



Cisco Self-Care Web Portals Instructions

Cisco Phone Web Portal:

<https://csce-csco-cucm-01.tamu.edu/ucmuser/>

- Use your TAMU NetID username & password to log in.
- In order to access this feature you need to have your TAMU NetID username synced with your phone and number. You can request this by sending an email to tcom-request@tamu.edu
- This website is not available outside the TAMU Network, if accessing from home make sure to connect into the TAMU network via VPN first.

Once logged in you can use this portal to manage some of the settings of your desk phone like, creating speed dials & changing your forwarding settings. You can also sign up for Single-Number-Reach by adding and additional phone toward the bottom of the “My Phones” sections and following the prompts.

To forward your phone:

1. Navigate to Phones-> Call Forwarding
2. Select the line\number you wish to change
3. Click the box for “Forward all calls to:”
4. Use the drop-down box to select “Add a new number”
5. Input the number you wish to forward this line to. Be sure to add a ‘9’ if it’s not a TAMU campus number (outside call).

Cisco Voicemail Web Portal

<https://cisco-cuc-02.telecom.tamu.edu/inbox/>

- Use your TAMU NetID username & password to log in.
- In order to access this feature you need to have your TAMU NetID username synced with your phone and number. You can request this by sending an email to tcom-request@tamu.edu
- This website is not available outside the TAMU Network, if accessing from home make sure to connect into the TAMU network via VPN first.
- Use this site to check your voice messages in an ‘email box’ style format. You can also change your voicemail pin number if you’ve forgotten it by clicking “Settings”-> “Passwords” -> “Change Pin”.