

VoIP Telephone Support FAQ

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I try to open Self Care Portal and it gives me an error message. How can I access the Self Care Portal?

Answer: If you were trying to access the Self Care Portal through your Desktop Jabber Application Soft Phone or by means of this direct web site via a browser:
<https://cucm-pub.voip.ad.fhda.edu/ucmuser/main#telephonypage>

You need to be connected to the District Network through the VPN before you can access the Self Care Portal.

Go here for information on how to use the District VPN:

<https://confluence.fhda.edu/display/UD/How+to+connect+to+the+Foothill+-+De+Anza+VPN+server>

I have forgotten my voice mail password/PIN

1. Contact the ETS Call Center at **(408) 864-8324** or submit an ETS Request for Help: Using a browser, go to **etshelp.fhda.edu**. Login using your MyPortal ID and password. Under **Choose Action**, select **ETS Request for Help**. Once the form is completed, select **Save** at the bottom.
2. If you have contacted the Call Center via the telephone, please be prepared to provide identifying information.
3. Your PIN will be reset to the default of 3432 (fhda). Upon entering your Voice Mail box, you will be forced to set a new PIN.

The phone number needs to be reassigned to a new hire

1. If this is part of an Office Shuffle Move for faculty, the College Move Coordinator will be communicating the information to ETS.
2. If not part of a move, the manager or department/division administrative assist should submit an ETS request for Help to reassign a phone number to the new hire. An electronic approval from the Manager is required through the ETS Request for Help system.
3. To submit an ETS Request for Help: Using a browser, go to **etshelp.fhda.edu**. Login using your MyPortal ID and password. Under **Choose Action**, select **ETS Request for Help**. Once the form is completed, select **Save** at the bottom.

Request a new phone and new number for a new hire

1. The manager or department/division administrative assist submits an ETS request for Help to request a new physical phone and assign a new phone number for the new hire. An electronic approval from the Manager is required through the ETS Request for Help system if the request is submitted by the Administrative Assistant or the new employee.
2. To submit an ETS Request for Help: Using a browser, go to **etshelp.fhda.edu**. Login using your MyPortal ID and password. Under **Choose Action**, select **ETS Request for Help**. Once the form is completed, select **Save** at the bottom.

Reassign a phone number for an employee position change

1. The manager or department/division administrative assist should submit an ETS request for Help to request the reassignment of a new phone for the new employee. If the Administrative Assistant or new employee submits the request, please note there will be a delay to obtain the department manager's approval.
2. To submit an ETS Request for Help: Using a browser, go to **etshelp.fhda.edu**. Login using your MyPortal ID and password. Under **Choose Action**, select **ETS Request for Help**. Once the form is completed, select **Save** at the bottom.

Reassignment of a phone number for use by a different or new TEA – Temporary Employee

1. Temporary employees are not assigned personal phone numbers. The Caller ID on the phone is usually a department name or function. If the voice mail PIN/password was not communicated to the new TEA and the supervisor/manager/dean does not know the PIN and an electronic approval from the manager is required through the ETS Request for Help system, an ETS Request for Help needs to be submitted by either the manager or the department/division administrative assistant.
2. To submit an ETS Request for Help: Using a browser, go to **etshelp.fhda.edu**. Login using your MyPortal ID and password. Under **Choose Action**, select **ETS Request for Help**. Once the form is completed, select **Save** at the bottom.

Reassignment of a phone number for use by an employee in an Interim position

1. The frequency of personnel moves into Interim positions is high, therefore when an employee moves into an Interim position, the Caller ID for the phone number will be the name of the position not the employee temporarily filling the position. The voice mail will only be obtained via a telephone. No unified messaging is configured for the interim employee, meaning no voice mails will appear in the email inbox.
2. The manager or department/division administrative assistant should submit an ETS request for Help to request a physical phone and assign a new phone number for the new hire. An electronic approval from the Manager is required through the ETS Request for Help system.
3. To submit an ETS Request for Help: Using a browser, go to **etshelp.fhda.edu**. Login using your MyPortal ID and password. Under **Choose Action**, select **ETS Request for Help**. Once the form is completed, select **Save** at the bottom.

Long Distance and International Calling Access

1. Managers, Supervisors, Deans must approve requests for Long Distance and International Calling access. An electronic approval from the Manager is required through the ETS Request for Help system. The manager or department/division administrative assistant submit an ETS Request for Help.
2. To submit an ETS Request for Help: Using a browser, go to **etshelp.fhda.edu**. Login using your MyPortal ID and password. Under **Choose Action**, select **ETS Request for Help**. Once the form is completed, select **Save** at the bottom.

I'm retiring, can I keep my phone number?

Retirees give up their phone and phone number upon retirement. A retiree is not allowed to keep the phone number for their personal use.

I'm retiring and will return under Article 19; may I keep my phone number?

A retiree is not allowed to keep the phone number for their personal use nor if they return under Article 19.

Moves and Office Shuffles

Contact your College Furniture, Fixtures & Equipment (FFE) Coordinator for moves.

Request for a different phone number

1. The request for a different phone number must come from the supervisor or manager of the employee. The justification for a new number must be included in the request. The request will be reviewed by ETS management.
2. To submit an ETS Request for Help: Using a browser, go to **etshelp.fhda.edu**. Login using your MyPortal ID and password. Under **Choose Action**, select **ETS Request for Help**. Once the form is completed, select **Save** at the bottom.

I want to use the Jabber Mobile App

1. As a requirement for the new VoIP telephone system, faculty wanted to be able to make calls to students with their cell phone but not reveal their personal cell phone number to the student. The Jabber Mobile App is a free application for smart phones that allows full time employees with an assigned phone number to make and receive calls using their smart phone and their District assigned phone number.
2. Go to <http://ets.fhda.edu/getting-help/phones/index.html> for more information on how to request this configuration for your district assigned phone number.

I want my phone renamed

1. This request needs to come from the supervisor or manager of the employee. The justification for the name change needs to be included in the request.
2. To submit an ETS Request for Help: Using a browser, go to **etshelp.fhda.edu**. Login using your MyPortal ID and password. Under **Choose Action**, select **ETS Request for Help**. Once the form is completed, select **Save** at the bottom.

My phone doesn't have my name on it

1. If you want the name to change because you ***don't use your legal name*** on a daily basis, please **contact Human Resources** who can update your ***preferred name***, which feeds into the telephone system.
2. This request needs to come from the supervisor or manager of the employee. The justification for the name change needs to be included in the request.
3. To submit an ETS Request for Help: Using a browser, go to **etshelp.fhda.edu**. Login using your MyPortal ID and password. Under **Choose Action**, select **ETS Request for Help**. Once the form is completed, select **Save** at the bottom.