



# Using Avaya Aura<sup>®</sup> Selfcare

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# Contents

<b>Chapter 1: Introduction</b> .....	5
Purpose.....	5
Change history.....	5
<b>Chapter 2: Getting started</b> .....	6
Overview.....	6
Logging in to Avaya Aura® Selfcare Portal.....	6
<b>Chapter 3: Reset passwords</b> .....	7
Resetting voicemail password.....	7
Resetting voicemail web access password.....	7
Resetting phone/softphone password.....	8
Resetting CMS supervisor password.....	8
Resetting agent password.....	8
Resetting the AD user password.....	9
<b>Chapter 4: User settings</b> .....	10
Changing phone buttons.....	10
Updating EC500 number.....	10
Resetting station security code.....	11
Setting default station.....	11
Unlocking the voicemail account.....	11
Updating enhanced call forwarding.....	12
<b>Appendix A: Additional settings</b> .....	14
Selfcare icons.....	14
Expanding and collapsing the navigation pane.....	14
Changing the language for Selfcare.....	14
Sorting phone buttons list.....	15
Avaya Documentation Center navigation.....	15

# Chapter 1: Introduction

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## Purpose

This document provides detailed information about using the Avaya Aura® Selfcare Portal.

This document includes the following information:

- Logging in to Avaya Aura® Selfcare Portal
- Resetting passwords
- Managing user settings

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## Change history

The following changes are made to this document since the last issue:

Issue	Date	Summary of changes
2	August 2025	For Release 4.3, added the following section: <a href="#">Updating enhanced call forwarding</a> on page 12 For Release 4.3, updated the following section: <a href="#">Changing phone buttons</a> on page 10
1	January 2025	Release 4.1 document.

# Chapter 2: Getting started

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## Overview

The Avaya Aura® Selfcare Portal enables you to manage your communication resources more efficiently.

Using the Selfcare, you can manage your user preferences such as resetting passwords and configuring phone settings. Your administrators control your access to features and the content you can configure.

 **Note:**

Some Selfcare functions may not be available for all users based on the permissions.

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## Logging in to Avaya Aura® Selfcare Portal

### About this task

When your administrator creates an Avaya Aura® Selfcare Portal account for you, you receive an email with the URL and your login credentials.

### Before you begin

You must have an active Selfcare account.

### Procedure

1. Enter the Selfcare URL in your browser.
2. In the **Login** field, enter your login name.
3. In the **Password** field, enter your password.
4. Click **Sign in**.

# Chapter 3: Reset passwords

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## Resetting voicemail password

### About this task

You can use your voicemail password to access voicemail messages received on your phone. You must reset the voicemail password when you log in to Selfcare for the first time.

### Procedure

1. From Selfcare, go to **Password Reset > Voicemail**.
2. From the **Voice Mailbox** list, select the desired number.
3. In the **New Password** field, type a new password.
4. In the **Confirm New Password** field, retype the new password.
5. Click **Submit**.

---

## Resetting voicemail web access password

### About this task

You must reset the voicemail web access password when you log in to Selfcare for the first time.

### Procedure

1. From Selfcare, go to **Password Reset > Voicemail Web Access**.
2. From the **Voice Mailbox** list, select the required number.
3. In the **New Password** field, type a new password.
4. In the **Confirm New Password** field, retype the new password.
5. Click **Submit**.

---

## Resetting phone/softphone password

### About this task

You can use your phone/softphone password to unlock your desk phone or softphone.

You must reset the phone/softphone password when you log in to Selfcare for the first time.

### Procedure

1. From Selfcare, go to **Password Reset > Phone/Softphone**.
2. From the **Profile** list, select the required profile.
3. In the **New Password** field, type a new password.
4. In the **Confirm Password** field, retype the new password.
5. Click **Submit**.

---

## Resetting CMS supervisor password

### About this task

You must reset the CMS supervisor password when you log in to Selfcare for the first time.

### Procedure

1. From Selfcare, go to **Password Reset > CMS supervisor**.
2. In the **New Password** field, type a new password.
3. In the **Confirm Password** field, retype the new password.
4. Click **Submit**.

---

## Resetting agent password

### About this task

You must reset the agent password when you log in to Selfcare for the first time.

### Procedure

1. From Selfcare, go to **Password Reset > Agent**.
2. In the **New Password** field, type a new password.
3. In the **Confirm Password** field, retype the new password.
4. Click **Submit**.

# Resetting the AD user password

## About this task

 **Note:**

By default, the AD Password page is disabled. To enable the AD Password page, contact Avaya.

You must reset the AD password when you log in to Selfcare for the first time.

## Procedure

1. From Selfcare, go to **Password Reset > AD Password**.
2. In the **New Password** field, type a new password.
3. In the **Confirm Password** field, retype the new password.
4. Click **Submit**.

Selfcare resets the password for the user.

# Chapter 4: User settings

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## Changing phone buttons

### About this task

You can use change phone buttons feature to edit your phone buttons.

You cannot change the values for the first three buttons. These are set to **Call Appearance** by default.

### Procedure

1. From Selfcare, go to **Settings > Change Phone Buttons**.
2. Click the **Edit** icon.
3. From the **Type** list, select the required phone buttons.
4. To set a phone button as favorite, in the **Favorite** column, select the checkbox.

For None or line number, the **Favorite** checkbox is not available. The **Favorite** checkbox is available for SIP phones.

5. Fill in the fields for the selected phone buttons, as required.
6. Click **Submit**.

---

## Updating EC500 number

### About this task

EC500 is a feature that routes your calls from a desk phone to an assigned cell phone number. When activated, your calls ring simultaneously on the desk and the mobile phones. Use this feature to receive work-related calls anytime and anywhere.

### Before you begin

Select a phone button type as EC500.

### Procedure

1. From Selfcare, go to **Settings > Update EC500 Number**.
2. In the **EC500 Mobile Number** field, enter a mobile number.

3. Click **Submit**.

#### Related links

[Changing phone buttons](#) on page 10

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## Resetting station security code

### About this task

A Station Security Code provides security to the user's station. Station Security Code prevents other users from accessing the functions associated with the user's station.

### Procedure

1. From Selfcare, go to **Settings > Reset Station Security Code**.
2. From the **Extensions** list, select the required extension.
3. In the **New security code** field, type a new security code.
4. In the **Confirm security code** field, retype the new security code.
5. Click **Submit**.

---

## Setting default station

### About this task

Use this procedure to set a particular station as default for your profile.

### Procedure

1. From Selfcare, go to **Settings > Set Default Station**.
2. From the **Profile** list, select the required profile ID.
3. From the **Station** list, select the required extension to set as default.  
Ensure the **Is Default** check box is selected.
4. Click **Submit**.

---

## Unlocking the voicemail account

### About this task

Use this procedure to unlock your voicemail account if it gets locked due to multiple unsuccessful login attempts.

## Procedure

1. From Selfcare, go to **Settings > Unlock Voicemail**.
2. From the **Voicemail** list, select the required mailbox number.
3. Click **Unlock**.

---

# Updating enhanced call forwarding

## About this task

The Enhanced Call Forwarding feature forwards incoming calls to different destinations depending on whether they are from internal or external sources. You can configure the enhanced call forwarding for a station.

There are three types of Enhanced Call Forwarding. You can activate or deactivate any of these three types and can specify different destinations for calls that are from internal and external sources.

- Use Enhanced Call Forwarding Unconditional to forward all calls
- Use Enhanced Call Forwarding Busy to forward calls when the user's line is busy
- Use Enhanced Call Forwarding No Reply to forward calls when the user does not answer the call

## Procedure

1. From Selfcare, go to **Settings > Update Enhanced Call Forwarding**.
2. On the Update Enhanced Call Forwarding page, from the **Extensions** list, select a extension number.
3. In **Unconditional For Internal Calls To** and **Unconditional For External Calls To**, do the following:
  - a. In **Forwarded Destination**, type the destination extension number to forward the call.
  - b. In **Active**, select the status for the forwarded destination.

The following are the options:

- **Yes**: Specifies the destination is active.
- **No**: Specifies the destination is inactive.

By default, the value is set to **No**.

4. In **Busy For Internal Calls to** and **Busy For External Calls to**, do the following:
  - a. In **Forwarded Destination**, type the destination extension number to forward the call.
  - b. In **Active**, select the status for the forwarded destination.

The following are the options:

- **Yes:** Specifies the destination is active.
- **No:** Specifies the destination is inactive.

By default, the value is set to **No**.

5. In **No Reply For Internal Calls To** and **No Reply For External Calls To**, do the following:
  - a. In **Forwarded Destination**, type the destination extension number to forward the call.
  - b. In **Active**, select the status for the forwarded destination.

The following are the options:

- **Yes:** Specifies the destination is active.
- **No:** Specifies the destination is inactive.

By default, the value is set to **No**.

6. From the **SAC/CF Override** list, select **Yes** to override active rerouting.

By default, the value is set to **No**.





7. Click **Submit**.

# Appendix A: Additional settings

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## Selfcare icons

The following table lists the icons used in various screens of Selfcare:

Icon	Name	Description
	Edit	Modifies the selected record.
	Expand and collapse	Expands and collapses the left pane
	Language	Displays the language drop-down menu.
	Profile	Displays your profile information.

---

## Expanding and collapsing the navigation pane

### About this task

Use this procedure to expand and collapse the navigation pane at the left of your screen.

### Procedure

From Selfcare, click the **Expand and collapse** icon to expand or collapse the navigation pane.

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## Changing the language for Selfcare

### Procedure

1. At the top-right of the Selfcare window, click the **Language** icon.  
Selfcare displays the language drop-down menu.
2. Select your preferred language.



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## Sorting phone buttons list

### About this task

You can sort the list of phone buttons according to a column.

### Procedure

1. From Selfcare, go to **Settings > Change Phone Buttons**.
2. Click a column header of the list.  
A  icon next to the column indicates that the list is now sorted in ascending order.
3. Click the column header again.  
A  icon indicates that the list is now sorted in descending order.

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## Avaya Documentation Center navigation

For many programs, the latest customer documentation is available on the Avaya Documentation Center website at <https://documentation.avaya.com>. Some functionality is only available when you log in to the Avaya Documentation Center. The available functionality depends on your role.

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- Click **Avaya Links** in the top menu bar to access other Avaya websites, including the Avaya Support website.
- Click **Languages** (  ) in the top menu bar to change the display language and view localized documents.
- In the **Search Documentation** field, search for keywords and click **Filter** to filter by solution category, product, or user role.

You can select multiple items in each filter category. For example, you can select a product and multiple user roles.

- Click **Library** in the top menu bar to access the complete library of documents. Use the filtering options to refine your results.
- After performing a search or accessing the library, you can sort content on the search results page. When you find the item you want to view, click it to open it.
- Use the table of contents in a document for navigation. You can also click **<** or **>** next to the document title to navigate to the previous topic or the next topic.

- Click **Share** (➦) to share a topic by email or copy the URL.
- Download a PDF of the current topic in a document, the topic and its subtopics, or the entire document.
- Print the section you are viewing.
- Add content to a collection by clicking **Add to My Topics** (📁). You can add the topic and its subtopics or add the entire publication.
- View the topics in your collections. To access your collections, click your name in the top menu bar and then click **My Topics**.

You can do the following:

- Create, rename, and delete a collection.
  - Set a collection as the default or favorite collection.
  - Save a PDF of the selected content in a collection and download it to your computer.
  - Share content in a collection with others through email.
  - Receive collections that others have shared with you.
- Click **Watch** (👁️) to add a topic to your watchlist so you are notified when the content is updated or removed.
  - View and manage your watchlist by clicking **Watchlist** from the top menu with your name.

You can do the following:

- Enable **Email notifications** to receive email alerts.
  - Unwatch the selected content or all topics.
- Send feedback for a topic.

# Index

## C

change language .....	<a href="#">14</a>
collection	
delete .....	<a href="#">15</a>
edit .....	<a href="#">15</a>
generating PDF .....	<a href="#">15</a>
sharing content .....	<a href="#">15</a>
content	
publishing PDF output .....	<a href="#">15</a>
searching .....	<a href="#">15</a>
sharing .....	<a href="#">15</a>
sort by last updated .....	<a href="#">15</a>
watching for updates .....	<a href="#">15</a>

## D

documentation	
change history .....	<a href="#">5</a>
documentation center .....	<a href="#">15</a>
finding content .....	<a href="#">15</a>
navigation .....	<a href="#">15</a>
documentation portal .....	<a href="#">15</a>

## E

expand and collapse the navigation pane .....	<a href="#">14</a>
---	--------------------

## F

finding content on documentation center .....	<a href="#">15</a>
---	--------------------

## I

icons .....	<a href="#">14</a>
-------------	--------------------

## L

language changing .....	<a href="#">14</a>
logging in to	
Selfcare .....	<a href="#">6</a>

## M

managing	
phone buttons .....	<a href="#">10</a>

## O

overview .....	<a href="#">6</a>
----------------	-------------------

## P

purpose .....	<a href="#">5</a>
---------------	-------------------

## R

resetting	
AD password .....	<a href="#">9</a>
agent password .....	<a href="#">8</a>
CMS supervisor password .....	<a href="#">8</a>
phone/softphone password .....	<a href="#">8</a>
station security code .....	<a href="#">11</a>
voicemail password .....	<a href="#">7</a>
voicemail web access password .....	<a href="#">7</a>

## S

searching for content .....	<a href="#">15</a>
setting	
default station .....	<a href="#">11</a>
sharing content .....	<a href="#">15</a>
sort documents .....	<a href="#">15</a>
sorting phone buttons list .....	<a href="#">15</a>

## U

unlocking voicemail .....	<a href="#">11</a>
updating	
EC500 .....	<a href="#">10</a>
enhanced call forwarding .....	<a href="#">12</a>

## W

watchlist .....	<a href="#">15</a>
-----------------	--------------------