How to Assign an Employee to a Phone

The FCUSD uses a product called Identity & Access Manager (IAM) to populate the phone system with employee information. IAM also allows you to reset a user’s voicemail PIN. This website is accessible with your network username and password. Call ETIS if you are unable to login with your network username and password.

Assigning employees to their phone/extension has the following benefits:

- Parents can verbally say the name of the employee/teacher they are trying to reach when they call a school. This enables parents to leave messages for teachers after hours without knowing the teachers extension. (we will need to add an option to the school’s greeting for this)
- Employees get their Voice Mail messages in their eMail inbox for easy and 24/7 access.
- Employees can access their voice mail in their Jabber chat client on their cell phone or computer. This works much like the iPhone visual voice mail. A list of all voice mail messages and who the message is from is displayed. The employee can play each message independently of other messages.
- Employees can search for other employees in the district with the district’s corporate directory from any phone in the district.
- Teachers/Employees will not have to re-record their greeting message or reset their voice mail PIN when changing classroom or job function. Their voicemail box will move with them.

How to access this system:

1. Browse to the IAM Web Site at http://umra.fcusd.local
2. Login to the site with your district network login name and password. If you are unable to login contact ETIS.
3. Once logged in you will see the IAM dashboard. Click on Phone Manager to change phone assignments.

![IAM Dashboard Image]

4. Click the line of the phone that you would like to change so that the line turns light blue. Once it’s highlighted click on the “View/Edit Phones” button.

![Phone Manager Image]
5. Again, click on the line for the phone in that room so that the line turns light blue. Then click on the “Edit Line Assignment” button to assign the phone to an employee. Alternatively if you want to reset the employee’s voicemail pin back to 12345, you can click on the “Reset voicemail PIN” button.

6. On the next screen you will see the extension that you are going to assign to the employee. The current phone information is displayed at the top of the window. In the upper right corner of the list you can search for the user you want to assign to this phone. Type the uses name in the box and the results will automatically be filtered. Once you see the user you would like to assign to the phone click it to highlight the line in light blue. Now click the “Change Assignment” button to assign this user to the phone. This process takes about 30 seconds to make all changes.
**Note:** Once this process is complete, this employee will get their voice mail in their email inbox as well as on their phone. The default voice mail pin is 12345, but we find that most staff don’t check their voice mail from their phone anymore because it’s more convenient to listen to their voicemails from their email. If a staff member has listened to their voicemails in their email inbox it’s important to delete the message from there. Deleting the message from one inbox deletes it from the other also.

**Note:** Employees can check their voicemail and change voice mail settings from a Website. This site is only accessible from inside the district. The address is: [https://fcusd-cucxn01.fcusd.org/inbox](https://fcusd-cucxn01.fcusd.org/inbox)