



BT One Cloud Cisco Self Service

Reset a user password and PIN

User guide

Administrator

When a new user is added to the BT One Cloud Cisco, they'll be set up with a password and/or the PIN according to the features they have access to.

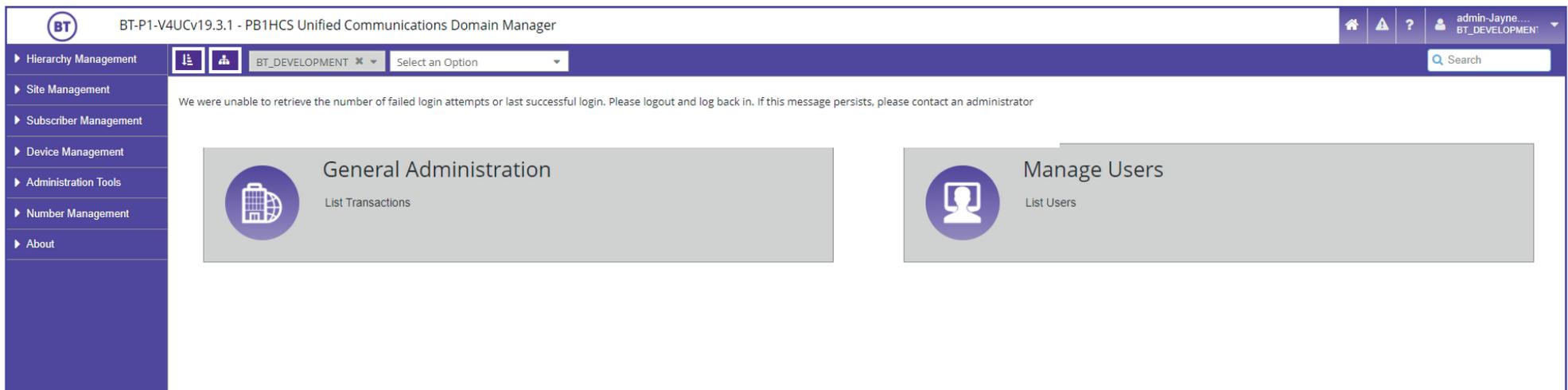
Sometimes, these may need to be reset, for example, if the user has forgotten their PIN.

This guide will show you how to:

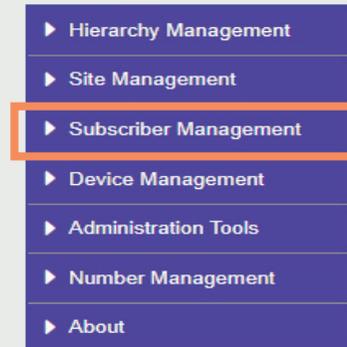
- Reset the Password
- Reset the Extension Mobility PIN

Get started | Reset the password

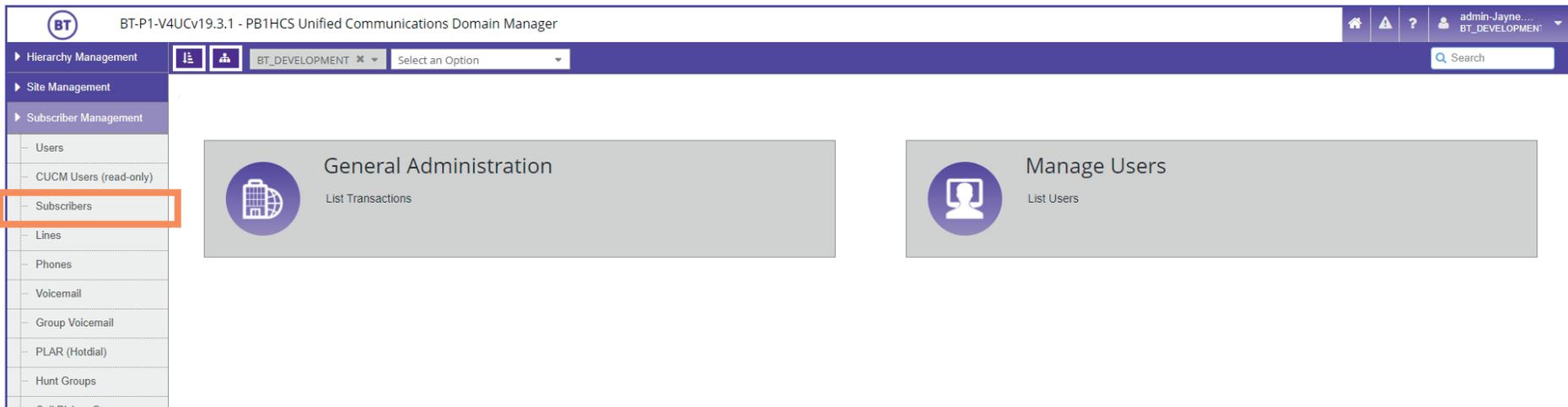
To reset the password you will need to open the **Unified Communications Domain Manager** by selecting **Features** in the main menu bar.

A screenshot of the Unified Communications Domain Manager web application. The top header shows the BT logo, the title 'BT-P1-V4UCv19.3.1 - PB1HCS Unified Communications Domain Manager', and user information 'admin-Jayne... BT_DEVELOPMENT'. Below the header is a navigation sidebar with items like Hierarchy Management, Site Management, Subscriber Management, Device Management, Administration Tools, Number Management, and About. The main content area displays a message: 'We were unable to retrieve the number of failed login attempts or last successful login. Please logout and log back in. If this message persists, please contact an administrator.' Below the message are two large grey buttons: 'General Administration' with a building icon and 'List Transactions' text, and 'Manage Users' with a person icon and 'List Users' text.

From here, select **Subscriber Management** in the side menu.



Then select **Subscribers**.



You will now be displayed with a list of users that have an account with voicemail.

The screenshot shows the BT Unified Communications Domain Manager interface. The top navigation bar includes the BT logo, the system name 'BT-P1-V4UCv19.3.1 - PB1HCS Unified Communications Domain Manager', and a user profile for 'admin-Jayne... BT_DEVELOPMENT'. The left sidebar shows a navigation menu with 'Subscriber Management' selected. The main content area displays a table of subscribers with the following columns: User Id, First Name, Last Name, Email, User Type, Entitlement Profile, Located At, Primary Line, and Ext Mobility. The table contains several rows of user data, including 'Scot Noel', '3rdparty1', 'Ben Parkes', 'Al Jeffry', 'Willoughby', and 'KAYES_KITCHEN'.

User Id	First Name	Last Name	Email	User Type	Entitlement Profile	Located At	Primary Line	Ext Mobility
100010	Scot	Noel	scotnoel@test.com	CUCM Local	BT-Collaborate-EP	BTD_802_ADASTRAL (Site)		100010-L
3rdparty1	3rd	party	3rdparty@bt.com	CUCM Local	BT-Collaborate-EP	BTD_802_BRL_HALFORDS_POC (Site)		3rdparty
805425008	Ben	Parkes	805425008@bt.com	CUCM Local	BT-Anywhere-EP	BTD_802_ADASTRAL (Site)		8054250
808439481	Al	Jeffry		CUCM Local		BTD_802_ADASTRAL (Site)		8084394
812783195		Willoughby	812783195@hcs.bt.com	CUCM Local	BT-Collaborate-EP	BTD_804_DESIGN (Site)		8127831
7302015	KAYES	KITCHEN	7302015@kayes.komms.com	CUCM Local	BT-Virtual-EP	BTD_802_KENDAL_KAYES (Site)		7302015

To search for the user that needs their password changing, it can be useful to apply a filter.

For example, if you're searching for the *last name* of the user, select the *column field* **Last Name**. Then, keep the *Filter Type* as **Contains**. Type in the last name in the third empty field, then click **Apply**. In our example, we are going to search the last name 'Dixon'.

The first screenshot shows the 'Voicemail' section of the interface. The table has columns for 'Alias', 'First Name', 'Last Name', and 'Dtmf Access Id'. The 'Last Name' column header is highlighted with an orange box. The second screenshot shows a filter dialog box with the following configuration: Column: Last Name, Filter Type: Contains, Ignore Case: checked, and Value: (empty). The dialog has 'Remove' and 'Apply' buttons. The background table shows rows for 'party', 'Parkes', 'Willoughby', 'KAYES_KITCHEN', and 'Hodges'.

Your search results will then be displayed.

Select the correct name to open their user details.

**(You do not need to check the box, just click on to the name)*

User Id	First Name	Last Name	Email	User Type	Entitlement Profile	Located At	Primary Line	Ext Mobility	Single Number Reach	Voicemail	Conferencing	Webex Team
AnneDixon	Anne	Dixon	anne.dixon@bt.com	CUCM Local	BT-Anywhere-EP	BTD_861_STOCKPORT (LinkedSite)	AnneDixon-UDP (9971)	+07788708	8612112			

This is where you change the **Extension Mobility PIN.**

This is where you change the **password** for the end user.

Subscribers [AnneDixon]

User | Phones | Single Number Reach | Extension Mobility | Voicemail

Userid* AnneDixon

First Name Anne

Last Name* Dixon

Middle Name

Confirm PIN *****

Repeat Confirm PIN *****

Confirm Password *****

Repeat Confirm Password *****

Title

Pager Number

Resetting the password and PIN

Simply **click** in the **Confirm Password** field and type in a **new password**. Then type it in again in the **Repeat Confirm Password** field.

To **reset the PIN**, enter the new PIN number in the **Confirm PIN** and **Repeat Confirm PIN** fields.

The screenshot shows a web form titled "Subscribers [AnneDixon]". At the top, there are tabs: "User" (selected), "Phones", "Single Number Reach", "Extension Mobility", and "Voicemail". The form contains the following fields:

- Userid*: AnneDixon
- First Name: Anne
- Last Name*: Dixon
- Middle Name: (empty)
- Confirm PIN: (masked with asterisks)
- Repeat Confirm PIN: (masked with asterisks)
- Confirm Password: (masked with asterisks)
- Repeat Confirm Password: (masked with asterisks)
- Title: (empty)
- Pager Number: (empty)

Remember to save your changes by clicking on to **Save**.

The screenshot shows the full interface of the BT Unified Communications Domain Manager. The top header includes the BT logo, the text "BT-P1-V4UCv19.3.1 - PB1HCS Unified Communications Domain Manager", and a user profile for "admin-Jayne... BT_DEVELOPMENT". The left sidebar shows a navigation menu with "Subscribers" selected. The main content area displays the "Subscribers [AnneDixon]" form, which is identical to the one in the previous screenshot. The form is partially obscured by the sidebar and the top header.

