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- Form - Telecom Service Request

**NOTE: Method 1 must be setup physically from your desk phone before you leave campus. Method 2 can be done from outside the university via Internet Access.**

## Method 1: Physical Access to Desk Phone

On your desk phone you will see a Forward All button. Press this button and enter in the numbers 91 followed by the area code, then the rest of the number that you want your calls to forward to.  As an example, the full number should look like this:  918604242424

## Method 2: Remote Access to Desk Phone

Instructions for accessing the phone remotely differ depending on whether you are on campus using a computer or off campus. Bear in mind on campus does not include University Wifi. If you are on University Wifi, use the off campus instructions.

## On Campus on an Eastern Wired Computer

1. Open a web browser and go to https://phone.easternct.edu/ucmuser/
2. Skip down to Logging into the Self Care Portal

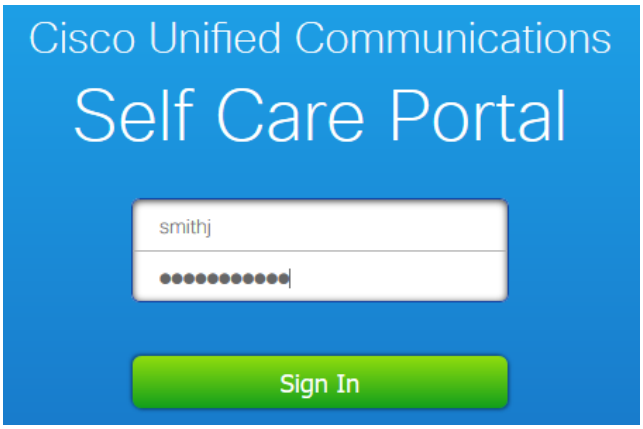
## Outside Access (includes University Wifi)

1. Open a web browser and go to https://ecsu-vpn.easternct.edu
2. Log into the VPN using your username (not the full email address) and your password.
3. Click Phone Self Care Portal within the Web Bookmarks area and follow the Logging into the Self Care Portal below.

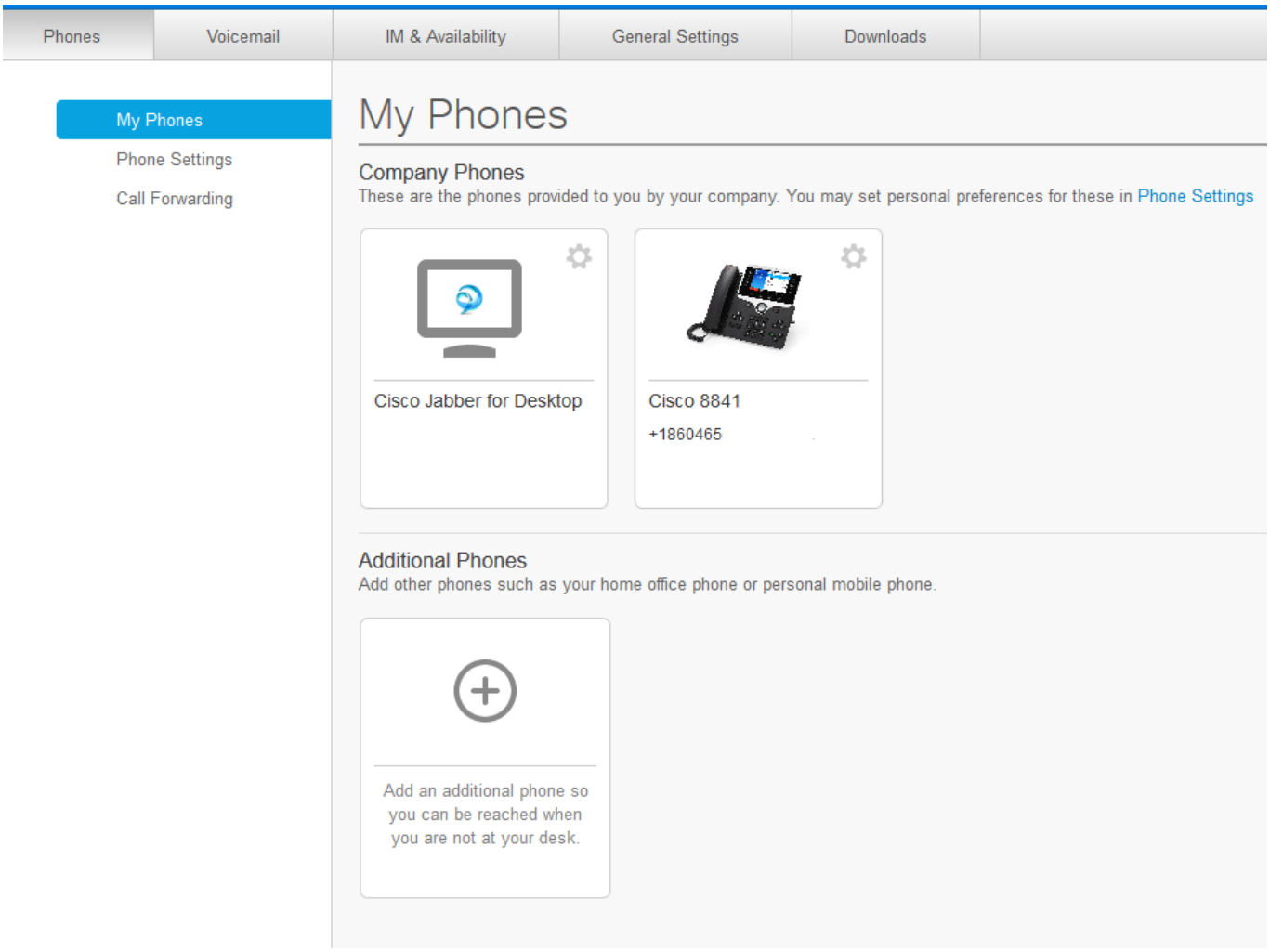



## Logging into the Self Care Portal

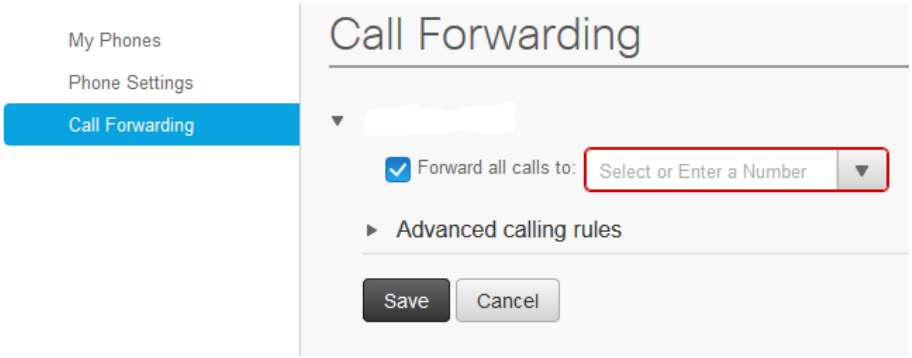
1. Log into the Self Care Portal using your username (not the full email address) and your password.



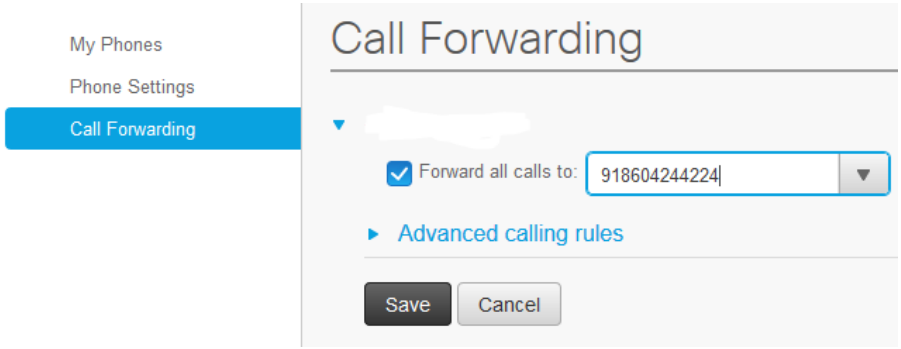

2. Click Phones from the top menu if not already selected and then click Call Forwarding from the left menu.




3. Check the box next to ***Forward all calls to***: and in the dropdown menu select ***Add a new number***




4. Enter the phone number you want to forward all the calls to. The format for the number being forwarded to should be 91(area code)(rest of phone #) so it looks like the example below.




5. Click save.

NOTE! - If the above two methods aren't successful, please send an email from your Eastern email account to **telephonehelp@easternct.edu**

# Reset Voicemail or Phone PIN from Off Campus

If you need to reset your voicemail PIN number from office campus use the following instructions.

1. Log into the VPN as described in Article 8: VPN Login for Faculty and Staff
2. Click on Voicemail Services in the Web Bookmarks section
3. Log in using your username and password (not the full email address)
4. Click the Settings button at the top of the Voicemail Services page
5. Click the Passwords drop down and select Change PIN
6. There are two Save buttons. Only one works. The top most Save button works for most people

If the top most Save button did not work or if you can't seem to log into site, please email telephonehelp@easternct.edu and IT staff can reset your PIN address other phone issues.

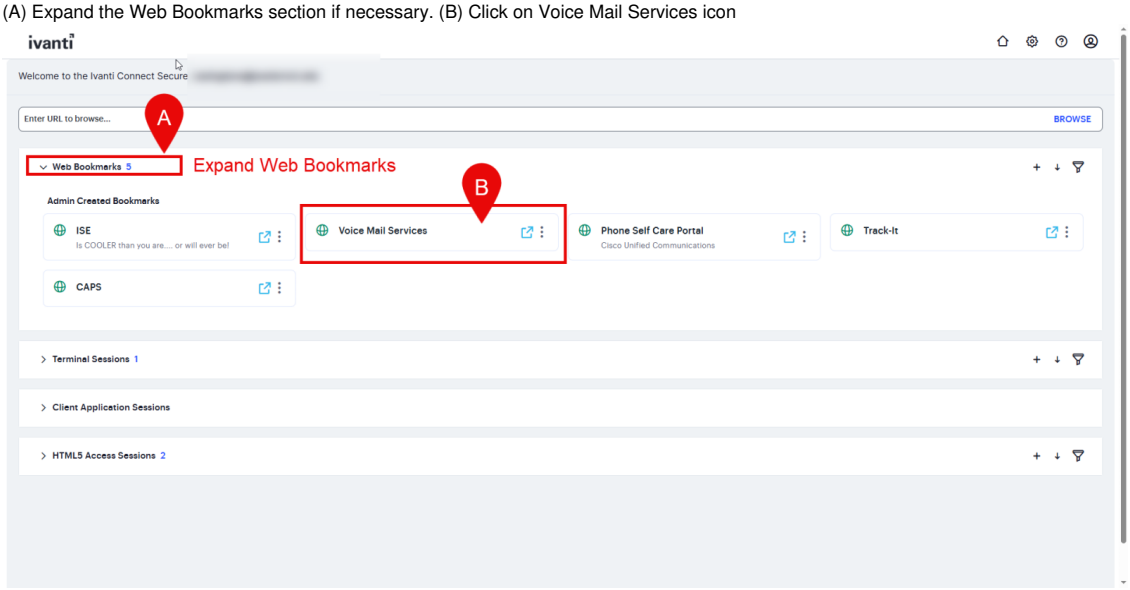
**Old Phones**

## Voicemail - Listening to Voicemail and Playback Controls

Physically from the phone: Voicemail - Listening to Voicemail and Playback Controls

Remotely from a computer:

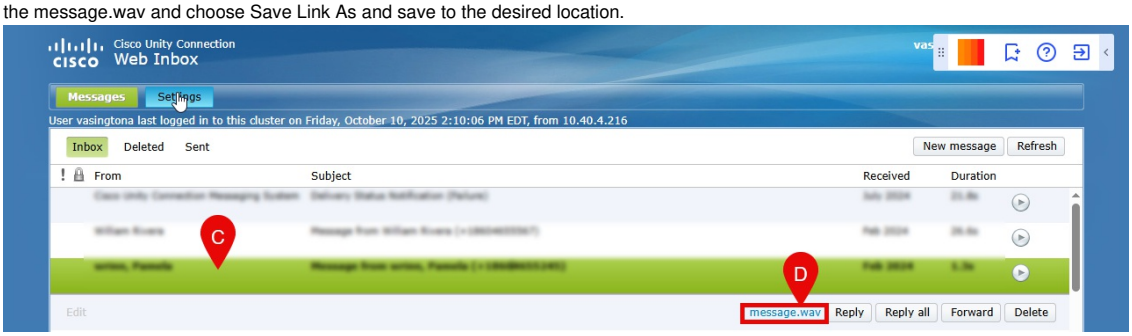
1. Log into the VPN as described in Article 8: VPN Login and File Access for Faculty and Staff
2. (A) Expand the Web Bookmarks section if necessary. (B) Click on Voice Mail Services icon




3. Log into the Voice Mail Services site using your username (not the full email address) and your password.




4. Your voicemails will be available. To download a message, (C) click on the corresponding line to reveal the message options. To save a message, (D) right-click on the message.wav and choose Save Link As and save to the desired location.



Voicemail - Sending and Replying to Voicemail

Voicemail - Options Flowchart

## View Only Your Account Doesn't Allow Editing on a Mac - Office 365 Error

After installing Office 365 apps on a personally owned Mac some users get an error that says:

> **View Only. Your account doesn't allow editing on a Mac. To learn more, contact your admin about your Office plan**

This article lists possible solutions to the issue.

First verify that you are using the proper account:

1. Click Use Another Account and sign in with Eastern email address and password
2. Alternately, click the Activate button in Word and sign in with credentials.

If that does not work, you can attempt to clear credential caches and reactivate office 2016 for the Mac:

You can attempt to clear credential caches and reactivate office 2016 for mac to see if there is any improvement.

1. Open finder > applications > utilities > keychain access and remove the following application passwords.
    - Unknown
    - Microsoft office identities cache 2
    - Microsoft office identities settings 2
    - search for all occurrences of adal in the keychain and remove all those entries if present.

2. Open finder > click go on the top menu bar> go to folder> input the following path: ~/library/containers/
3. Right-click each of the folders below if present, and then click move to trash.
    - ubf8t346g9.ms
    - ubf8t346g9.office
    - ubf8t346g9.officeosfwebhost

If that doesn't work the last option is to try uninstalling office 2016 for mac completely then re-install and re-activating office 2016.