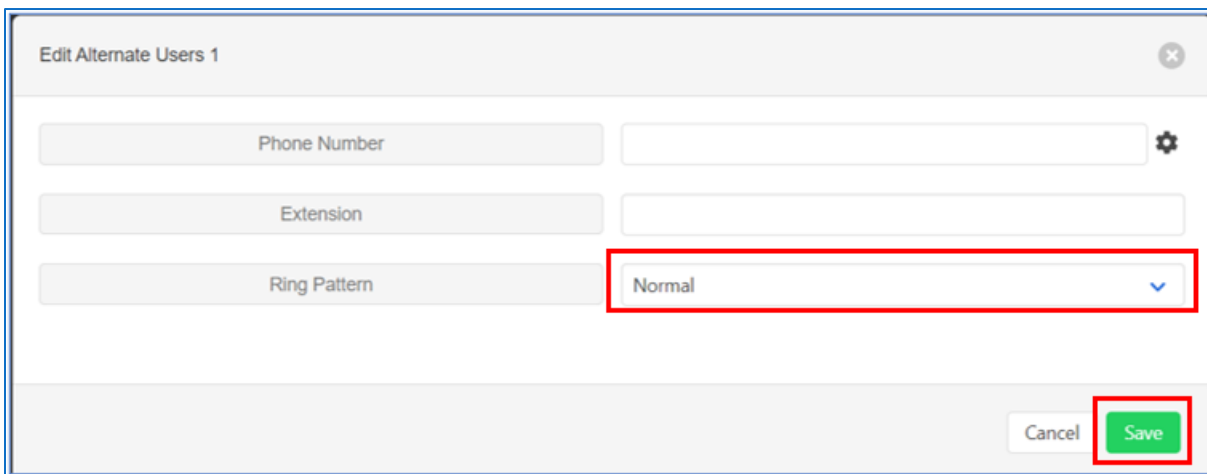
5. Click **Save**.

UPDATE A USER'S PHONE NUMBER

Follow the steps below to update a user's phone number while using the Customer Portal interface.

1. From **Menu**, select **Users**.
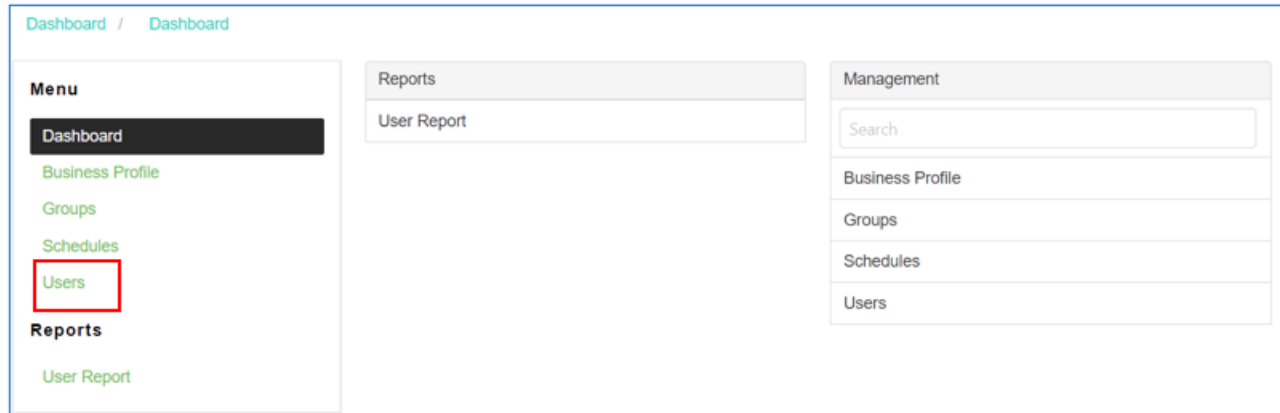
2. Select the User to update with a new phone number.

User Id ▲	First Name	Last Name	Phone Number	Extension	Department	In Trunk Group
2098815998@cl4-dscicorp.com	ATA Test	Redovich	+1-2098815998	5998		✖
2132136101@cl4-dscicorp.com	Mahesh - MOPS	Nagalingappa	+1-2132136101			✖
2132136106@cl4-dscicorp.com	Akram - MOPS	Zafar	+1-2132136106			✖
2133553211@cl4-dscicorp.com	Gokula - MOPS	Krishna	+1-2133553211	3211		✖
2133553212@cl4-dscicorp.com	Wasey - MOPS	Siddiqui	+1-2133553212	3212		✖
2133553213@cl4-dscicorp.com	New - MOPS	User	+1-2133553213	3213		✖

3. From **Provisioning**, select **User Phone Number**.
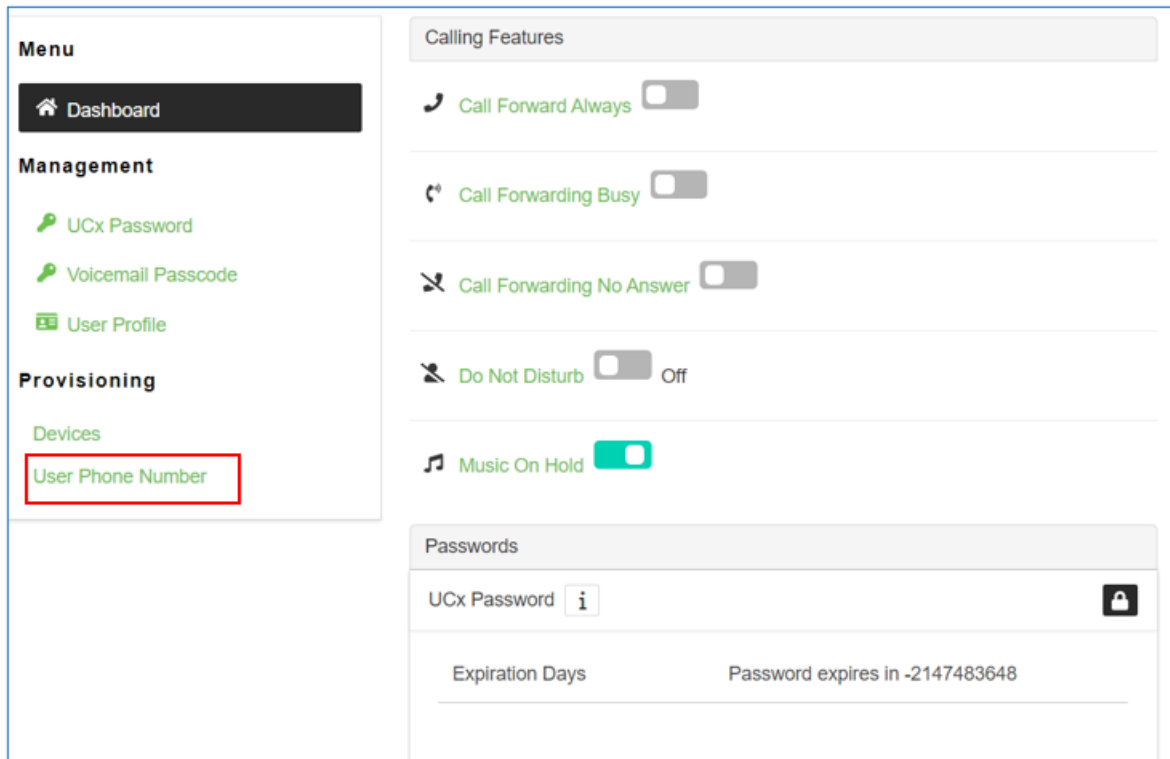
4. Click the settings icon in the right-hand corner.
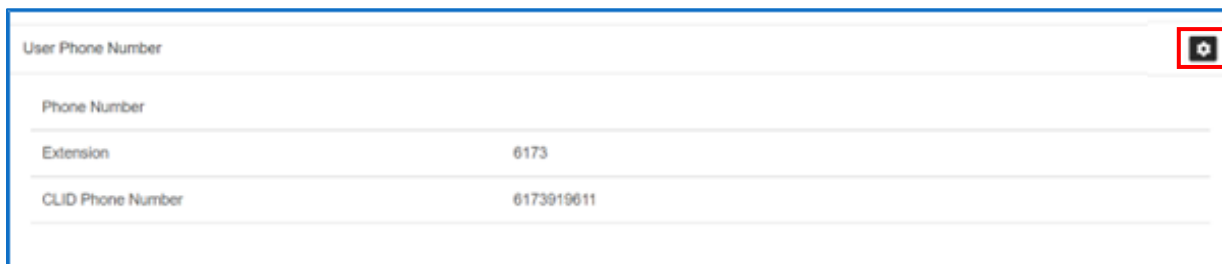
5. From this screen add a new phone number, change the extension, or change the Calling Line ID (CLID), then click **Save** to update the user.

MODIFY A TIME SCHEDULE

Follow the steps below to modify a time schedule.

1. From **Menu**, select **Schedules**.
2. Follow the steps below to update a user's phone number while using the Customer Portal interface.
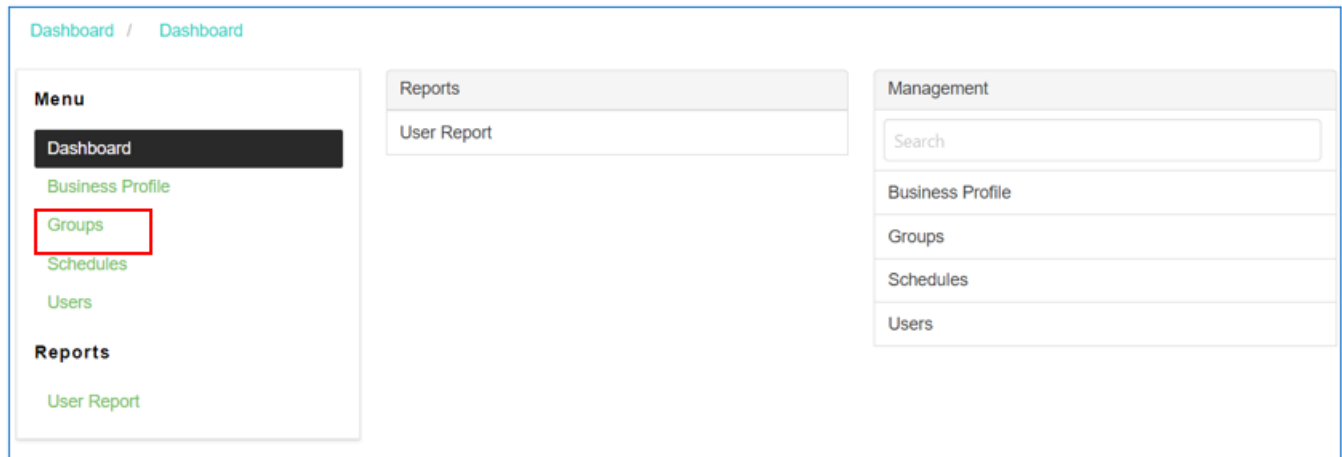
3. A list of schedules displays. Select the schedule you want to modify. In this case, let's modify a time schedule.
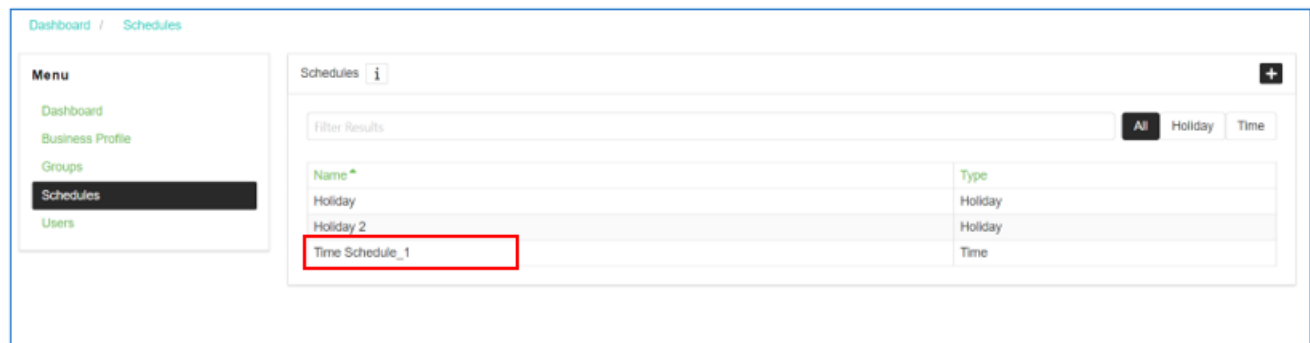
4. The existing schedule is Monday - Friday 8AM-5PM. In this case, let's to modify the hours to 9AM-5PM. Select the event to modify.

5. Edit the hours, then select **Save**.

6. The changes reflect for the event under the **Time Schedule**.

ADD A HOLIDAY TO THE HOLIDAY SCHEDULE

Follow the steps below add a holiday to the holiday schedule.

1. From **Menu**, select **Schedules**.
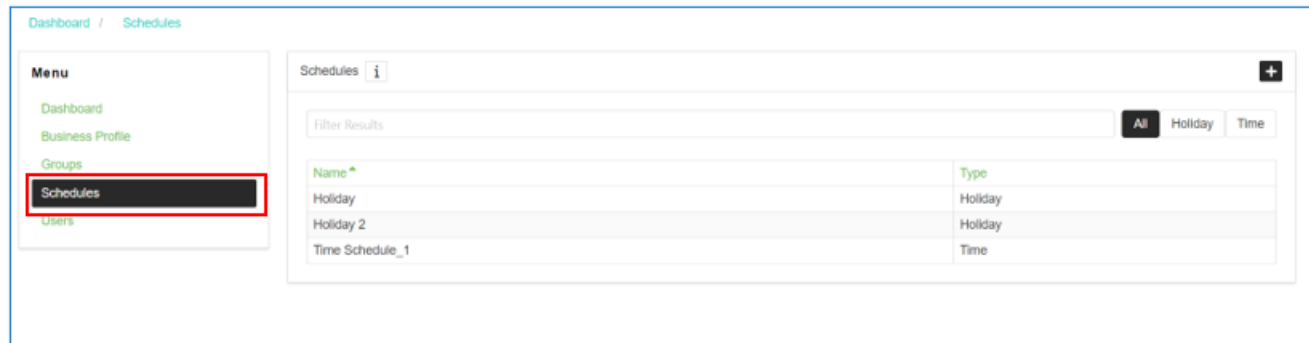
2. Select the schedule to modify from the Schedules list. In this case, let's modify a Holiday schedule.
3. From the **Events** section, click the **+** icon.
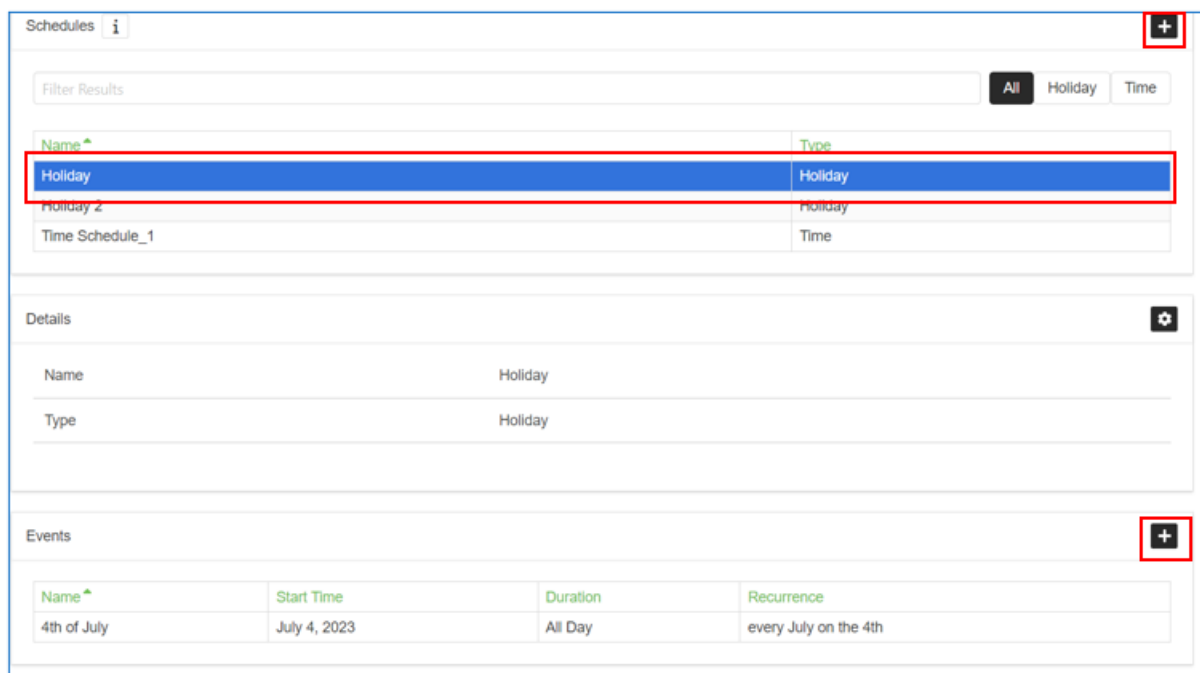
4. The **Add New Event** page displays. Enter a **Name** and enter the date of the holiday.
5. Select **All Day Event** if the Holiday is all day.
6. Use the **Repeats** and **Yearly On** drop-down menus to make the Holiday a yearly occurrence.
7. Click **Save**.

The Events section displays the new holiday.

Name ▲	Type
Holiday	Holiday
Holiday 2	Holiday
Time Schedule_1	Time

Details ⚙

Name	Holiday
Type	Holiday

Events ➕

Filter Results

Name ▲	Start Time	Duration	Recurrence
4th of July	July 4, 2023	All Day	every July on the 4th
Christmas	December 25, 2023	All Day	every December on the 25th

HOW TO RESET A USER

This section proceeds through the steps to reset a user.

> **Important**: In the event an employee is let go or a user needs to be reset to prevent access, a User Reset should be performed before making any other changes. It is critical that the first step taken does NOT include removing the users e-mail address.

1. Search for and select the user you want to reset.
   a. Recommendation - select **Users**, then filter for the user (You can also use the search function at the top.), or select the group/location first, then search for the user.

2. Click **User Profile**, then select **Reset User** in the upper right corner.

> **Important – Do Not remove or erase the e-mail address.**

3. Select **Reset**. The following takes place after a reset:
   a. User is removed from any existing Hunt Groups or Auto Attendants.
   b. The Webex Person is deleted and is re-Created as "UNASSIGNED."
   c. User Features/Preferences are reset to their defaults. (Call Forwarding, etc.)
   d. User Password and Passcode is reset.
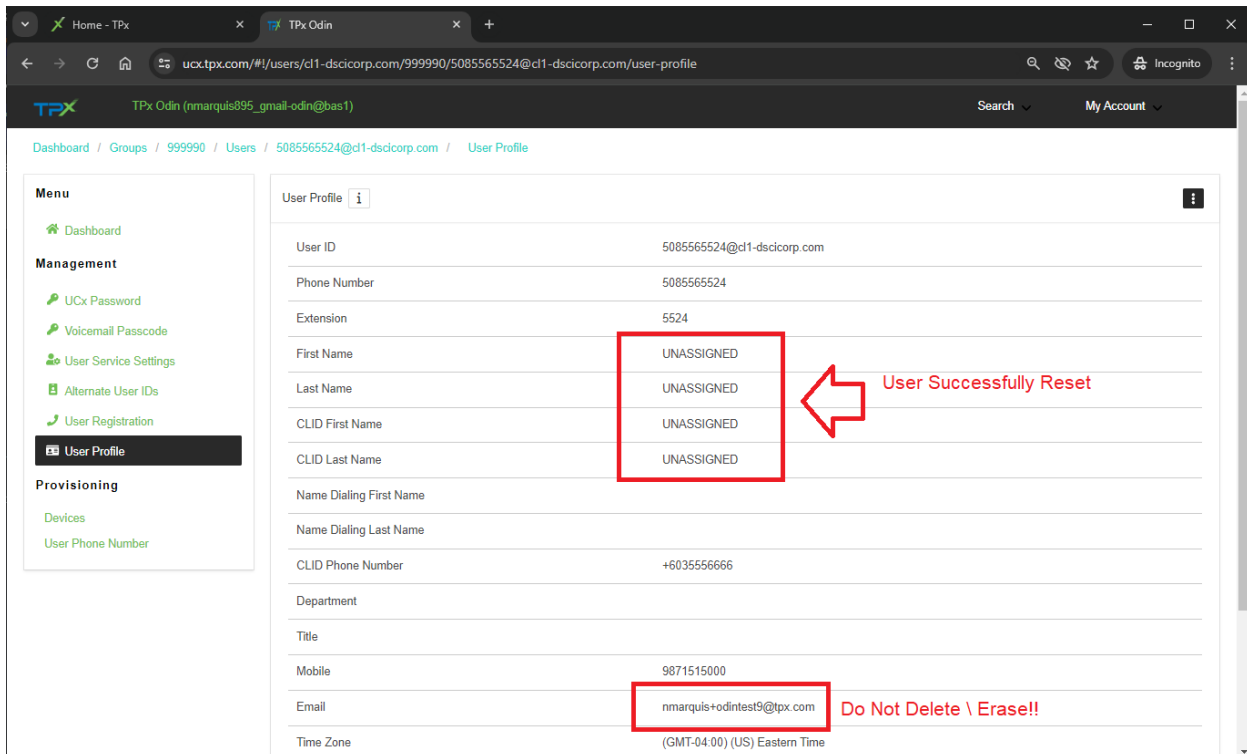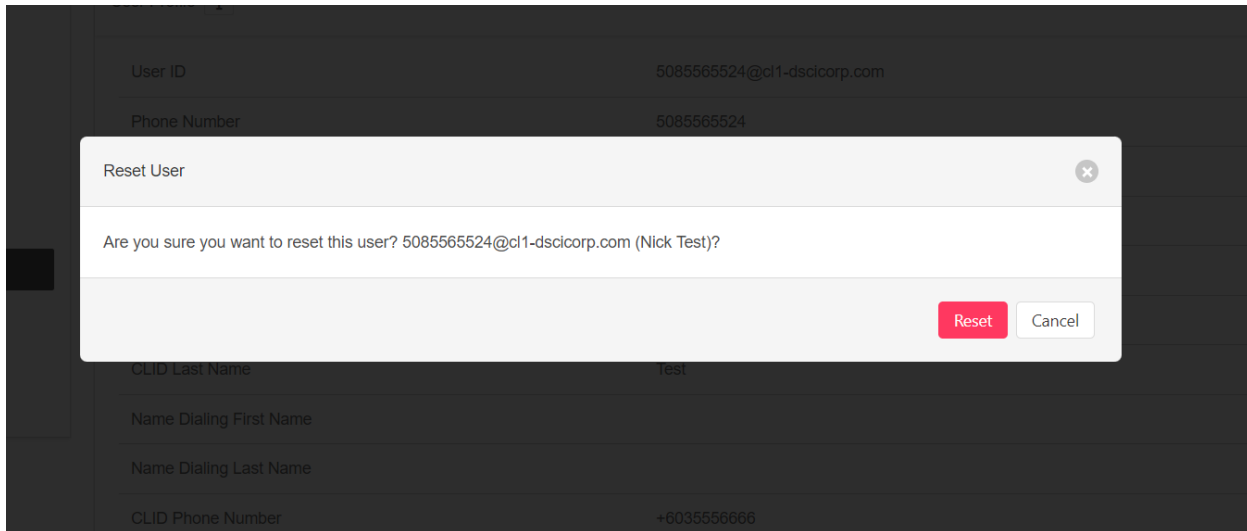
4. When you are ready to reuse the account simply update the name and e-mail address. If the user has an active UCx with Webex license they receive a Webex introduction e-mail.