The User Account Portal is used to make real-time changes to your Harvard Phone service. It is available to all Harvard Phone users with active service and a HarvardKey. Use this portal to:

- *Change Voicemail PIN*
- *Call Forward Calls*
- *Add Phone Speed Dial Buttons*
- *Configure Simultaneous Ring*

Login to Harvard Phone Account

Browse to https://phone.harvard.edu/selfservice with your favorite browser. Login with HarvardKey.

Note: VPN is required to access the portal from non-Harvard networks.

Change Voicemail PIN

In the *Quick Menu,* hit *My Information*. Under *My Credentials* on the right, in the *Change PIN* Window, enter a new PIN with at least 6 numeric characters. Enter new PIN again and Hit *Save.*

Note: If your Voice Mail box is locked, you must call your local IT Helpdesk. You cannot change your PIN from this portal if the box is locked.

Call Forward Calls

From the *Quick Menu* hit the *Call Forwarding* tab. Select the line you wish to call forward from in the *Select a Line* window by selecting the checkbox. From the *Call Forwarding* window click the *Activate Call Forwarding* checkbox. Specify where you want to forward the calls to (Voicemail or another number). Be sure to specify telephone numbers using the Harvard dial plan (5 digits for internal calls, (9+1 + area code + number or +1+ area code + number for external numbers). Hit *Save*.
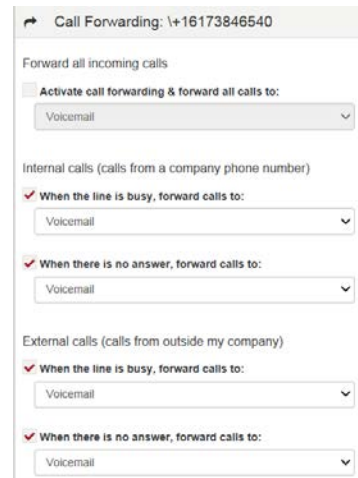
Add Phone Speed Dial Buttons

From the *Quick Menu* hit the *Speed Dial & Busy Lamp* tab. Select the line you wish to set speed dials (speed dials are not available on Jabber Soft Phone devices).

Hit the edit icon for the Speed Dial button you wish to configure or edit. In the *Number* field enter the telephone number to assign to this button. Be sure telephone numbers are in the Harvard dial plan format (5 digits for internal numbers, (9+1 + area code + number or +1+ area code + number for external numbers).

Enter a name in the *Label field* (this will appear on your phone display near the button).   Hit *Save*.

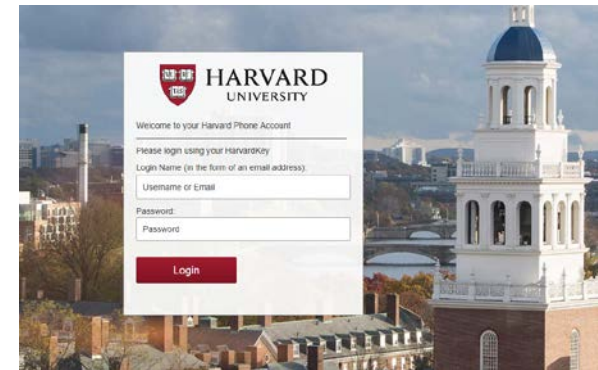## Configure Simultaneous Ring

Simultaneous Ring is a feature that enables your primary telephone number to ring on non-Harvard phone numbers and devices. All configured devices ring at the same time (there can be a slight delay). The first device to answer receives the call. If the call is not answered by any device, it goes to the voicemail box of the primary number/device.

From the main dashboard under *Your Personal Phones* window, hit *Add a Phone.*

Type in a name or description, such as Home Phone or Manager on Call. Type in the telephone number of the device. Be sure to specify telephone numbers using the Harvard dial plan (9+1 + area code + number or +1+ area code + number). Internal Harvard numbers should not be used. Hit *Next.*

Be sure to select the correct Time Zone (America/New_York for EST). Specify when this phone should ring. To ring always, hit the Ring 24/7 radio button and hit *Save.* To have the phone ring according to a schedule hit *Add a Ring Schedule.*

Specify what days and times you wish to have this device ring by selecting the checkbox for the day(s) and entering the hours. Note hours are in military time. Hit *Save.*

To activate the Simultaneous Ring Schedule, from the *Your Personal Phones* window, turn the ring schedule on for that entry by hitting the *SR Tab* for that schedule. It will turn green and show ON. Hit *Save.*

To turn the ring schedule off, toggle the *SR tab* to Off and hit *Save.*

Help

For help or to report a trouble with the User Account Portal, contact your local IT Helpdesk.

For more information on feature changes for the Account Portal, download the full user instruction manual at http://phone.harvard.edu/files/huit-uc/files/harvard_phone_account_user_guide_december_2016.pdf

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Harvard Phone

User Account Portal