



BT One Cloud Cisco Self Service (OCC)

Edit a user

User guide

Administrator

As One Cloud Cisco administrator, you're able to make changes to user accounts.

It could be that you want to switch their voicemail on or add a second line or even change a faulty phone device.

This guide will show you how to:

- Edit a user account
- Activate voicemail for a user (*as an example*)



Get started | Search for a user

Select and open the **Users Hub** to then enter your user search criteria. For example the users "Last Name".

Select **Search** to gain your search results.

The screenshot displays the 'Users Hub' interface. The top navigation bar includes 'Home', 'Users Hub', 'Phones', 'Admin List', 'Event Log', 'Requests', 'Features', 'Contact Us', 'Release Notes', 'Generate Reports', and 'Help/FAQs'. The 'Users Hub' menu item is highlighted with an orange box. Below the navigation bar, the 'Users Hub' page is shown. It features a search section with 'Division' (BT_DEVELOPMENT) and 'Site' (BTD_802_ADASTRAL) dropdowns. The search criteria 'Last Name' is entered in the 'Last Name' field, and the 'Search' button is highlighted. A second screenshot shows the results for 'Anne Dixon'.

Name	Login	Email	Service Type	Actions
> Anne Dixon	AnneDixon	anne.dixon@bt.com	ANYWHERE	

Showing 15 per page of a total of 1 items



Edit a user

The icons in the **Actions** column enable you to move, edit and delete a user.

Select the **Edit** icon



Users Hub

Unassigned users Unassigned users list

Division: Site:

Bulk loader Add new user

Search for a user

Search

Name	Login	Email	Service Type	Actions
> Anne Dixon	AnneDixon	anne.dixon@bt.com	ANYWHERE	

Showing per page of a total of 1 items 1

It will open up the **user account** and display all their current settings.

To make any edits, **select** the relevant step (in the left-hand side column) where you need to make your change or modification.

Edit User

1. User Information ✓

2. Service Type & Devices ✓

3. Features ✓

4. Class of Service ✓

5. Security

6. Summary ✓

Configure User Information

Division Site

First Name Last Name*

Username* ✓ Email* ✓

Self-care Access



Edit a user | Example: Activate voicemail

Select Features

1. User Information ✓

2. Service Type & Devices ✓

3. Features ✓

4. Class of Service ✓

5. Security

6. Summary ✓

Now, **switch** on the **Voicemail** then, **select Configure Line**.

Edit User

1. User Information ✓

2. Service Type & Devices ✓

3. Features ✓

4. Class of Service ✓

5. Security

6. Summary ✓

Configure Features

Configure Line **2**

Single Number Reach

Phone Number* ✓

+07788708

Single Number Reach

Lines attached to this device: 1/1 lines associated

8612112 / \+441358769112

Voicemail **1**

MS Teams Enterprise Voice

Select the number that the voicemail is associated to, then **select Next**

Configure Line

Private Number Public Number Free Configured Only 🔍

Selected Line: 8612112 / \+441358769112

	Private Number	Public Number	Status	Line Label
<input checked="" type="radio"/>	8612112	\+441358769112	Free	
<input type="radio"/>	8612110	\+441358769110	Free	

Cancel **Next**



Select **Voicemail** by clicking into the box to add a tick, then **select Submit**.

Configure Line

Attach Line: 8612112 / \+441358769112

- Cisco 9971_SIP - CB:A3:21:4D:E9:F6 (2/2)
- CSF - A5C58E3AF424 (1/8)
- Cisco 9971_SIP - Extension Mobility Profile (1/2)
- Single Number Reach (1/1)
- Voicemail (0/1)

Back Submit

When adding voicemail you'll need to reset the voicemail PIN – please refer to video and guide 'How to reset a voicemail PIN'

From here you can **select Summary**.

Edit User

1. User Information ✓

2. Service Type & Devices ✓

3. Features ✓

4. Class of Service ✓

5. Security !

6. Summary ✓

Configure Features

Configure Line

Single Number Reach

Phone Number* ✓

+07788708

Single Number Reach

Lines attached to this device: 1/1 lines associated

8612112 / \+441358769112

Voicemail

Voicemail

Lines attached to this device: 1/1 lines associated

8612112 / \+441358769112

MS Teams Enterprise Voice

Service Type Information

Selected Service Type ANYWHERE

Total Allowed: 10 Devices

1 Physical Device and 9 Soft Devices OR 10 Soft Devices

Available Features

Cisco Voicemail

Extension Mobility

Single Number Reach

Features Not Included

MS Teams Enterprise Voice

Cancel Back Next



Select **Submit User** to confirm all changes.

5. Security

6. Summary

Service Profile, Devices and Features

Service Type
ANYWHERE

Devices with lines

Physical Device

Cisco 9971_SIP - CB:A3:21:4D:E9:F6
PBT - Standard 9971 SIP
Lines Associated:
8612112 / \+441358769112
8612110 / \+441358769110

Jabber Device

CSF - A5C58E3AF424
PBT - Standard Client Services Framework
Lines Associated:
8612112 / \+441358769112

Features

Extension Mobility

Cisco 9971_SIP
PBT - Standard 9971 SIP
Line: 8612112 / \+441358769112

Single Number Reach

Phone Number: +07788708
Line: 8612112 / \+441358769112

Voicemail

Line: 8612112 / \+441358769112

MS Teams Enterprise Voice

Class of Service

Intl24HrsEnh-CSS-21

Lines Associated:
8612112 / \+441358769112
8612110 / \+441358769110

Security

Password: Send To Email

Cancel Back **Submit User**



