

# TPx Customer Portal

## Manage My UCx

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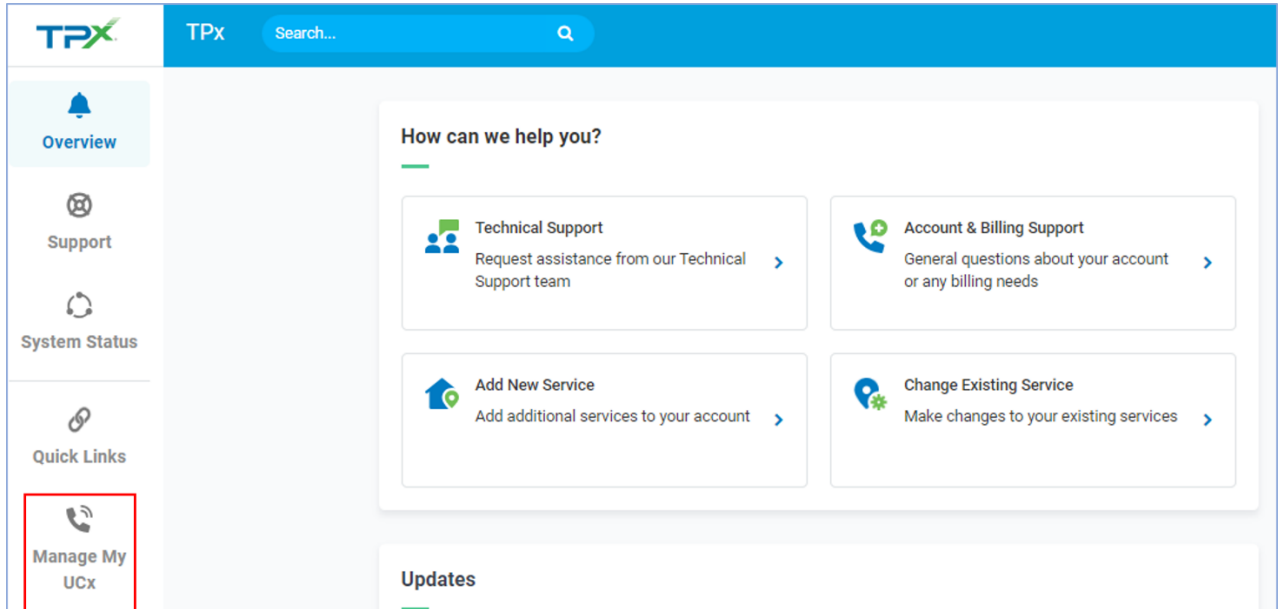


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# HOW TO ACCESS UCX SETTINGS

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

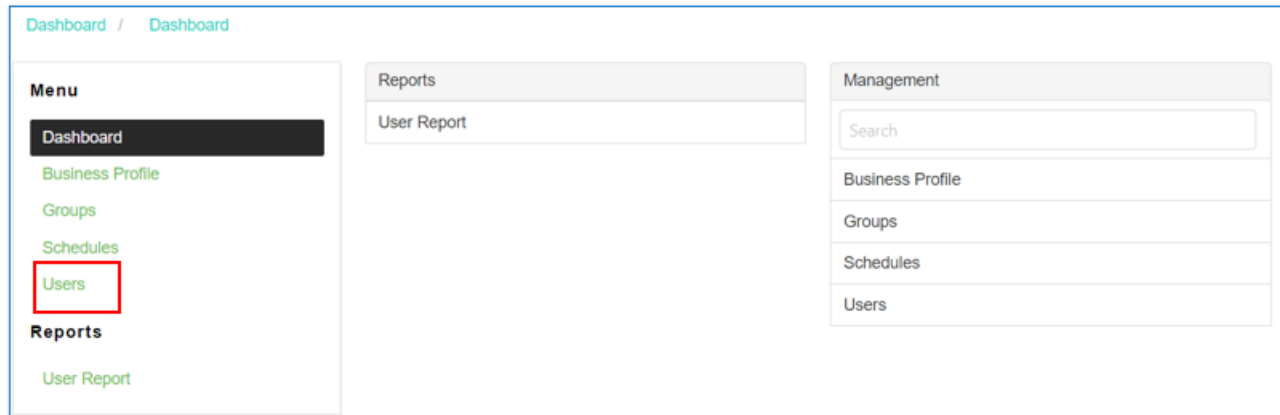


**NOTE:** Register to the TPx Customer Portal [here](#). The Manage My UCx feature is being released in phases. If you do not see the Manage My UCx link, please select Change Existing Service to submit your change request. Access to the legacy voice portal is still available [here](#).

# 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**.



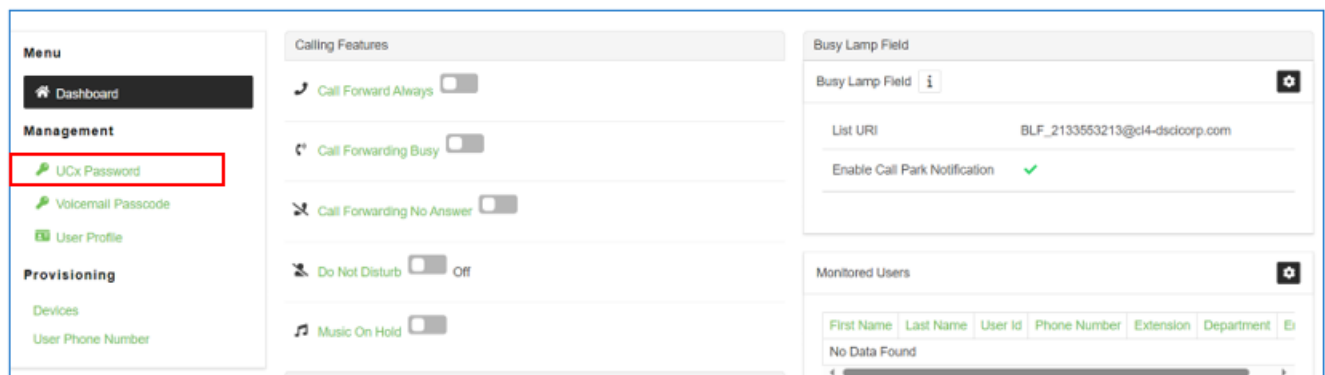
2. From the **User Id** list, select the User ID to update.

Users 📄

Filter Results

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**.



- Select the black lock icon at the upper right:

UCx Password i 🔒

Expiration Days Password expires in -2147483648

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

Edit Voicemail Passcode ✕

Password Passcode ⚠️ 🔑

Repeat Passcode ⚠️ 👁️

Cancel Save

## UPDATE A USER'S VOICEMAIL PASSWORD

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

- From **Menu**, select **Users**.

Dashboard / Dashboard

**Menu**

- Dashboard
- Business Profile
- Groups
- Schedules
- Users**

**Reports**

- User Report

**Management**

Search

- Business Profile
- Groups
- Schedules
- Users

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

User Id <sup>▲</sup>	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 **Voicemail Passcode**.

The screenshot shows a management interface with a sidebar on the left containing 'Menu', 'Management', and 'Provisioning'. Under 'Management', 'Voicemail Passcode' is highlighted with a red box. The main area shows 'Calling Features' with several toggle switches and a 'Busy Lamp Field' section with a 'List URI' field and a 'Monitored Users' table.

4. Click the settings icon.

The screenshot shows the 'Voicemail Passcode' settings page. It includes a title 'Voicemail Passcode' with an information icon, a 'Login Enabled' status with a green checkmark, and an 'Expiration Days' input field. A settings gear icon in the top right corner is highlighted with a red box.

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

The screenshot shows a dialog box titled 'Edit Voicemail Passcode'. It contains three input fields: 'Password', 'Passcode', and 'Repeat Passcode'. The 'Passcode' and 'Repeat Passcode' fields have eye icons to toggle visibility. At the bottom right, there are 'Cancel' and 'Save' buttons.

**NOTE:** VM passwords must be a numeric string.

# VIEW A USER'S DEVICES

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

The screenshot shows the TPX dashboard interface. On the left, there is a 'Menu' sidebar with items: Dashboard, Business Profile, Groups, Schedules, Users (highlighted with a red box), Reports, and User Report. In the center, there are 'Reports' and 'User Report' buttons. On the right, there is a 'Management' section with a search bar and a list of items: Business Profile, Groups, Schedules, and Users.

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

Users

Filter Results

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

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

The screenshot shows a user management interface. On the left is a 'Menu' sidebar with sections: 'Management' (Meet-Me Conferencing, UCx Password, Voicemail Passcode, User Profile, Supervisor) and 'Provisioning' (Devices, User Phone Number). The 'Devices' option is highlighted with a red box. The main content area is titled 'Calling Features' and includes: Call Forward Always (off), Call Forwarding Busy (off), Call Forwarding No Answer (off), Do Not Disturb (Off), and Music On Hold (on). Below this is a 'Passwords' section with 'UCx Password' (locked) and 'Expiration Days' (Password expires in -2147483648).

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	x




# MODIFY USER SETTINGS

Use the following steps to modify user settings.

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

The screenshot shows a dashboard with a left-hand menu. Under the 'Menu' section, 'Users' is highlighted with a red box. Other menu items include Dashboard, Business Profile, Groups, Schedules, Reports, and User Report. The main content area shows a 'Management' section with a search bar and a list of items: Business Profile, Groups, Schedules, and Users.

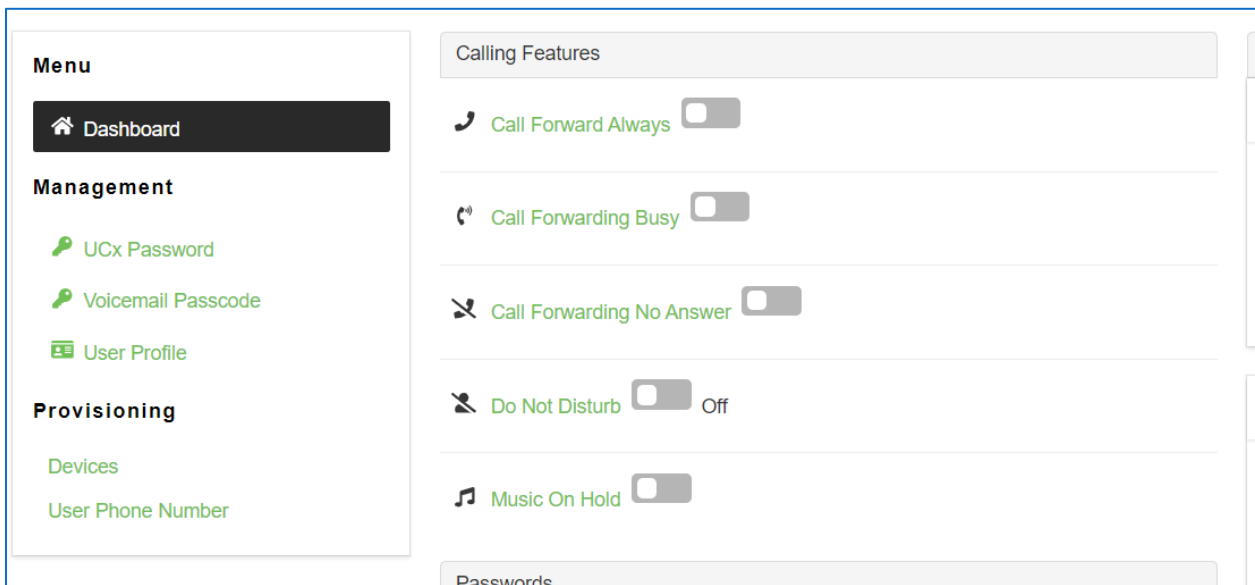
2. From the **User Id** list, select the **User Id** to modify.

Users 

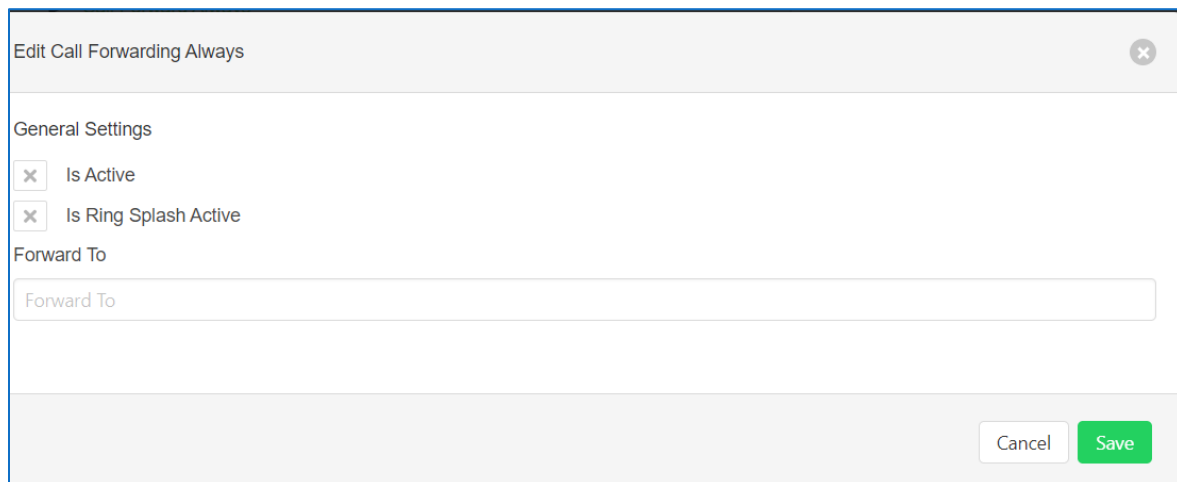
Filter Results

User Id <sup>▲</sup>	First Name	Last Name	Phone Number	Extension	Department	In Trunk Group
<a href="#">2098815998@cl4-dscicorp.com</a>	ATA Test	Redovich	+1-2098815998	5998		×
<a href="#">2132136101@cl4-dscicorp.com</a>	Maresh - MOPS	Nagalingappa	+1-2132136101			×
<a href="#">2132136106@cl4-dscicorp.com</a>	Akram - MOPS	Zafar	+1-2132136106			×
<a href="#">2133553211@cl4-dscicorp.com</a>	Gokula - MOPS	Krishna	+1-2133553211	3211		×
<a href="#">2133553212@cl4-dscicorp.com</a>	Wasey - MOPS	Siddiqui	+1-2133553212	3212		×
<a href="#">2133553213@cl4-dscicorp.com</a>	New - MOPS	User	+1-2133553213	3213		×

- The Calling Features screen displays with options to enable the following:  
*Call Forwarding, Do not Disturb, and Music on Hold.*



- 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.

Dashboard / Groups

**Menu**

- Dashboard
- Business Profile
- Groups**
- Schedules
- Users

**Reports**

- User Report

Groups

Filter Results

Group Name	Id	User Limit	User Count	Default Domain	Time Zone
cl4-dscicorp.com	51531-4	5000	24	cl4-dscicorp.com	America/New_York
TPx NOC - Backup	121215-4	500	16	cl4-dscicorp.com	America/New_York
CPE Engineering Las Vegas	152032	50	27	cl4-dscicorp.com	America/Los_Angeles
CPE Engineering Las Vegas 2	152033	2	1	cl4-dscicorp.com	America/Los_Angeles
RMA Test Group-Stockton	155474	5000	9	cl4-dscicorp.com	America/Los_Angeles
NT3 Lab - CL4	229477	20	7	cl4-dscicorp.com	America/New_York
MAC Lab - CL4	363636	1000	4	cl4-dscicorp.com	America/New_York
TPx - Nurture	999990	5001	31	cl4-dscicorp.com	America/New_York

8 total items

Dashboard / Groups / 999990 / Dashboard

**Menu**

- Dashboard**
- Announcement Repository
- Business Profile
- Business Schedules
- Users

**Group Services**

- Configuration
  - Auto Attendant
  - Hunt Group

**Reports**

- Call Reports
  - User Call Report

Number and Devices

- Devices
- Reports
- User Call Report

Group Services

Search

- Auto Attendant
- Hunt Group

Management

Search

- Announcement Repository
- Business Profile
- Business Schedules
- Users

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

User Id ^	First Name	Last Name	Phone Number	Extension	Department	In Trunk Group
2567153803@cl4-dscicorp.com	Crosby	Cornier Grandstream	+1-2567153803		Crosby Corner (999990)	×
2567153804@cl4-dscicorp.com	DBurns	YL T33G	+1-2567153804	3804	Burns Bastion (999990)	×
2567153809@cl4-dscicorp.com	Weston	Test	+1-2567153809	3809		×
7812325309@cl4-dscicorp.com	7812325309	7812325309	+1-7812325309	5309	Trunk Trumpet (999990)	✓
7812325310@cl4-dscicorp.com	7812325310	7812325310	+1-7812325310	5310	Trunk Trumpet (999990)	✓
7812325311@cl4-dscicorp.com	TeamMate	POC 3	+1-7812325311	5311	Marquis Corner (999990)	×
7812325312@cl4-dscicorp.com	TeamMate	POC 4	+1-7812325312	5312	Marquis Corner (999990)	×
7812325313@cl4-dscicorp.com	Odin	Nick Test	+1-7812325313	5413	Marquis Corner (999990)	×
7812325314@cl4-dscicorp.com	Marquis	Cornier	+1-7812325314	5314	Marquis Corner (999990)	×
7812325315@cl4-dscicorp.com	DataTel	POC 1	+1-7812325315	5315	Marquis Corner (999990)	×
7812325316@cl4-dscicorp.com	DataTel	POC 2	+1-7812325316	5316	Marquis Corner (999990)	×
7812325574@cl4-dscicorp.com	Nurture	Test 2	+1-7812325574	5574	Burns Bastion (999990)	×
7812325575@cl4-dscicorp.com	Chad	Yealink Test	+1-7812325575	5575	Chad Burrow (999990)	×

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

Dashboard / Groups / 999990 / Users / 2567153804@cl4-dscicorp.com / Dashboard

**Menu**

- Dashboard

**Management**

- UCx Password
- Voicemail Passcode
- User Service Settings**
- User Profile

**Provisioning**

- Devices
- User Phone Number

**Calling Features**

- Call Forward Always
- Call Forwarding Busy
- Call Forwarding No Answer
- Do Not Disturb  Off
- Music On Hold

**Passwords**

UCx Password  i 🔒

Expiration Days  Password expires in -2147483648

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

Active	Name	Description
---	Alternate Numbers	Alternate Numbers allows up to ten additional phone numbers or extensions to be assigned in addition to your primary number and extension.
x	Anonymous Call Rejection	Anonymous Call Rejection allows you to reject calls from callers who have blocked the display of their number. Only deliberate anonymous calls are rejected.
x	Automatic Callback	Allows you to request notification when a busy line becomes available. A distinctive ring will be used to notify you when the user is available.
x	Automatic Hold/Retrieve	Automatic Hold and Retrieve provides an alternate method to hold and retrieve calls. Incoming calls are automatically held and retrieved when you press the appropriate keys.
✓	Barge-In Exempt	Barge-In Exempt allows you to block barge-in attempts from other users with Directed Call Pickup with Barge-In.
---	Busy Lamp Field	Busy Lamp Field allows you to create a list of users to monitor via your SIP Attendant Console Phone and assign a SIP URI to the list.
x	Call Forwarding Always	Call Forwarding Always allows you to forward all your incoming calls to a different phone number or SIP-URI, such as your home office or mobile phone.
x	Call Forwarding Busy	Call Forwarding Busy allows you to forward all your incoming calls to a different phone number or SIP-URI if your phone is currently busy.
x	Call Forwarding No Answer	Call Forwarding No Answer allows you to forward all your calls to a different phone number or SIP-URI when you do not answer your phone.
x	Call Forwarding Not Reachable	Call Forwarding Not Reachable allows you to forward all your incoming calls to a different phone number or SIP-URI when your device is not reachable.
x	Call Forwarding Selective	Call Forwarding Selective allows you to forward specific calls matching your pre-defined criteria to a different phone number or SIP-URI.
✓	Call Waiting	Call Waiting allows you to receive another call while you are on the phone. You can turn it on or off for all calls and then selectively turn it on or off for individual calls.
x	Custom Ringback User	Custom Ringback User
---	Directed Call Pickup with Barge-In	Directed Call Pickup with Barge-In allows you to dial a feature access code followed by an extension to pick up or barge-in on a call to another user.
x	Do Not Disturb	Allows you to send your calls directly to your voice messaging box without ringing your phone. In addition, you can make your primary phone number unreachable.
x	Intercept User	Intercept User allows your administrator to gracefully take your phone out of service while providing callers with informative announcements.
✓	Music On Hold User	Music On Hold allows you to turn on music for all calls when the remote party is held or parked.
x	Selective Call Rejection	Selective Call Rejection allows you to reject calls that meet your pre-defined criteria. These callers will be given an announcement that you are unavailable.
x	Sequential Ring	Sequential Ring allows you to sequentially ring up to 5 locations in addition to the base location for a specified number of rings. The 5 locations are defined in the user profile.
x	Simultaneous Ring Personal	Simultaneous Ring Personal allows you to list up to 10 phone numbers or SIP-URI addresses you would like to ring in addition to your primary phone number.
---	Speed Dial 8	Speed Dial 8 allows you to set up to eight speed dial numbers that can be called with the push of a button. Enter the number as you would dial it.

7. Select **Selective Call Rejection**.

✓	Call Waiting	Call Waiting allows you to receive another call while you are on the phone. You can turn it on or off for all calls and then selectively turn it on or off for individual calls.
x	Custom Ringback User	Custom Ringback User
---	Directed Call Pickup with Barge-In	Directed Call Pickup with Barge-In allows you to dial a feature access code followed by an extension to pick up or barge-in on a call to another user.
x	Do Not Disturb	Allows you to send your calls directly to your voice messaging box without ringing your phone. In addition, you can make your primary phone number unreachable.
x	Intercept User	Intercept User allows your administrator to gracefully take your phone out of service while providing callers with informative announcements.
✓	Music On Hold User	Music On Hold allows you to turn on music for all calls when the remote party is held or parked.
x	Selective Call Rejection	Selective Call Rejection allows you to reject calls that meet your pre-defined criteria. These callers will be given an announcement that you are unavailable.
x	Sequential Ring	Sequential Ring allows you to sequentially ring up to 5 locations in addition to the base location for a specified number of rings. The 5 locations are defined in the user profile.
x	Simultaneous Ring Personal	Simultaneous Ring Personal allows you to list up to 10 phone numbers or SIP-URI addresses you would like to ring in addition to your primary phone number.
---	Speed Dial 8	Speed Dial 8 allows you to set up to eight speed dial numbers that can be called with the push of a button. Enter the number as you would dial it.

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

Dashboard / Groups / 999990 / Users / 2567153804@c4-dsccorp.com / User Service Settings / Selective Call Rejection

Selective Call Rejection +

Active	Description ^	Blacklisted	Time Schedule	Holiday Schedule
No Data Found				

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

The screenshot shows the 'Add New Selective Call Rejection' form. In the 'General Settings' section, the 'Is Active' checkbox is checked. The 'Description' field is filled with 'Blocked Caller'. The 'Calls From' dropdown menu is set to 'Specified Only'. Other fields like 'Time Schedule' and 'Holiday Schedule' are set to default values.

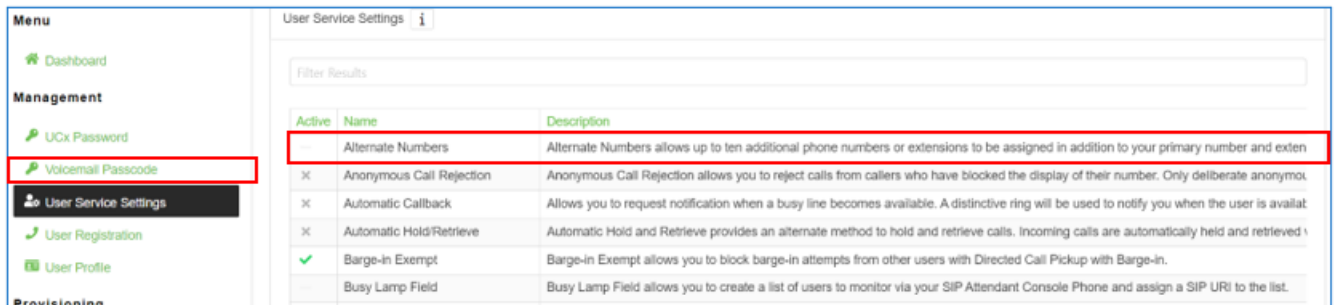
12. Scroll down to enter the number(s) to block, then click **Save**.

This close-up view shows the 'Specific Numbers' section of the form. The first input field contains the number '5558605309'. There are two empty input fields below it.

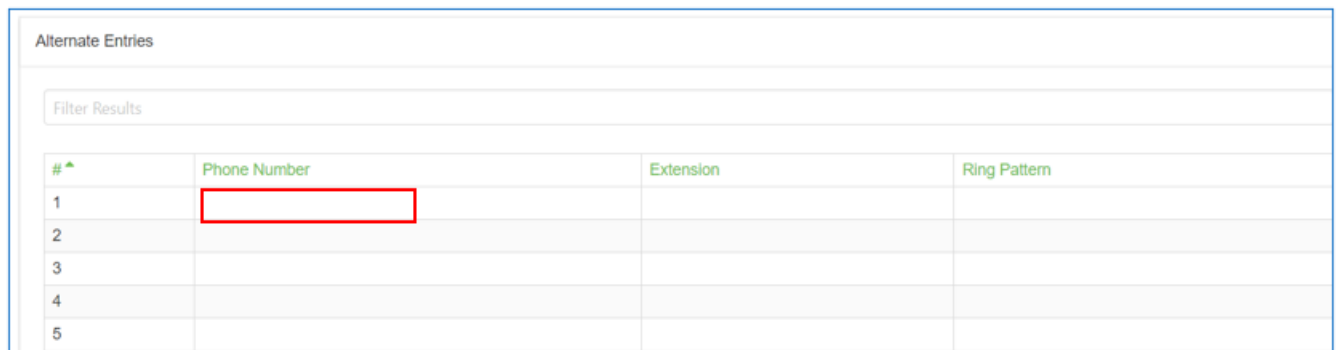
# ADD AN ALTERNATE NUMBER TO A USER

Use the following steps to add an alternate number.

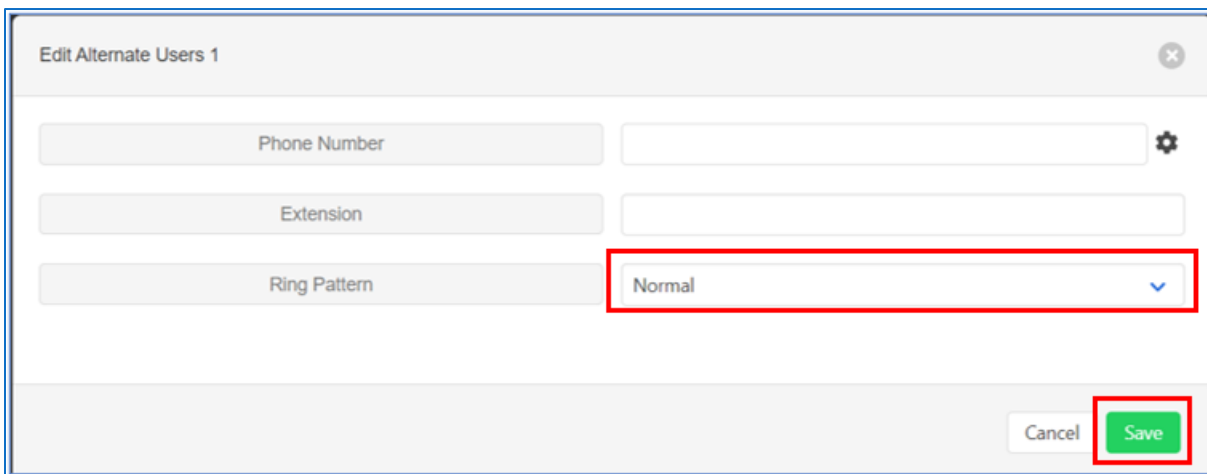
1. From **Management**, select **User Service Settings**.
2. Select **Alternate Numbers**.



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.

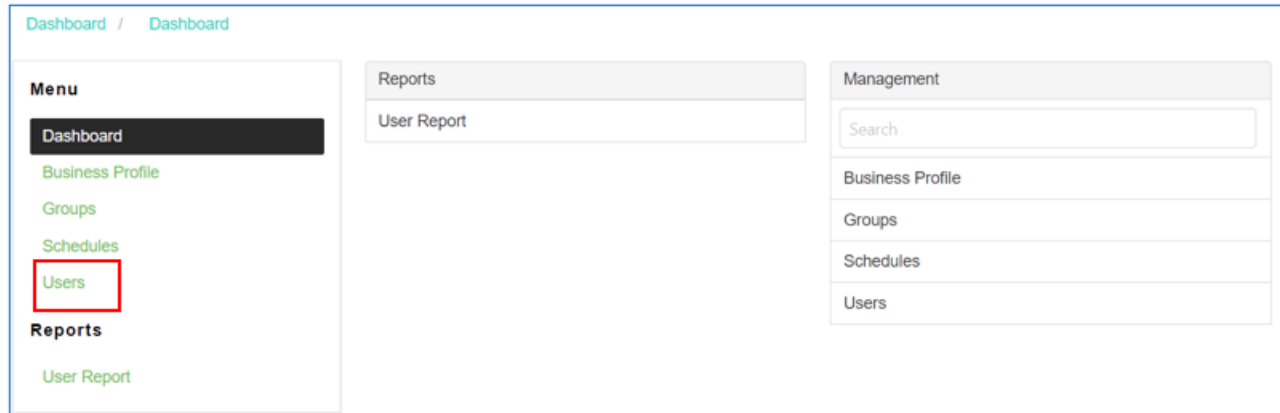


5. Click **Save**.


# 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.

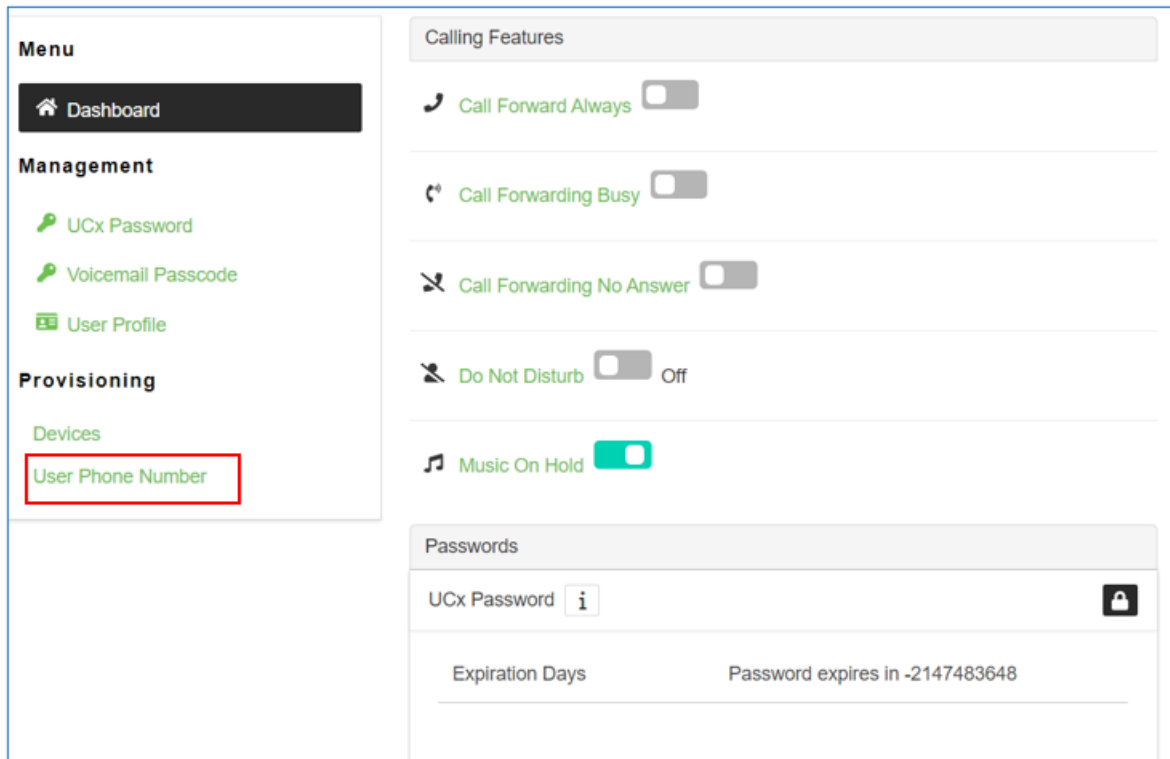
Users 

Filter Results

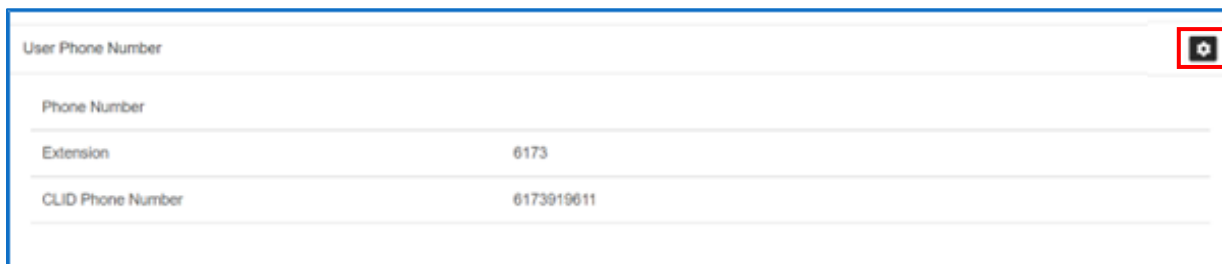
User Id <sup>▲</sup>	First Name	Last Name	Phone Number	Extension	Department	In Trunk Group
2098815998@cl4-dscicorp.com	ATA Test	Redovich	+1-2098815998	5998		×
2132136101@cl4-dscicorp.com	Maresh - MOPS	Nagalingappa	+1-2132136101			×
2132136106@cl4-dscicorp.com	Akram - MOPS	Zafar	+1-2132136106			×
2133553211@cl4-dscicorp.com	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		×



- From **Provisioning**, select **User Phone Number**.



- Click the settings icon in the right-hand corner.

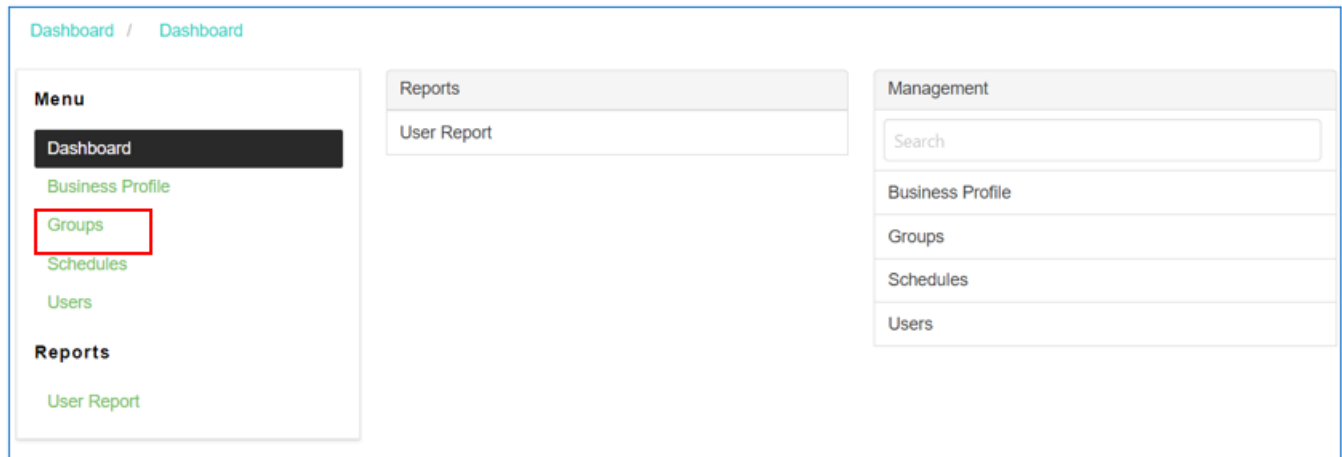


- From this screen add a new phone number, change the extension, or change the Calling Line ID (CLID), then click **Save** to update the user.

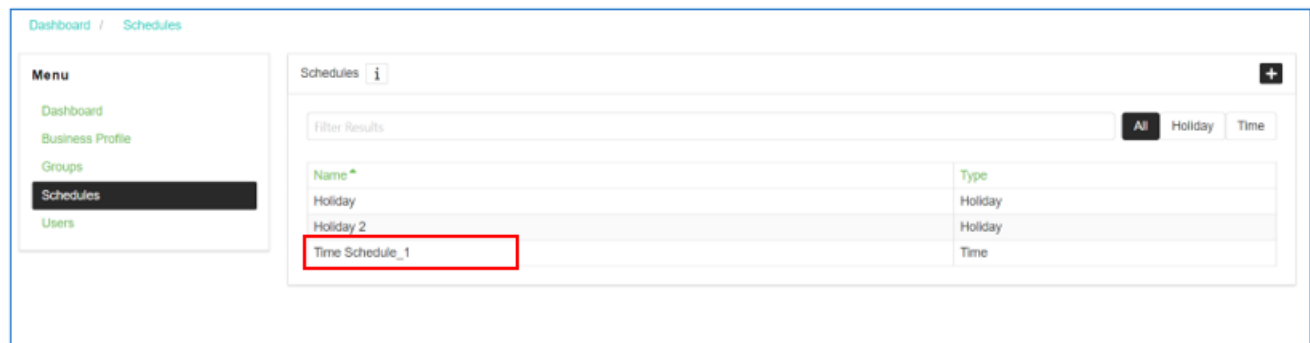
# MODIFY A TIME SCHEDULE

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.



- 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.

Name	Start Time	Duration	Recurrence
Monday Thru Friday	December 4, 2023 9:00 AM	8 hours	every weekday

1 total items

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

Edit Event
✕

Name

Options

✕ All Day Event

Starts At

December 4, 2023 9:00 AM

End At

December 4, 2023 5:00 PM

Repeats

Weekly
▼
Every

Weeks

Weekly On

- Sunday
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday

Ends

Delete

Cancel

Save

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

Name ^	Type
Holiday	Holiday
Holiday 2	Holiday
Time Schedule_1	Time

Details ⚙️

Name Time Schedule\_1

Type Time

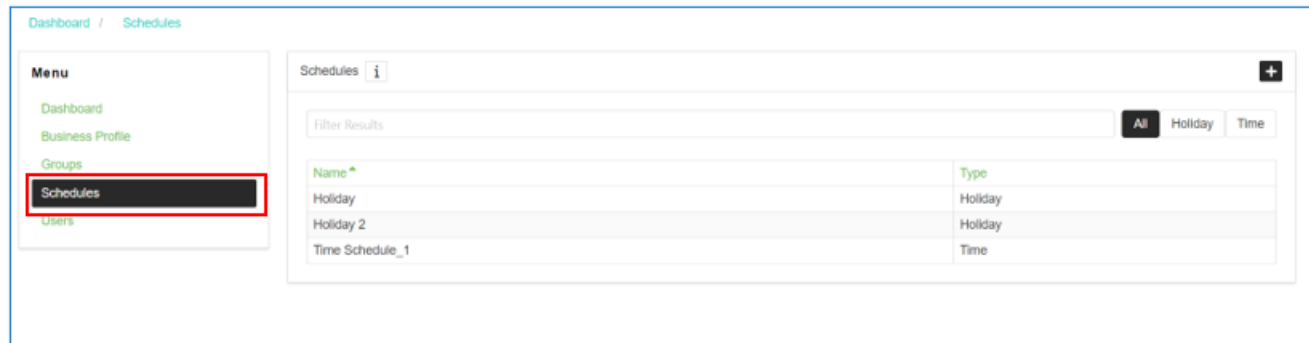
Events +

Name ^	Start Time	Duration	Recurrence
Monday Thru Friday	December 4, 2023 9:00 AM	8 hours	every weekday

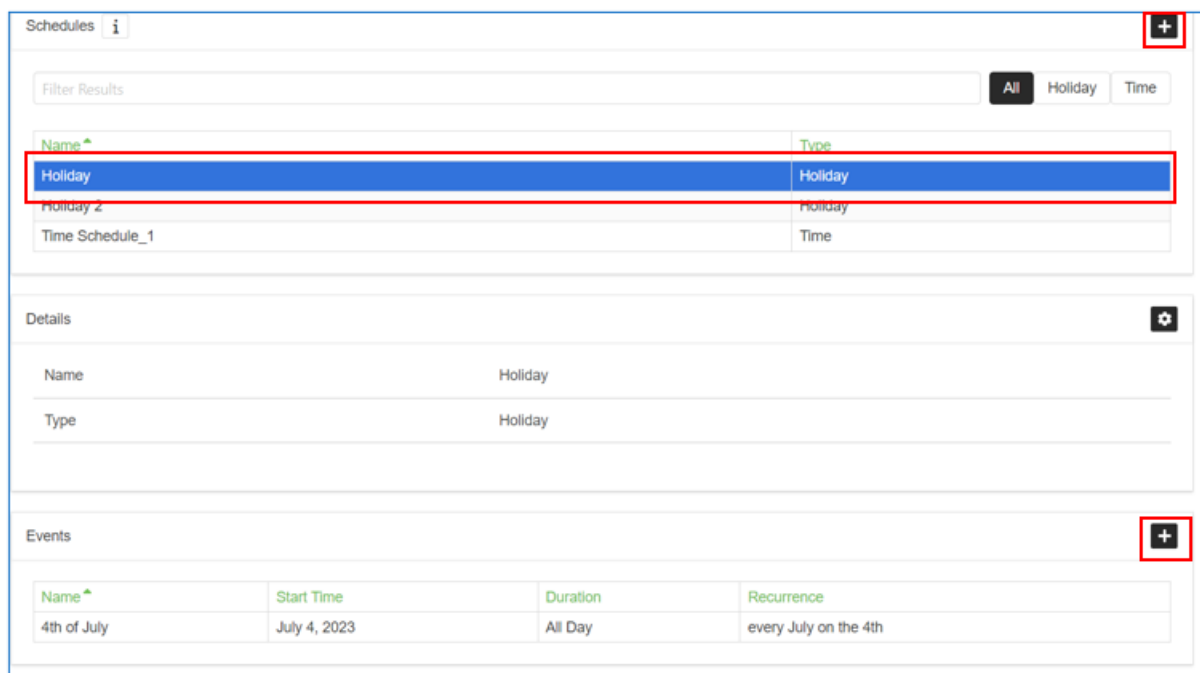
# ADD A HOLIDAY TO THE HOLIDAY SCHEDULE

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**.

Add New Event
✕

---

Name

Options

All Day Event

Starts At

December 25, 2023

End At

December 25, 2023

Repeats

Yearly
▼
Every

Years

Yearly On

--Day--
▼
25
Of
December
▼

Ends

--Never--
▼

Cancel

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.

The screenshot shows the TPX Odin interface for managing users. On the left, a navigation menu has 'Users' highlighted under the 'Menu' section, labeled 'Option 1'. At the top right, a search dropdown menu is open, with 'Users' selected, labeled 'Option 2'. Below the search bar is a table of users with the following columns: User Id, First Name, Last Name, Phone Number, Extension, Department, and In Trunk Group.

User Id *	First Name	Last Name	Phone Number	Extension	Department	In Trunk Group
5085565223@d1-dscicorp.com	Webex Group	Test 1	+1-5085565223	5223		x
508556523@d1-dscicorp.com	Nick	Testing 100	+1-5085565224	5224		x
508556524@d1-dscicorp.com	Nick	Test 7	+1-5085565524	5524		x
7023298918@d1-dscicorp.com	CPE Eng - CL1	8918	+1-7023298918	8918		x
7023428314@d1-dscicorp.com	CPE Eng - CL1	8314	+1-7023428314	8314		x
7023429773@d1-dscicorp.com	7023429773	Cisco8841	+1-7023429773	9773		x
7023429831@d1-dscicorp.com	7023429831	Cisco8811	+1-7023429831	9831		x
7023429925@d1-dscicorp.com	7023429925	Cisco8861	+1-7023429925	9925		x
7023815924@d1-dscicorp.com	Test	Webex	+1-7023815924	5924		x
7023819049@d1-dscicorp.com	7023819049	Cisco8841	+1-7023819049	9049		x



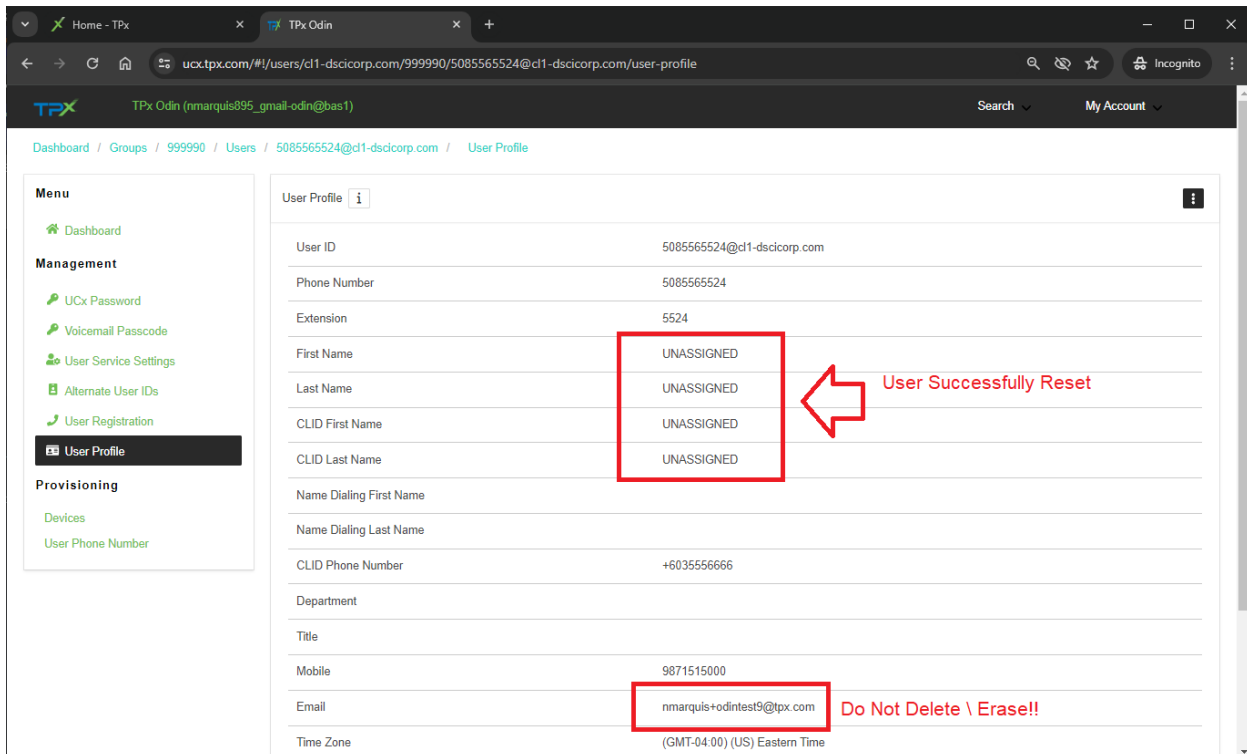
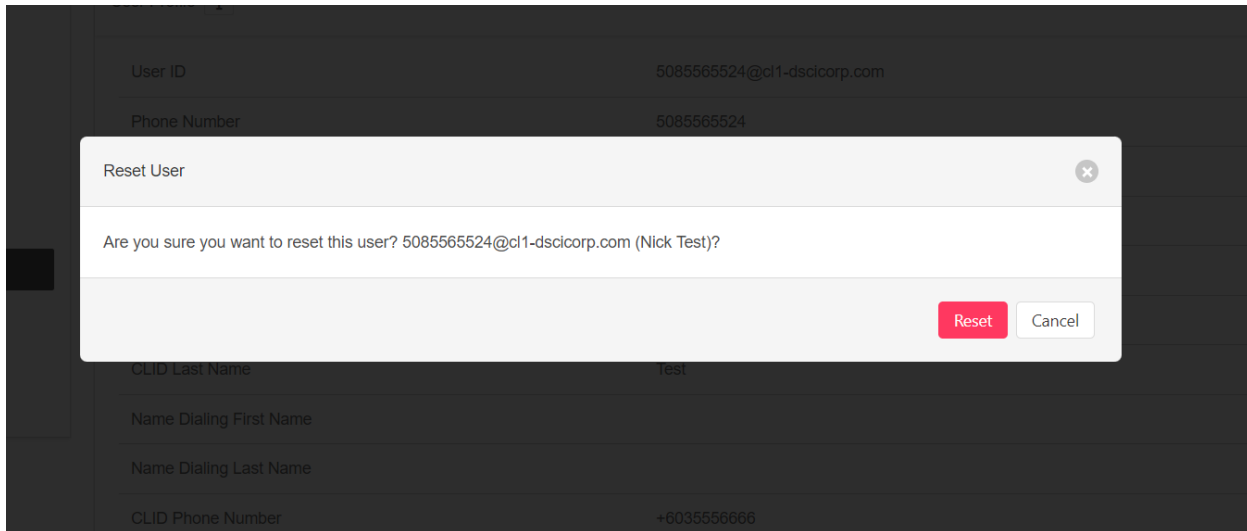
2. Click **User Profile**, then select **Reset User** in the upper right corner.

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

The screenshot shows the TPX web interface. The left sidebar contains a 'Menu' with sections for 'Management' and 'Provisioning'. The 'User Profile' option is highlighted in the 'Management' section. The main content area displays the 'User Profile' for a user with ID 5085565523@cl1-dscicorp.com. The profile card includes fields for User ID, Phone Number, Extension, First Name, Last Name, CLID First Name, CLID Last Name, Name Dialing First Name, Name Dialing Last Name, CLID Phone Number, Department, Title, Mobile, Email, and Time Zone. In the top right corner of the profile card, there are two buttons: 'Edit User' and 'Reset User'. The 'Reset User' button is highlighted with a red box.

User ID	5085565523@cl1-dscicorp.com
Phone Number	5085565224
Extension	5224
First Name	Nick
Last Name	Testing 100
CLID First Name	Nick
CLID Last Name	Testing 100
Name Dialing First Name	
Name Dialing Last Name	
CLID Phone Number	+15085565224
Department	
Title	
Mobile	
Email	nmarquis+cl1test50@tpx.com
Time Zone	(GMT-04:00) (US) Eastern Time

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.



- 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.

