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.