

How to Call Forward/Un-Forward a Phone Line Online

1. To access from off-campus, you must first connect to Union VPN.

Instructions for connecting to VPN can be found [here](#).

2. After connecting to VPN if off-campus, open a web browser (Use Internet Explorer, FireFox or Chrome) and navigate to <https://cucm-pub.union.edu/ucmuser/>

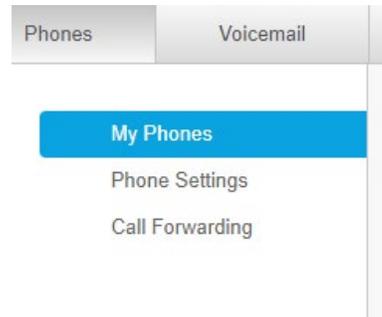
Your username is your complete Union email address and your Union College password.

Do not use the Safari Web browser.



3. Once logged in, on left menu, click **Call Forwarding**.

If you do not see any extensions listed, contact Telecom at extension 6411 or email telecom@union.edu



4. Click appropriate extension you would like to forward.

Ex. 2906

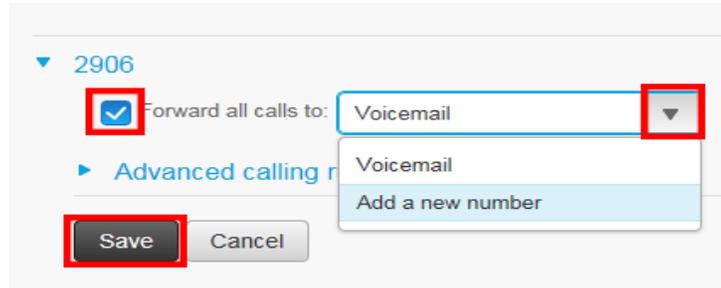
Click the checkbox next to **Forward all calls to:**

Then click the dropdown box to the right and select **Voicemail** or **Add a new number** (if forwarding to another number)

Keep in mind if this is an outside line you will need a 3 first, and a 1 if long distance.

Click **Save** to update call-forwarding settings.

To take off call forwarding on a line, deselect the check box for **Forward all calls to:** and click **Save**.



5. After completing any changes, remember to disconnect from the VPN.

In windows, on the status bar in the lower right-hand corner of your screen, left-click the small triangle, and then right-click the **Cisco AnyConnect** Icon. Click the **VPN Disconnect** to complete.

