How to Forward your Mitel phone
(without physical access to your phone)

In order to forward your campus phone to another number from off campus, you will need to access the Mitel MiCollab Web software. Instructions are below regarding how to configure your phone.

1. Access the Mitel portal site at https://micollab.una.edu/portal and click on the MiCollab Client link (screenshot below). Alternatively, you can access the MiCollab Client site by going directly to https://micollab.una.edu/ucs/micollab/.
2. Log into the MiCollab Client portal with your UNAPortal username (without @una.edu) and password.

3. After logging in, add your cellular number as an optional call number. To do so, click “Settings”, “General”, then “My Numbers”.

![Login page](image)

![Settings page](image)
4. After clicking “My Numbers”, a new window should overlay and contain your current numbers. If it does not already exist, add your cellular number as an option. To do so, click the three boxes in the upper right corner for options and click “New” (screenshot below).

5. A new window will pop-up with options for a label and number. Enter your information and click “Add”.

![My Numbers window with options for adding new label and number](image-url)
6. Next, add a new status, which will be used to direct calls. To add a new status, click on “Settings”, then “Manage Status”, then the three boxes in the upper right corner for options, then “New” (screenshot below).
7. Enter a Status Name. Next, from the drop down under “Send my calls to”, select your cell and click “Done”.

![Image of status setting interface]

- **Step 1**: Enter Status Name
- **Step 2**: Select your cell from the drop down menu.
- **Step 3**: Click “Done” at the bottom of the interface.
Changing your phone’s status

1. To change your phone status, access the Mitel portal site at https://micollab.una.edu/portal and click on the MiCollab Client link (screenshot below). Alternatively, you can access the MiCollab Client site by going directly to https://micollab.una.edu/ucs/micollab/. Login instructions are above.

2. To change your phone’s status, click on your initials/name in the top right corner of the page, then click the drop down under availability, and click the new status.

3. Change your status back (in order to receive calls at your desk phone), simply change the status back to its previous setting (generally, “In the office”).

4. To exit the software site, simply close your browser/tab.
ALTERNATE OPTION FOR CHANGING YOUR PHONE STATUS

If you have the MiCollab client software installed and operational on your computer, you can change your phone status by clicking on the dropdown arrow beside the current status and selecting a different status (see screenshot below). To add a new status or modify an existing status, you must utilize the full instructions within this document first.