



## *At the office*

### From your office phone, forward your calls to another phone

- Press the CFwdALL button at the bottom of the screen, enter 9 and the 10-digit phone number.

## *Working remotely*

### Change your greeting

Legacy UCaaS phones:

- Dial your 10-digit phone number
- When the greeting starts to play, press the star (\*) key
- You will be prompted to enter your phone number and press #
- Enter your PIN\*\* and press #

VDN UCaaS phones:

- Dial your 10-digit phone number
- When the greeting starts to play, press the star (\*) key, followed by 1 and the 10-digit phone number
- Then, follow the prompts to update your greeting.

### Forward calls to another phone

- From a COV device and connected to VPN, go to <https://selfsrv.vita.virginia.gov/>
- Select **UCaaS Call Management portal**
- Enter your 10-digit phone number for the username.
- Enter your password; (see [knowledge base article KB0018140](#) for help)
  - If you have already set a password but have forgotten it, please contact the [VCCC](#).
- Select **Call Forwarding** on the left side of the screen
- Check the box to **Forward all calls to:**
- Select '**Add a new number**' from the drop down
- Enter **9 and your 10-digit phone number** and press save

### Check messages

- Dial your phone number.
- When your greeting begins, press the star (\*) key.
- You will be prompted to enter your ID; this is your 10-digit phone number.
- Enter your voice mail PIN\*\*
- Follow the prompts to listen to your messages.

**TIP:** If you are not able to connect to VPN, you can still change your greeting remotely to indicate a forwarding number and check your voice mail.

\*\*If you do not know your PIN, email the VCCC, [vccc@vita.virginia.gov](mailto:vccc@vita.virginia.gov).