BT One Cloud Cisco Self Service (OCC)

Add a new user

Physical device, single line
with voicemail

User guide

Administrator

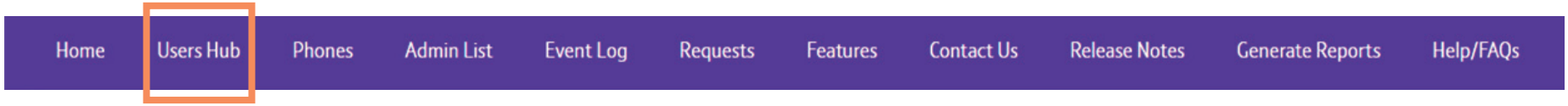
There are six main steps to complete when creating a new local user in OCC Self Service Portal.

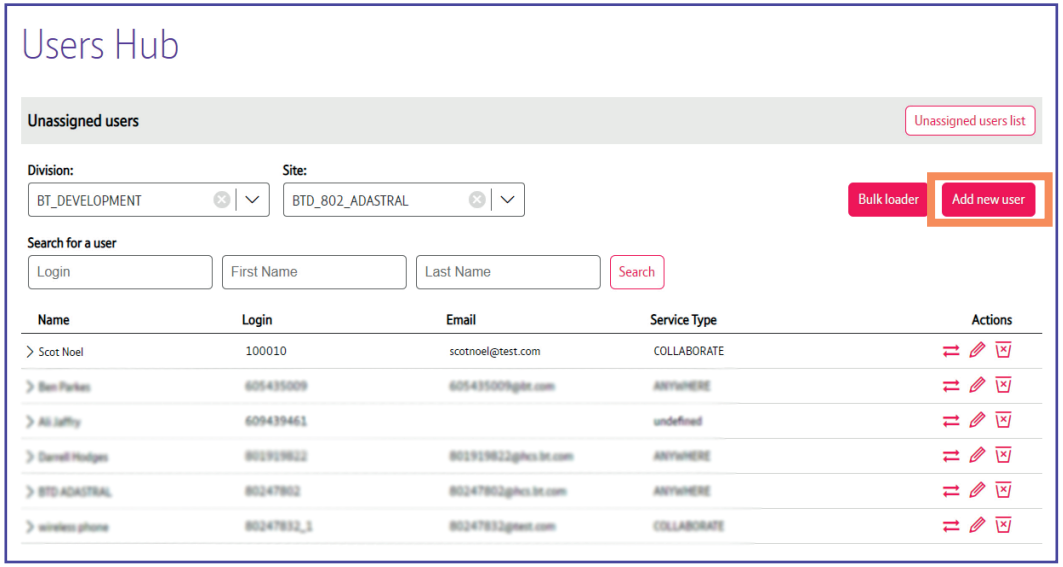
This guide will show you how to:

- Create a new user
- Add a single user with a physical device, a single line with voicemail
- Complete the 6 steps

Get started | Create a new user

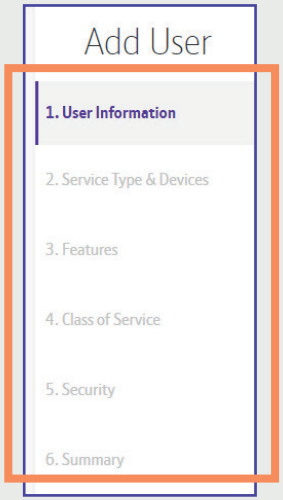
Select and open the **Users Hub** to then, **select Add New User.**





Step 1. | User Information

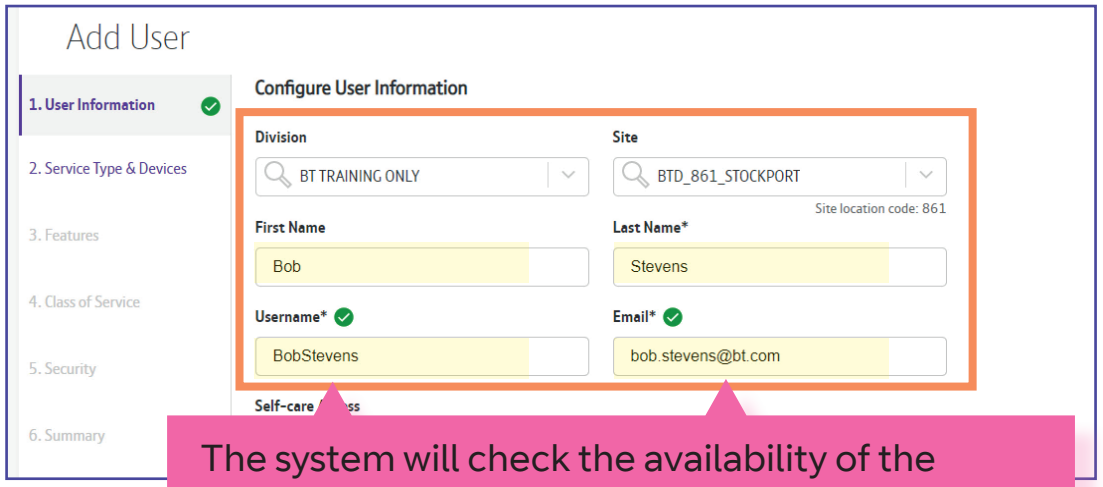
Here are the **6 steps** which need to be complete in order.



To start, you'll have to complete the **User Information** fields.

Select the **Division** and **Site** this user is associated to. Then, **enter** the **name** and **create** a **unique username**.
(It can be letters and numbers).
**You'll get a green tick when the system has verified this username is available.*

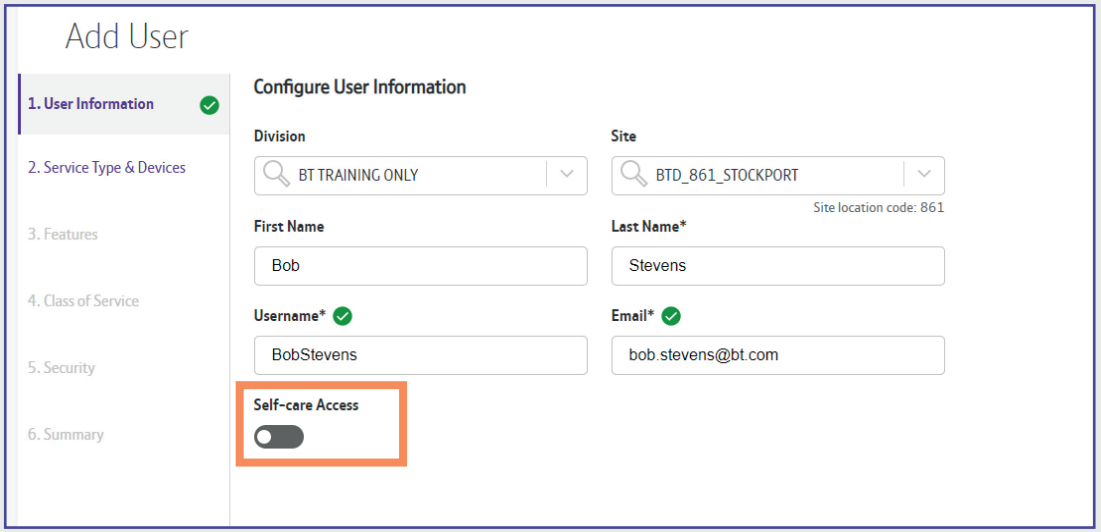
Also, **add** their **email address**.



The **Self-care Access** enables the end user to access a self-service portal where they can manage certain settings and services for their own OCC devices.

When switched on a password will be sent to the email entered here.

If you would like to give this access to your user, then switch it on.

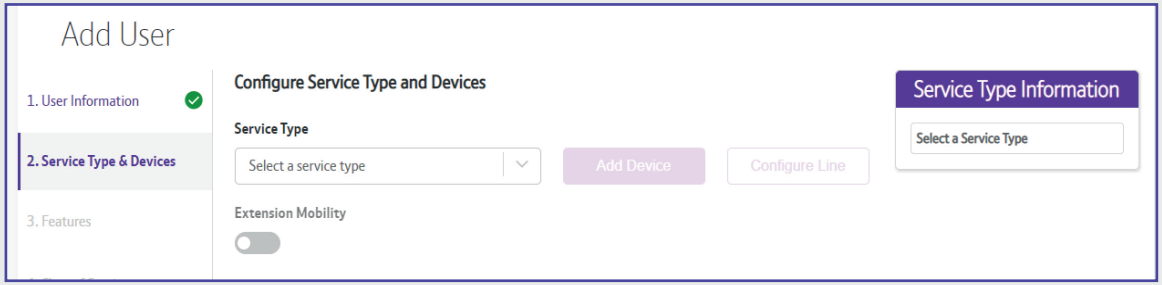


Select Next to confirm your changes

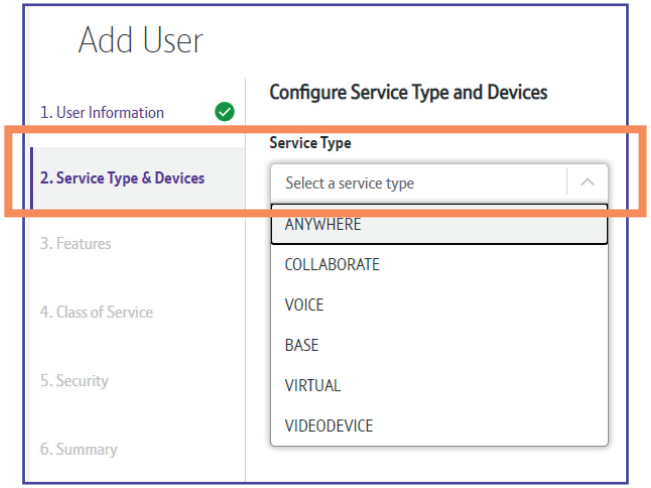
Step 2. | Service Type & Devices

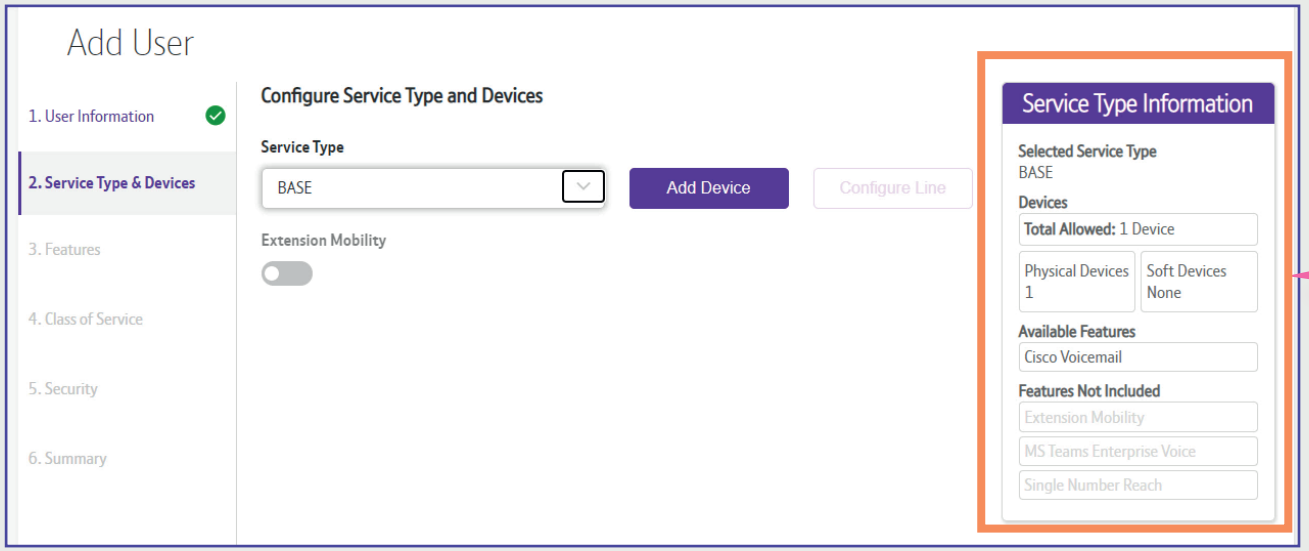
This is where you set up the service type and device.

There are several different *service types* and the *devices* available, will be determined by the **service type** you select.



Select the **Service Type** from the drop down menu.



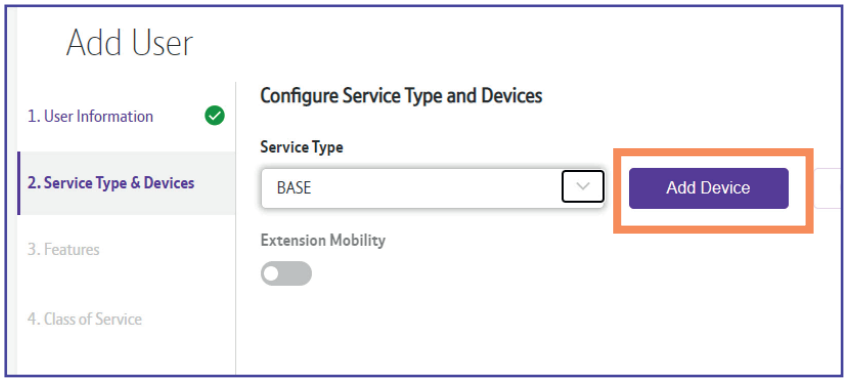


As you go through these steps, you'll see a **summary** on the right-hand side.

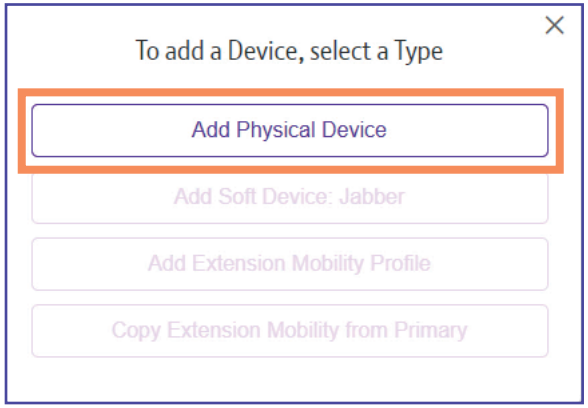
It also highlights the available **Features** that are available and not included for this service type.

** this may incur a charge*

Now **select Add Device.**



Select Add Physical Device.

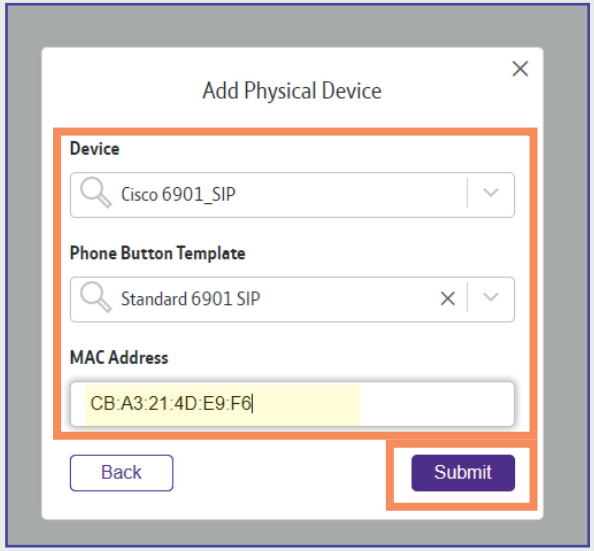


Select **Device Type** from the **Device** drop down list.

Select and choose the **Phone Button Template**

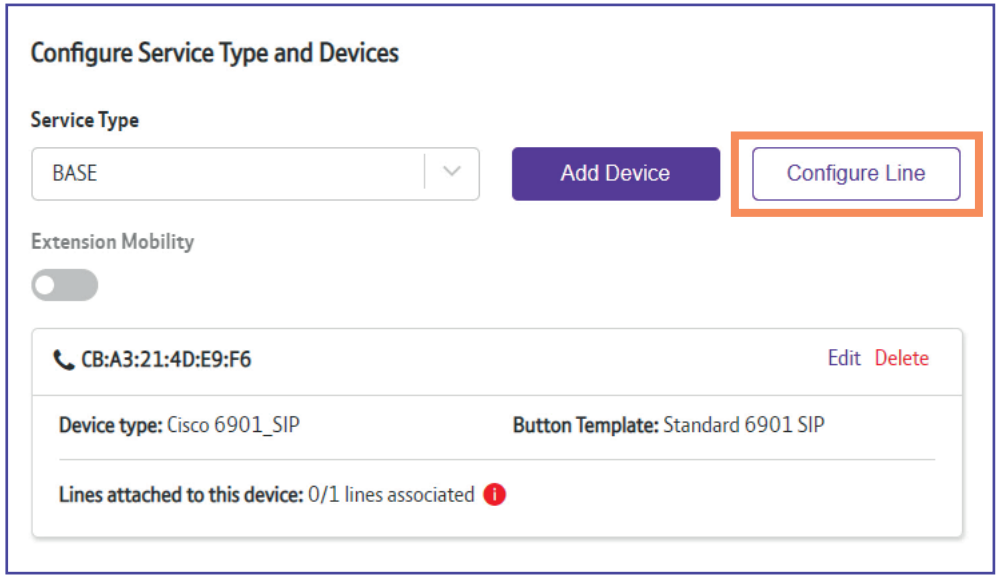
Then, **enter** the **MAC Address** of the phone.
(You willl find this at the back and the bottom of the phone)

Select **Submit** to confirm your changes.

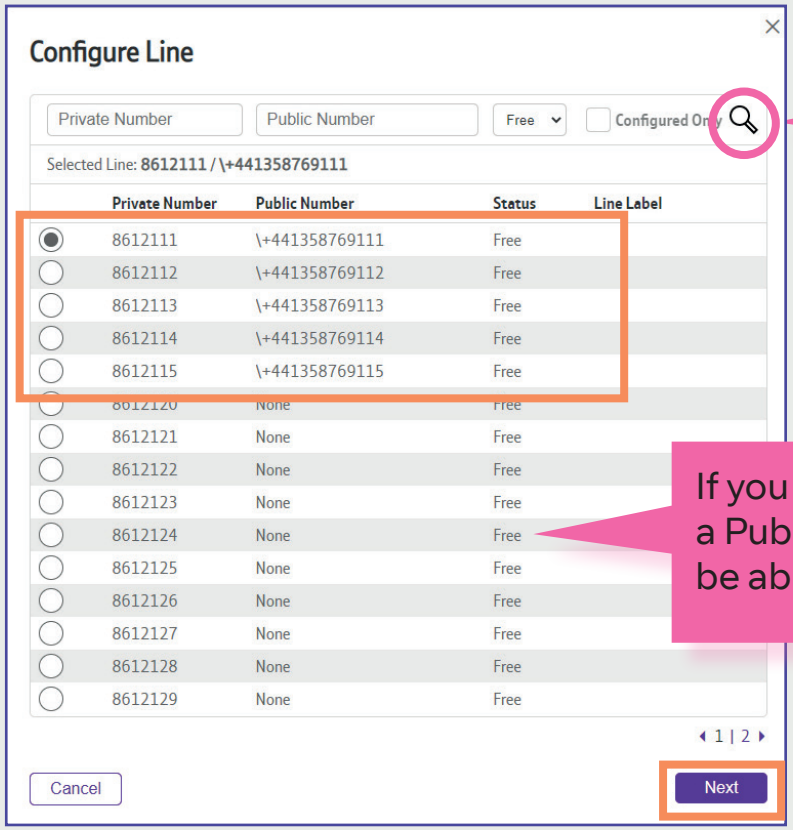


The device has been added, the next step is to configure the line.

Select **Configure Line**



Select the required line.



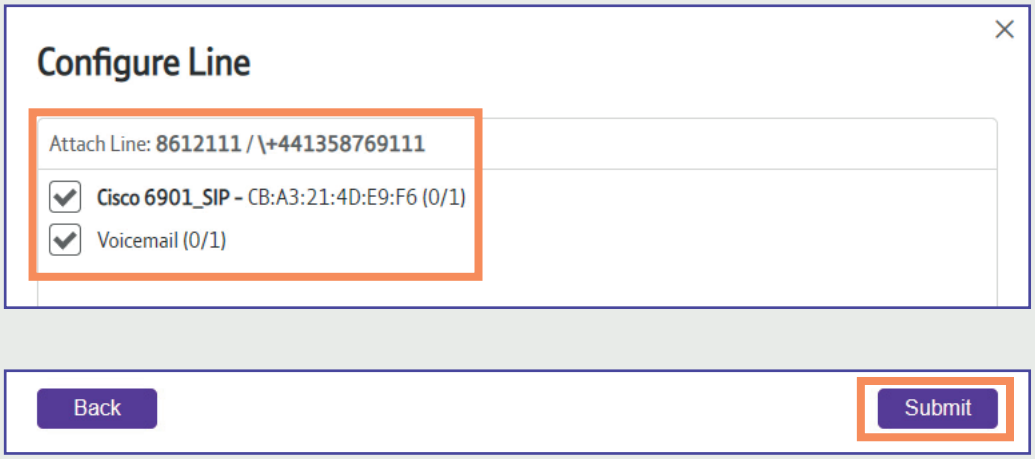
You can use the search options to find a specific number, internal only numbers, or a used number for shared lines.

If you give them one without a Public Number, they'll only be able to dial internally.

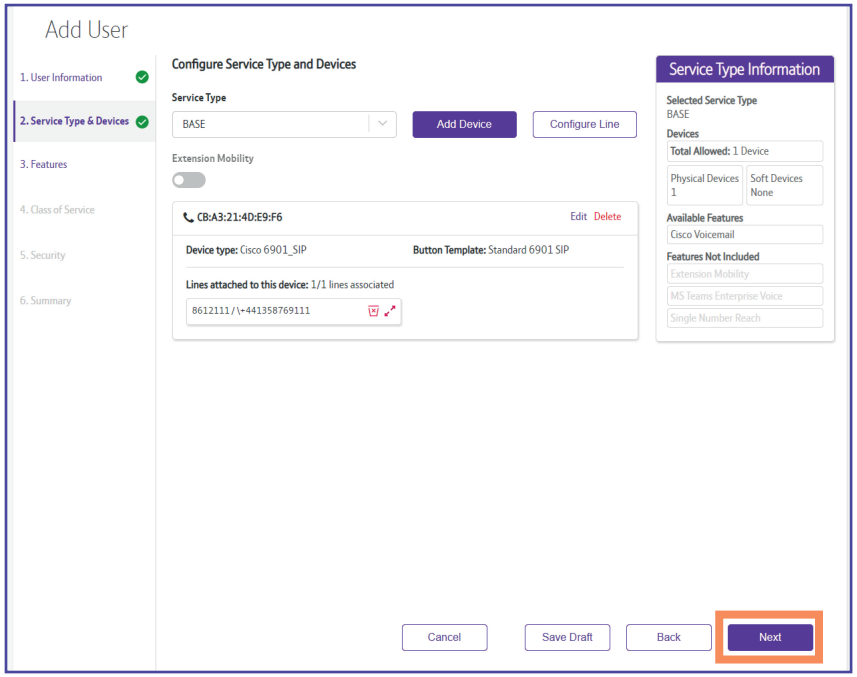
Select Next to confirm

This is where you attach the line to the associated device.

Select the devices.



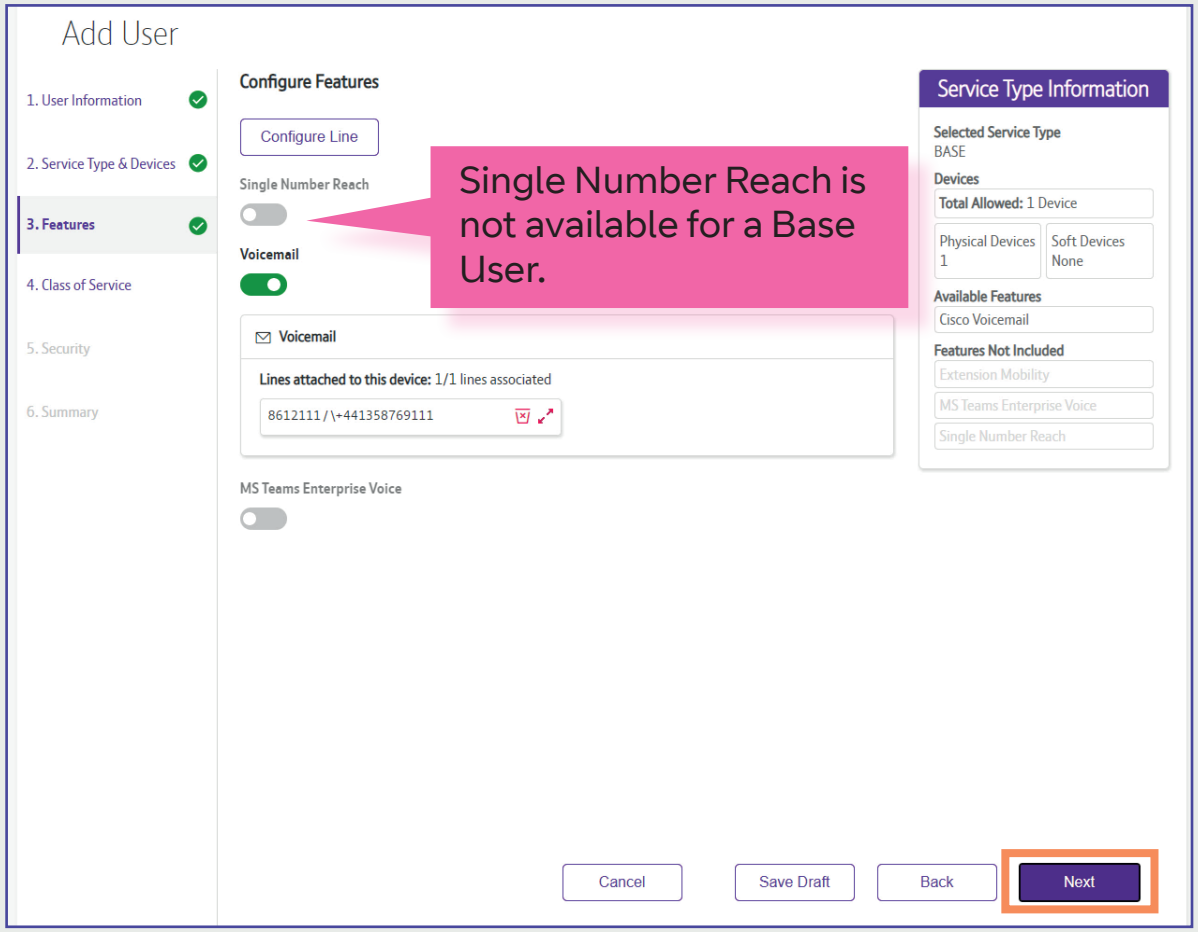
Select Next to continue.



Step 3. | Features

The **Voicemail** is switched on, please review the features.

Select Next to continue.



Step 4. | Class of Service

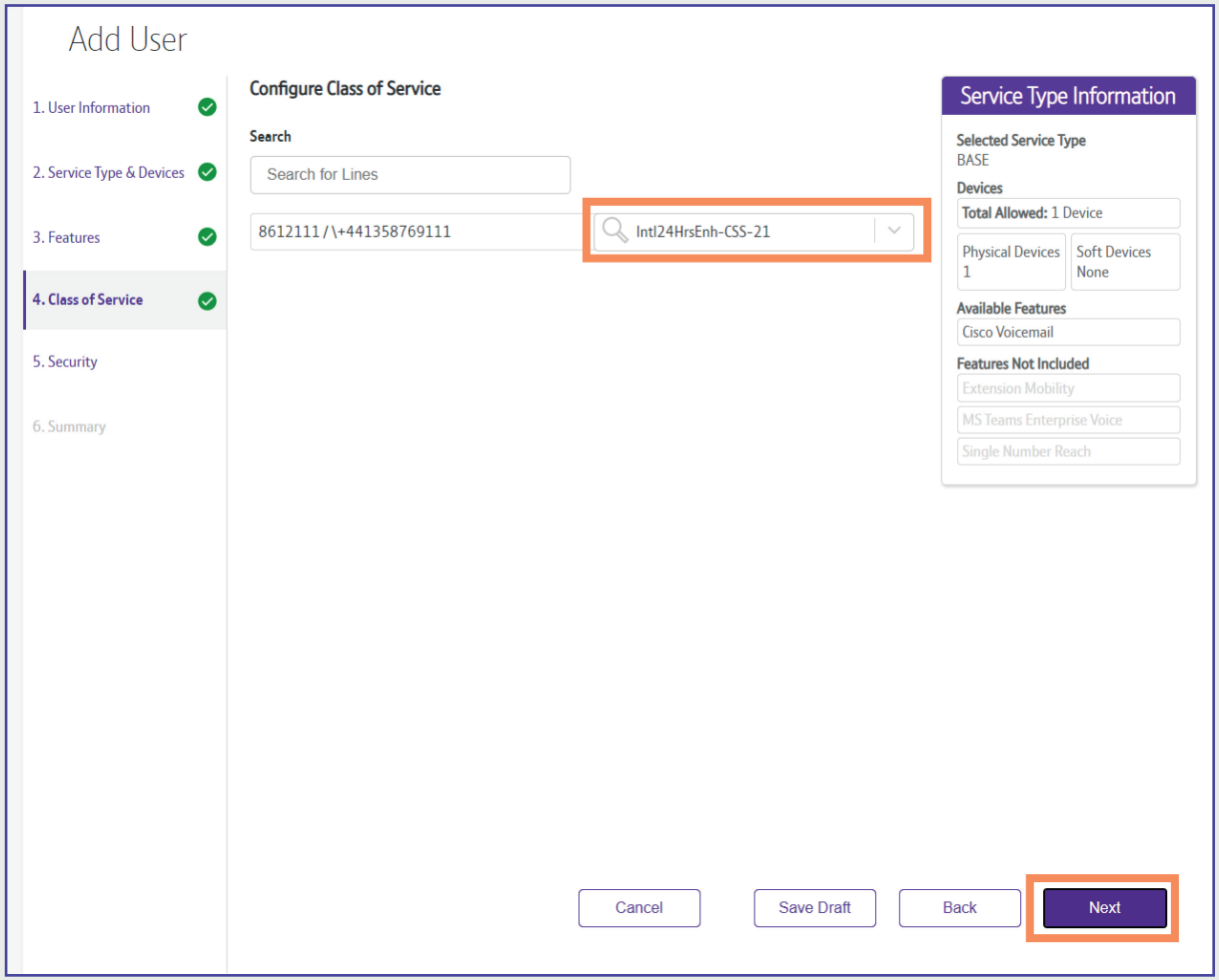
This is where you associate the appropriate **class of service** or **calling search space** to the line.

This determines the types of calls the user can make and where they're able to dial to. *For example, local calls only, or National and mobile calls.*

The class of service will auto-populate with the site default.

*You can find an explanation of the calling search spaces in the **OCC Help section**.*

Select Next to continue.



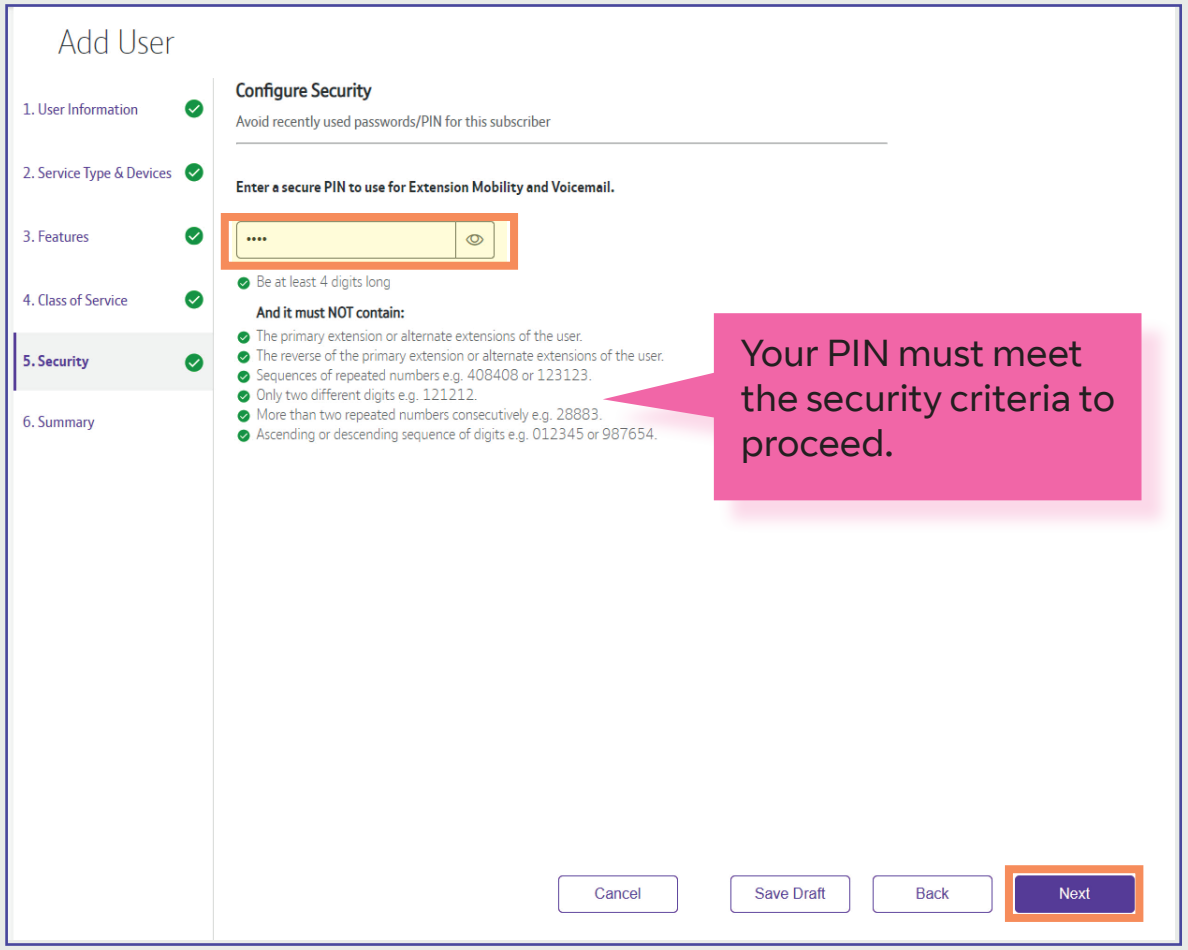
Step 5. | Security

This is where you set up the passwords and PINs for the services you have selected.

The options that appear here will be dependent on the services you've selected.

For this scenario a PIN is required for the Voicemail.

Enter a 4 digit **PIN** that matches the security criteria, then **select** **Next**.

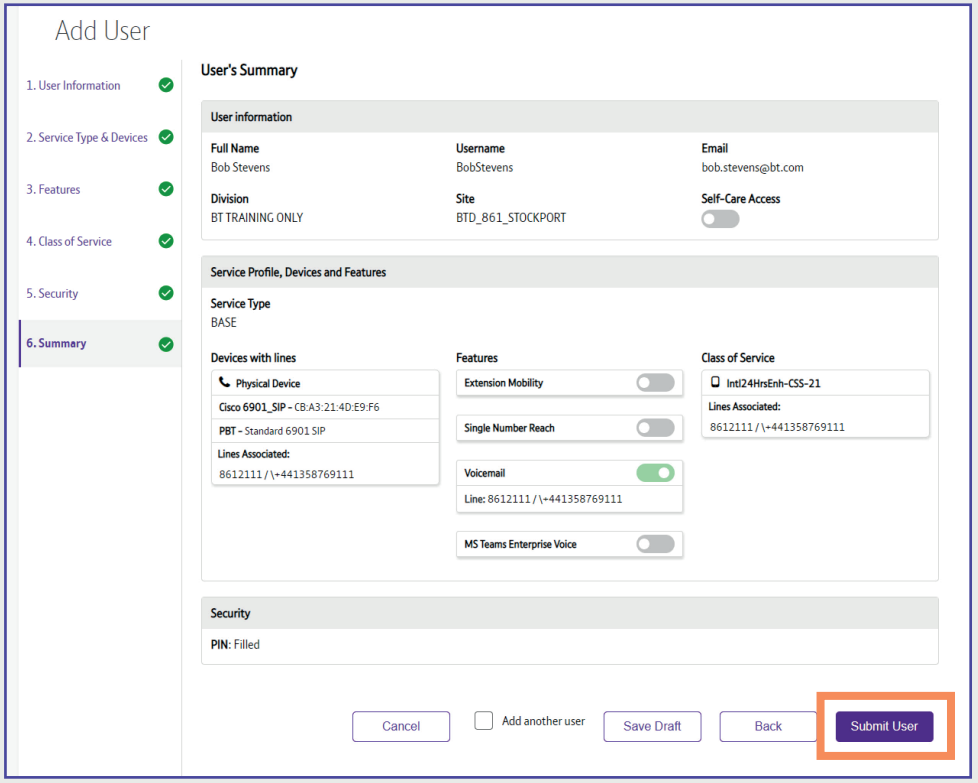


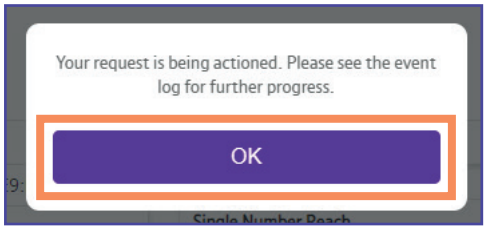
Step 6. | Summary

With the five steps complete, a full summary of the order will be displayed.

Once you have *checked the summary* and it's correct, **select Submit User** to complete the order.

If need be, you can navigate back to any of the previous steps to make any amendments by selecting the steps on the left hand menu.



A confirmation message will appear showing that the order is being actioned.

Select OK to complete the process.