



How to Answer your Office Phone at Home!

Did you forget to [forward your calls](#) when you left the office to start working from home? Or maybe you did forward your calls, but it got disconnected somehow?

Follow the steps below to forward your calls to a personal or City-issued phone number if you have access to the City network via AnyConnect VPN or Netmotion VPN.

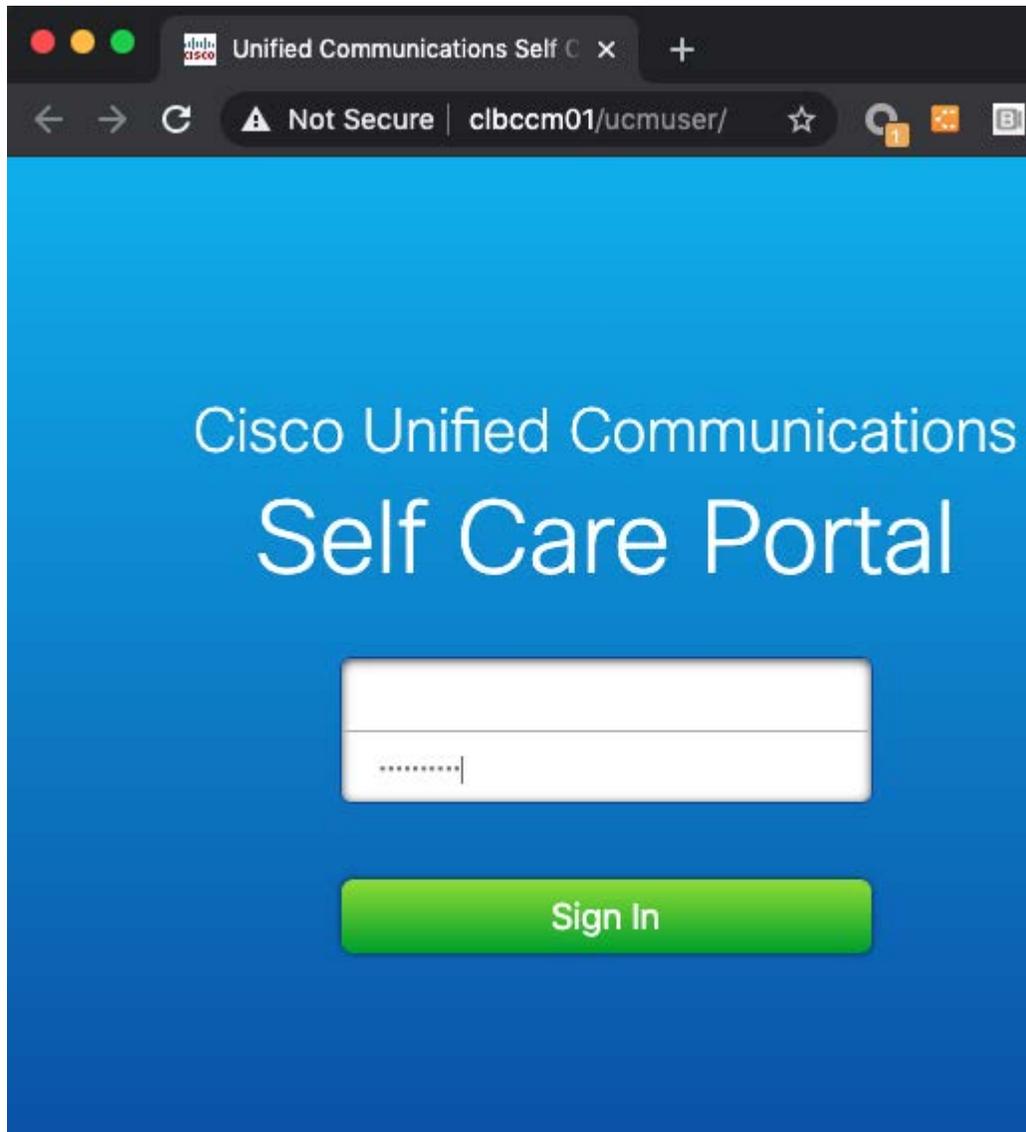
And, if you want to go a step further, you will soon have the option to use your City-issued OR personal smartphone to place and receive office phone calls using Cisco Jabber. Your phone must be an iPhone or Android. [Fill out this form by Wednesday, April 8 to request this new software.](#)

Forwarding Your Calls

Step 1: Make sure you are connected to the City network (if at home, please use AnyConnect VPN or NetMotion VPN).

Step 2: Go to <https://clbccm01.ci.long-beach.ca.us/ucmuser/>.

Step 3: Log in using your city username and password



Step 4: Set up a PIN if the system prompts you to.

The screenshot shows a web browser window with the URL `clbccm01/ucmuser/...` and a "Not Secure" warning. The page title is "Unified Communications Self Care Portal". The navigation menu includes "Phones", "Voicemail", "IM & Availability", and "General". The "My Phones" section is active, displaying "Company Phones" and a list of phone cards. A context menu is open over the first card, showing options: "Edit", "Settings", and "Download Manual".

Unified Communications Self Care Portal

Phones Voicemail IM & Availability General

My Phones

Phone Settings

Call Forwarding

My Phones

Company Phones

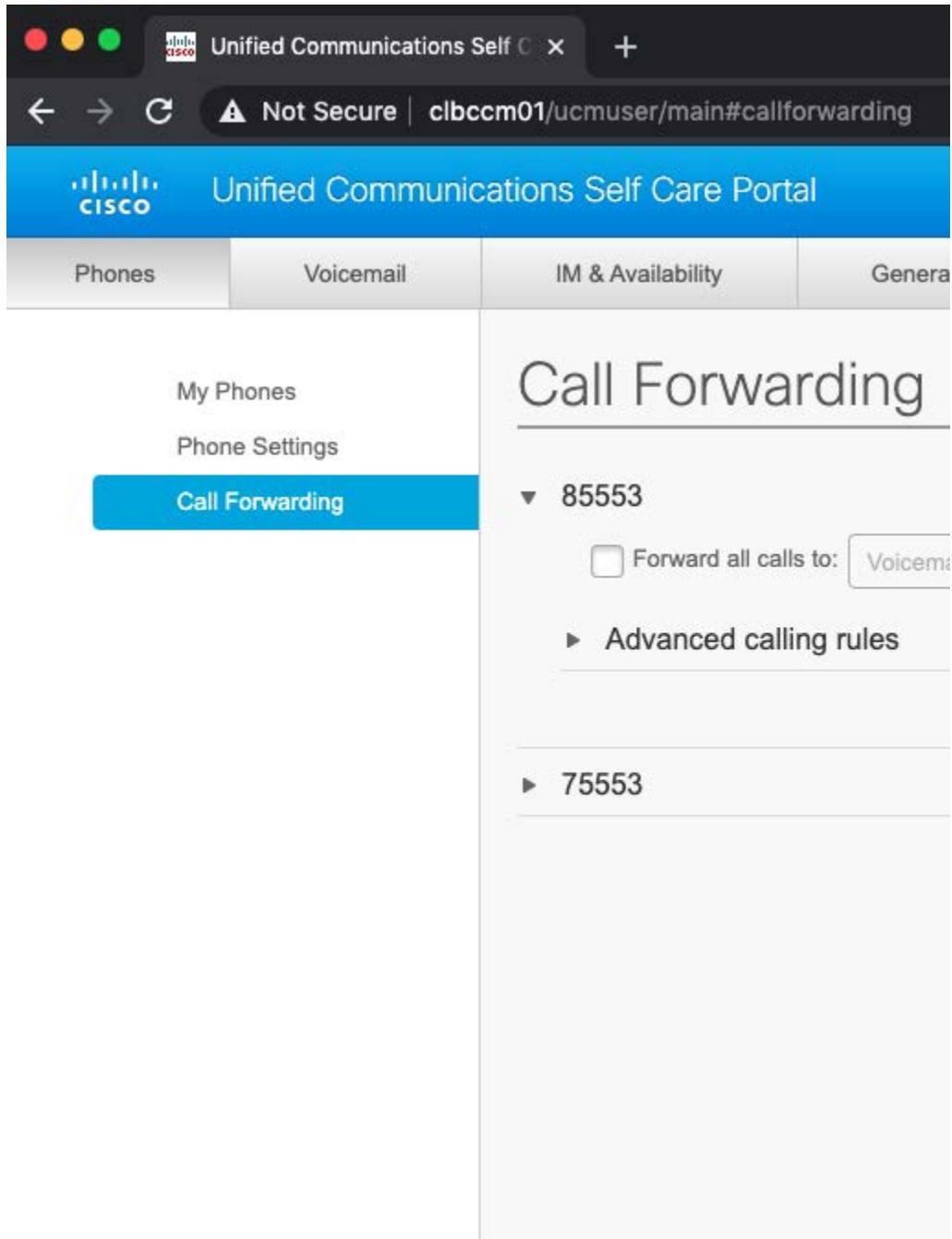
These are the phones provided to you by

 Edit
Settings
Download Manual

Cisco 8851 - 85553
85553
75553

Last login was on March 17th 2020, 1:52:57 pm from 10.10.192.54

Step 5: Set up call forwarding to your preferred phone number. This can be your City cellphone or your personal cellphone. And you're done!



Please note: When you receive a call that is forwarded from your desk phone, it will show up as coming from the City of Long Beach 562-570-5000. You will not be able to see who it is. The caller will not see your cell phone number; however, if you return the call, it will show as coming from your cell phone number.

Please call the help desk at 562-570-6100 if you experience any technical difficulties.

