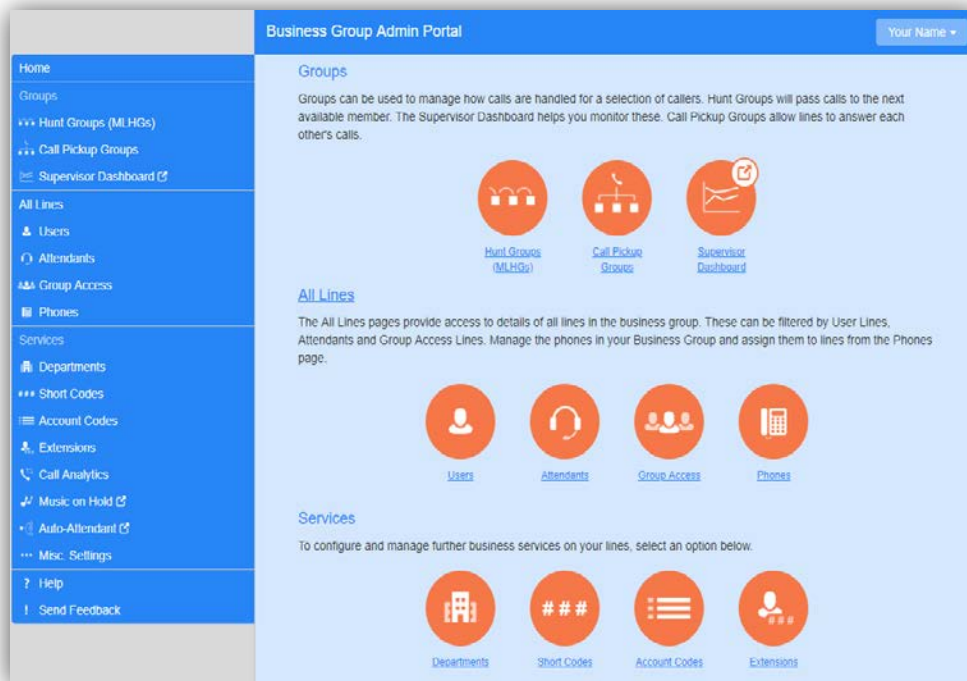


CTS Cloud Forwarding Main Number in an Emergency

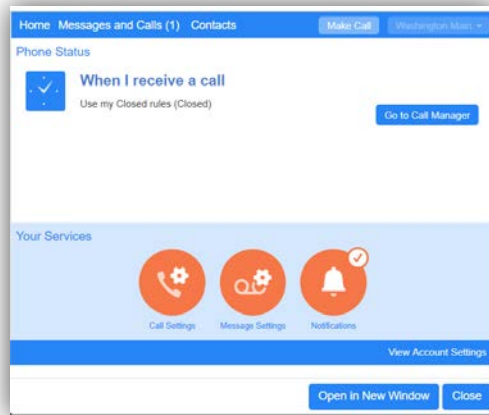
Accessing the System

- From your computer browser navigate to <https://ctscloud.uccommportal.com/bg>
- At CommPortal Web window enter your Admin Direct Phone Number with no dashes or spaces (example: 2484561234)
- Enter your password – (Password is case sensitive)
- Select “Log in”
- You have opened your Admin Portal as shown below

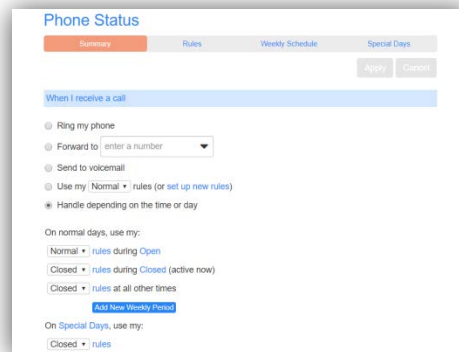


Navigate

1. Select Users in left column
2. In the Users screen, on the right of the Main Number select the Actions menu.
Choose - View Individual Settings
3. Select Go to Call Manager
 - **Note: There are two different methods - Please read through both methods before making your changes**



4. **Method 1** - This opens the Phone Status Window at the Summary Tab
- Ring my phone, Send to voicemail, and Use my Normal rules options are rarely used
 - Forward to - this is where you can forward your Main # temporarily to send your incoming calls to another number.
 - Check the radio button next to “Forward to” and input the number you wish to forward calls to –Then hit “Apply” and calls will be forwarded



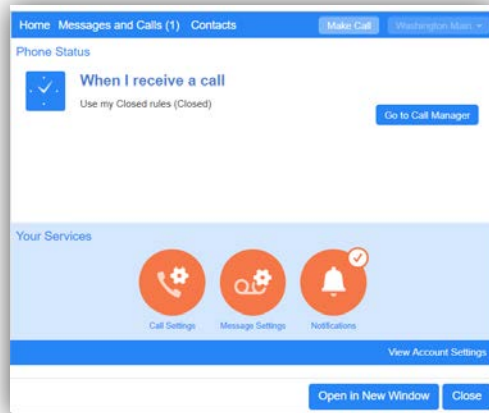
- When you no longer need your number forwarded check the “Handle Depending on Time of Day” and click “Apply”

If your menu looks different from this, follow Method 2 steps below

Navigate

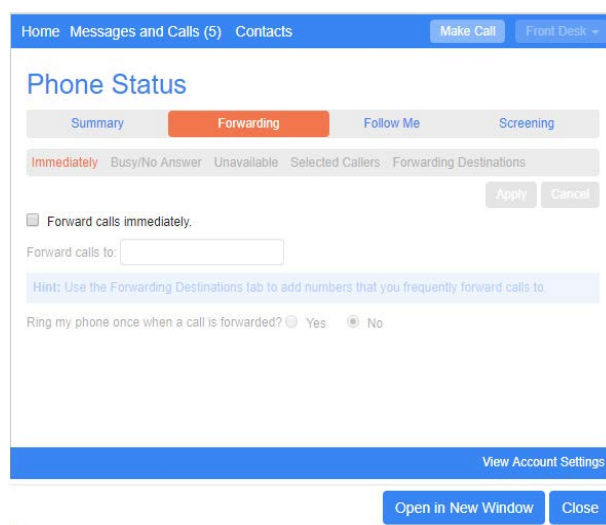
1. Select Users in left column
2. In the Users screen, on the right of the Main Number select the Actions menu.
Choose - View Individual Settings

3. Select Go to Call Manager



4. **Method 2** - This opens the Phone Status Window that has the following tabs

- Summary, Forwarding, Follow Me, and Screening
- Select the “Forwarding” Tab
- There should be sub-tabs that are as follows – Immediately, Busy/No Answer, Unavailable, Selected Callers, and Forwarding Destinations.
- The “Immediately” tab should be already highlighted – If not select it now
- Check the box “Forward Calls Immediately” and the type in the number you want to forward calls to.
- When you are finished hit the “Apply” button and your calls will be forwarded.



- When you no longer need your number forwarded uncheck “Forward Calls Immediately” and click “Apply”