StarHub SmartUC Security Update
USER GUIDE

This guide details the steps SmartUC users will need to take before, during, and after the security update:

STEP 1   Signing out of the SmartUC App

STEP 2   Enabling call-forwarding

STEP 3   Getting your new temporary password

STEP 4   Password change and reset

STEP 5   Logging in with your new password
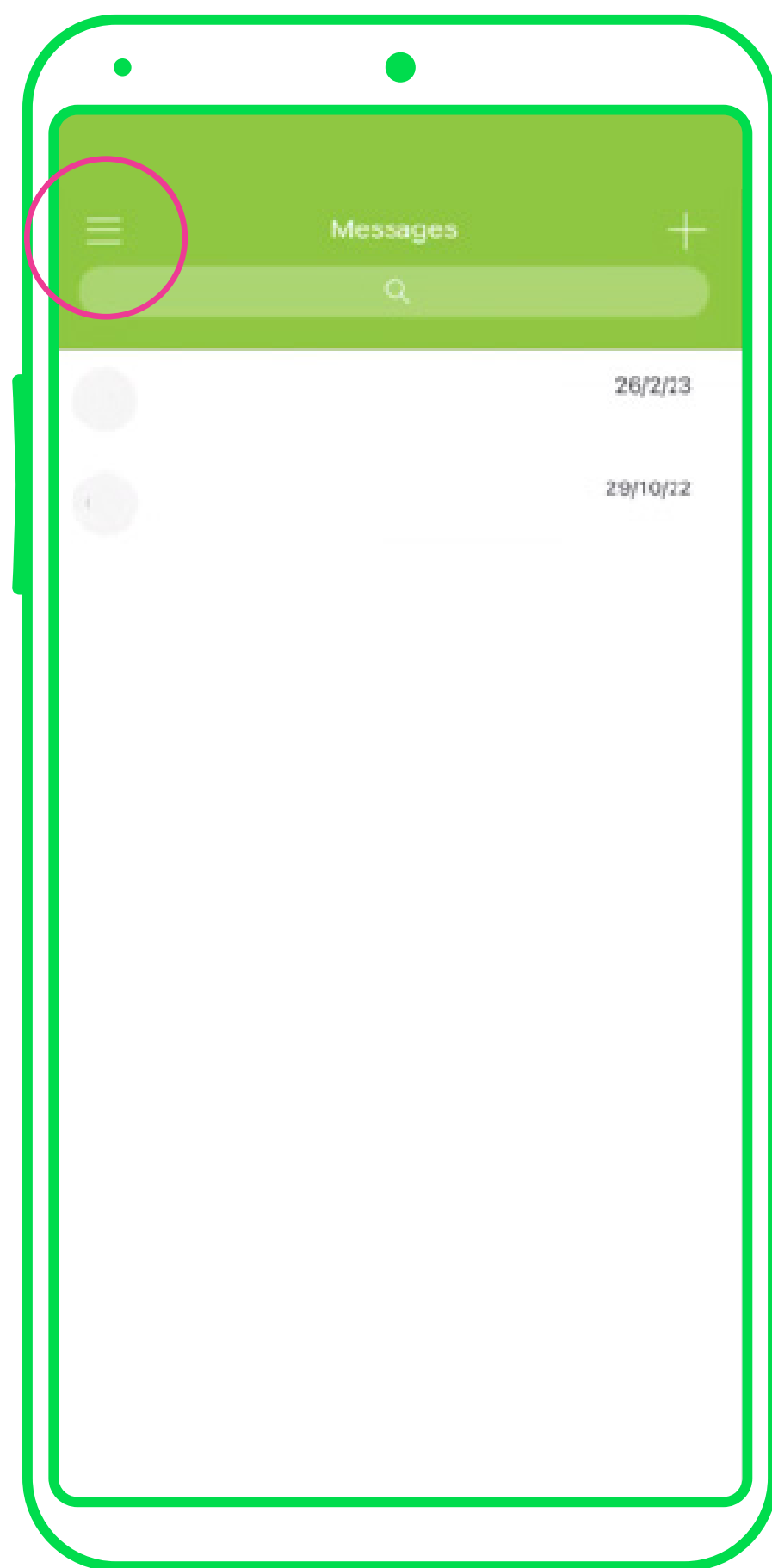
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Signing out of the SmartUC App

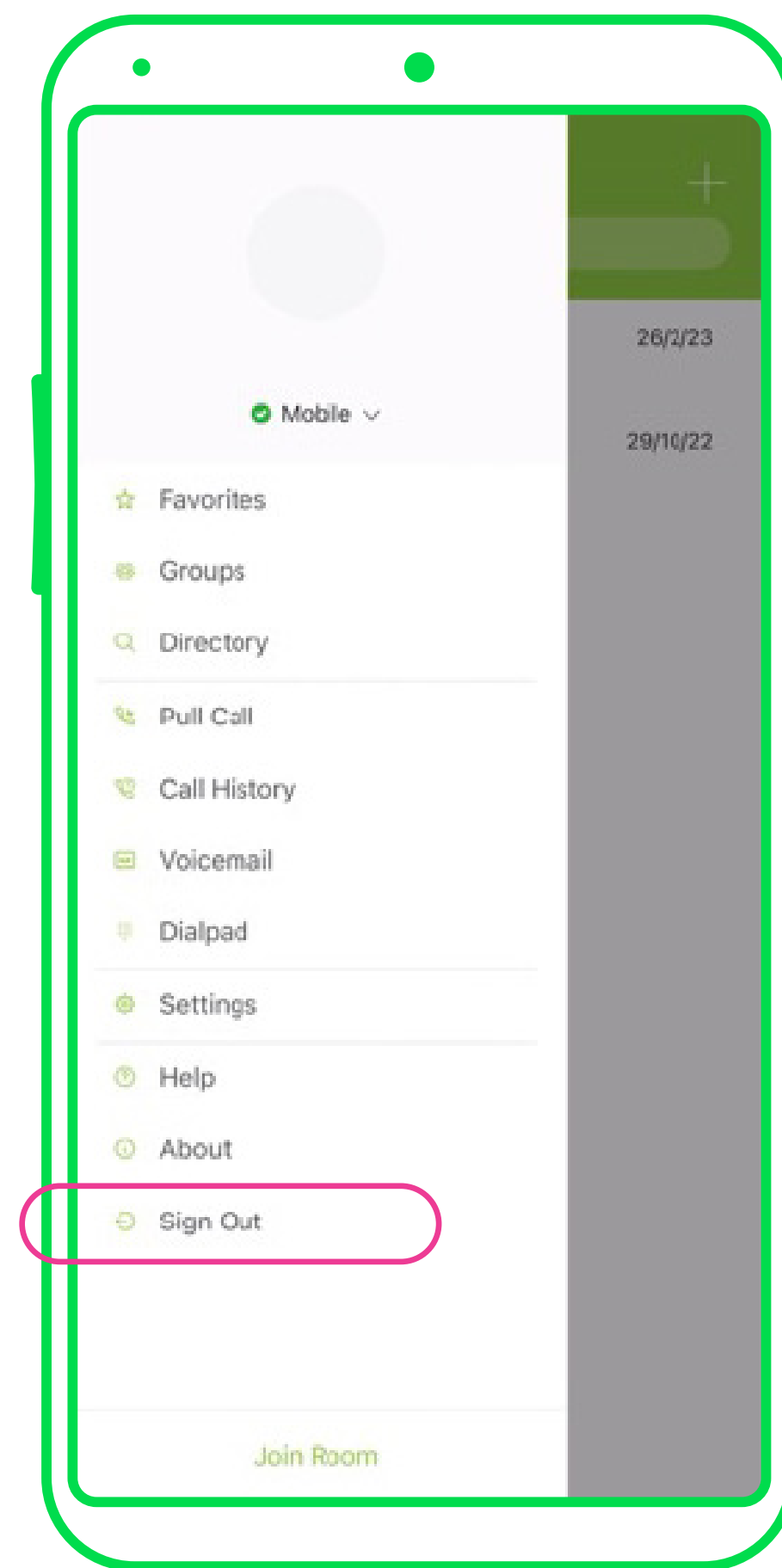Prior to the security update, you will need to log out of and quit the SmartUC App on ALL your devices.

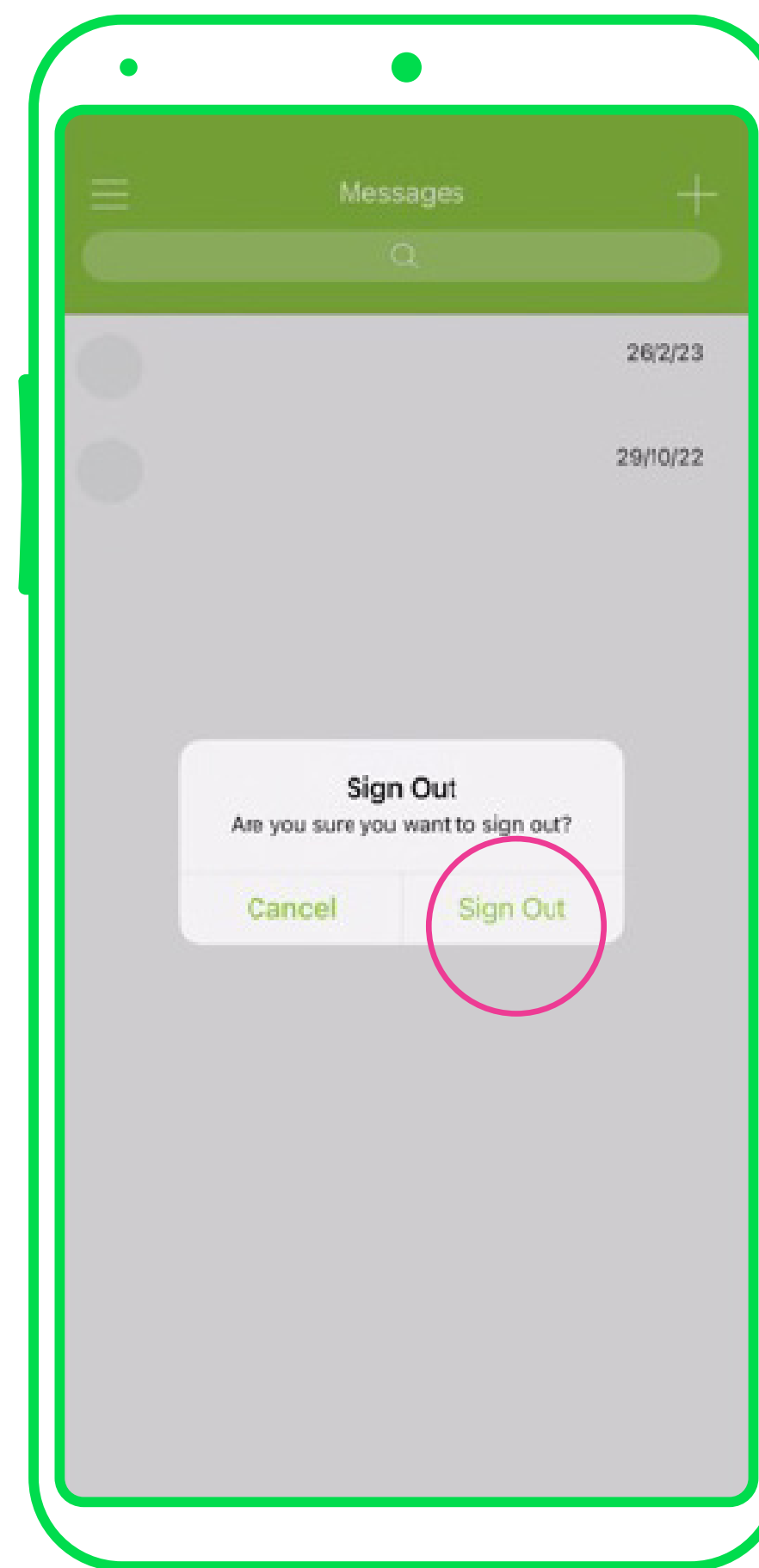# Signing out of SmartUC Mobile App

On Mobile (iOS/Android)

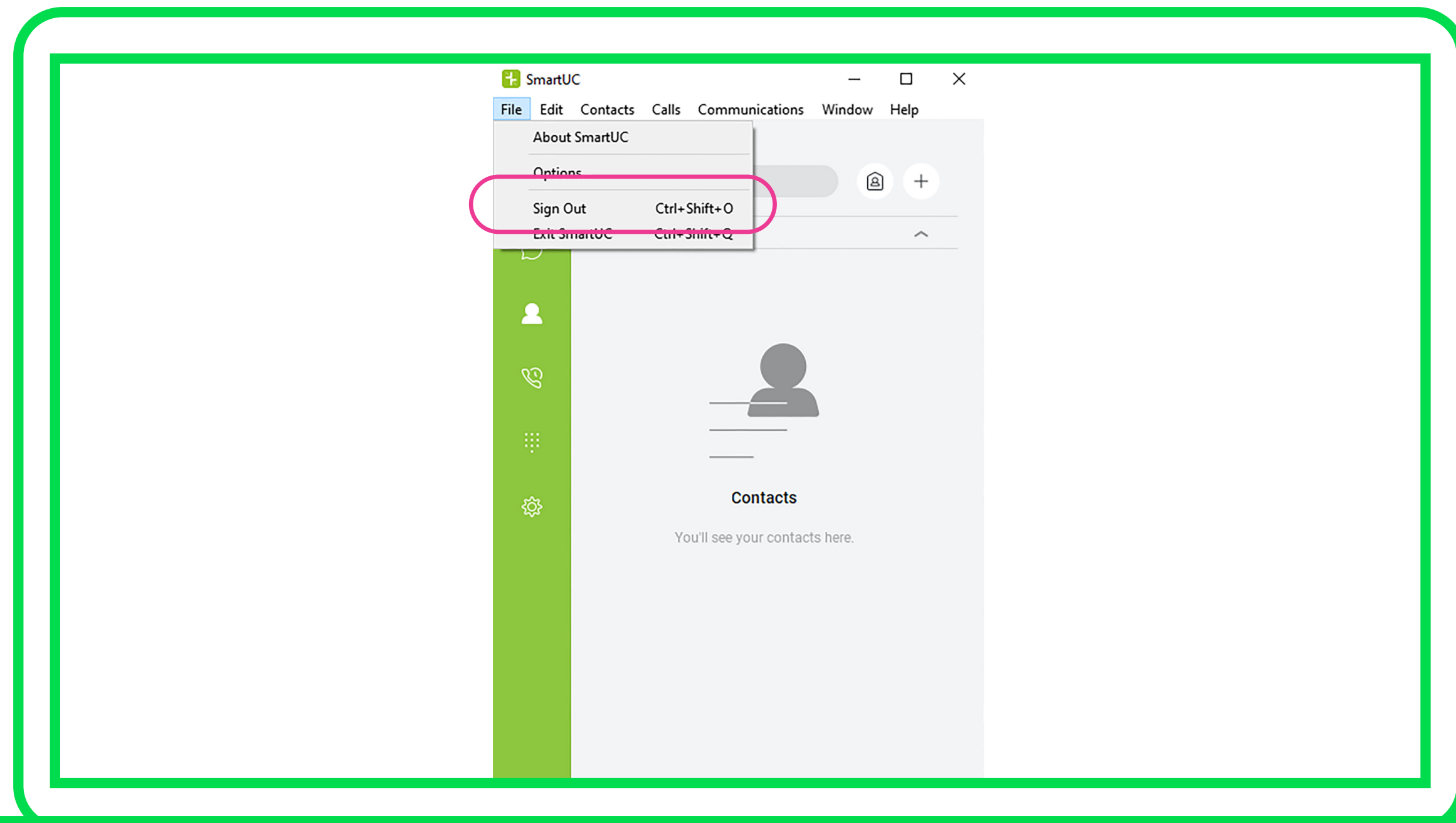**1** Click on three lines on the top left.

2 Click "Sign Out".

3 Then force close or quit the app.

Relaunch and log into the app.

Messages

26/2/23

29/10/22

Mobile

☆ Favorites

Groups

Directory

Pull Call

Call History

Voicemail

Dialpad

Settings

Help

About

Sign Out

Join Room

26/2/23

29/10/22

Messages

26/2/23

29/10/22

Sign Out
Are you sure you want to sign out?

Cancel   Sign Out

Signing out of SmartUC Mobile App

1 Sign out of the app.

2 Force close or quit the app.

Restart Desktop.

Relaunch and log into the app.

Signing out of the Cisco Webex App

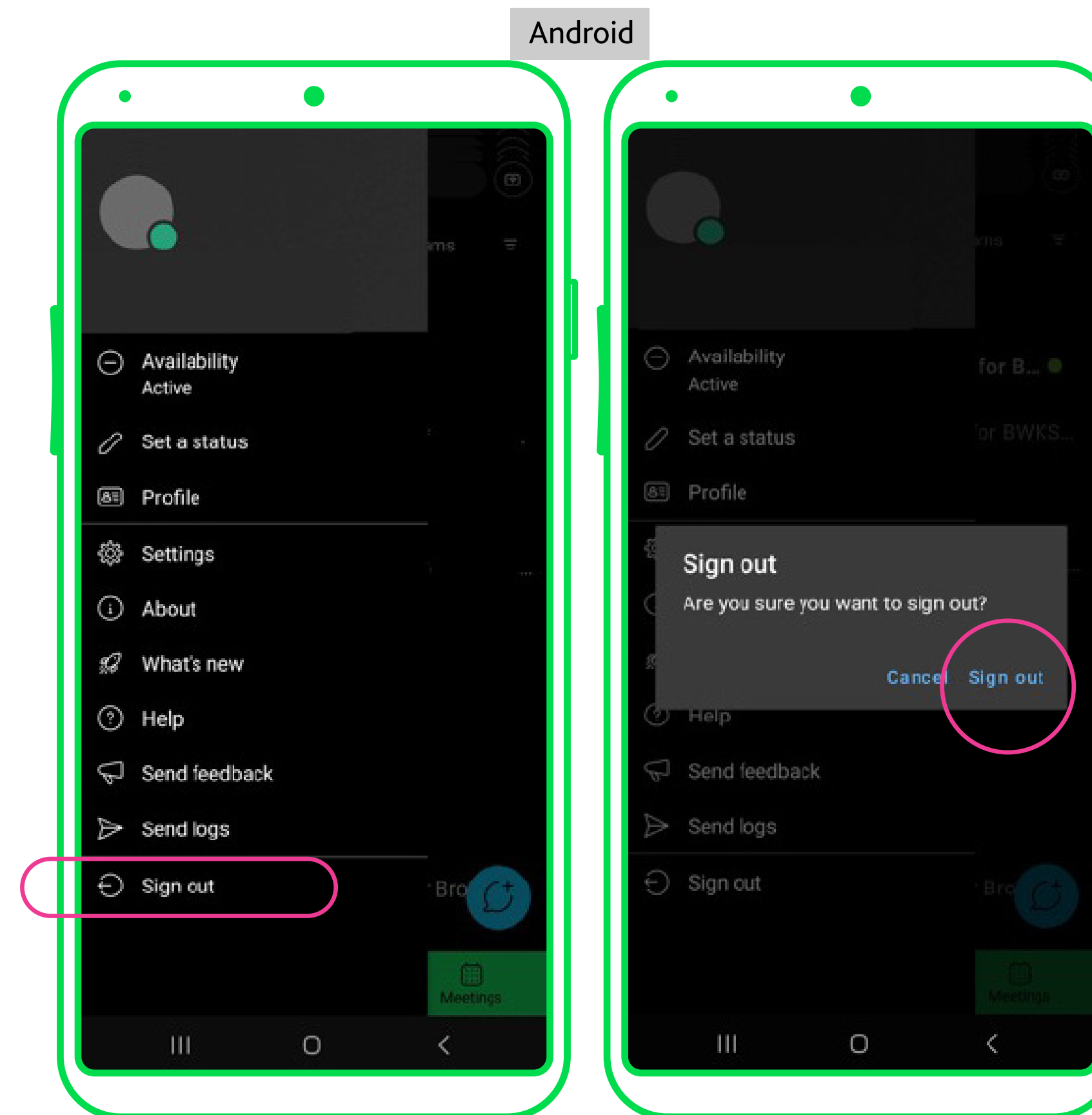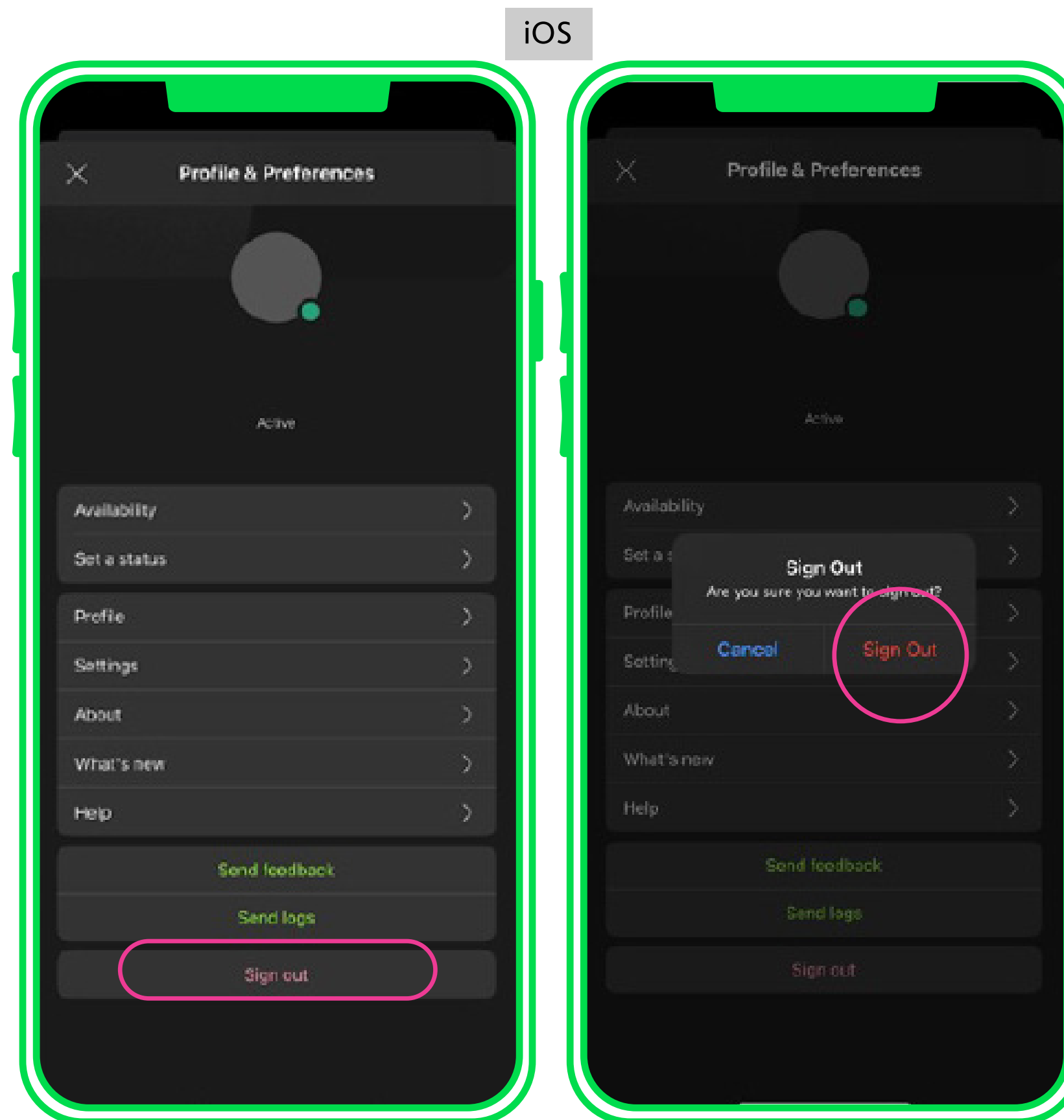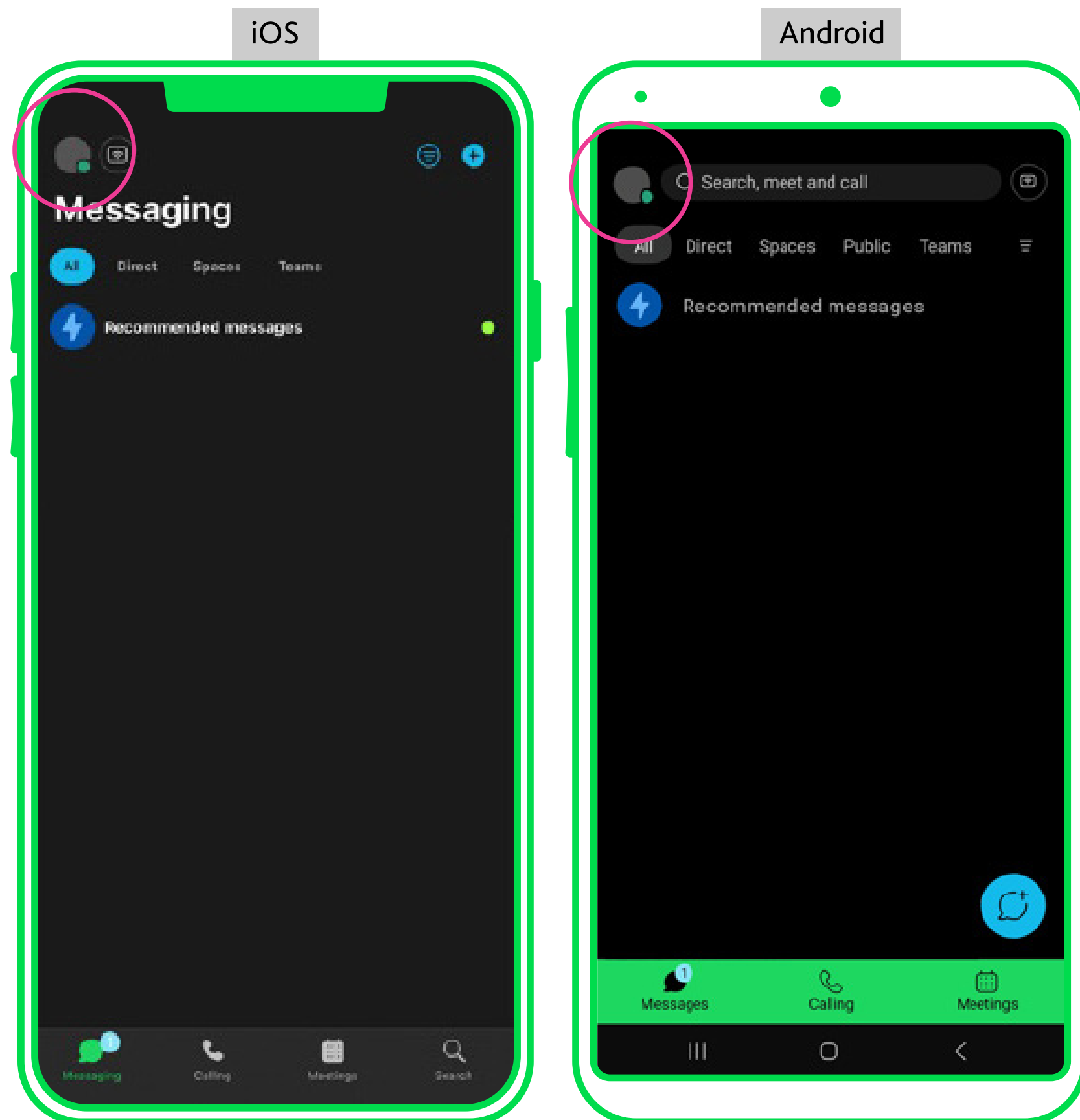## On Mobile (iOS/Android)

1 Click on the Profile icon on the top left.

2 Click "Sign Out".

3 Then force close or quit the app.
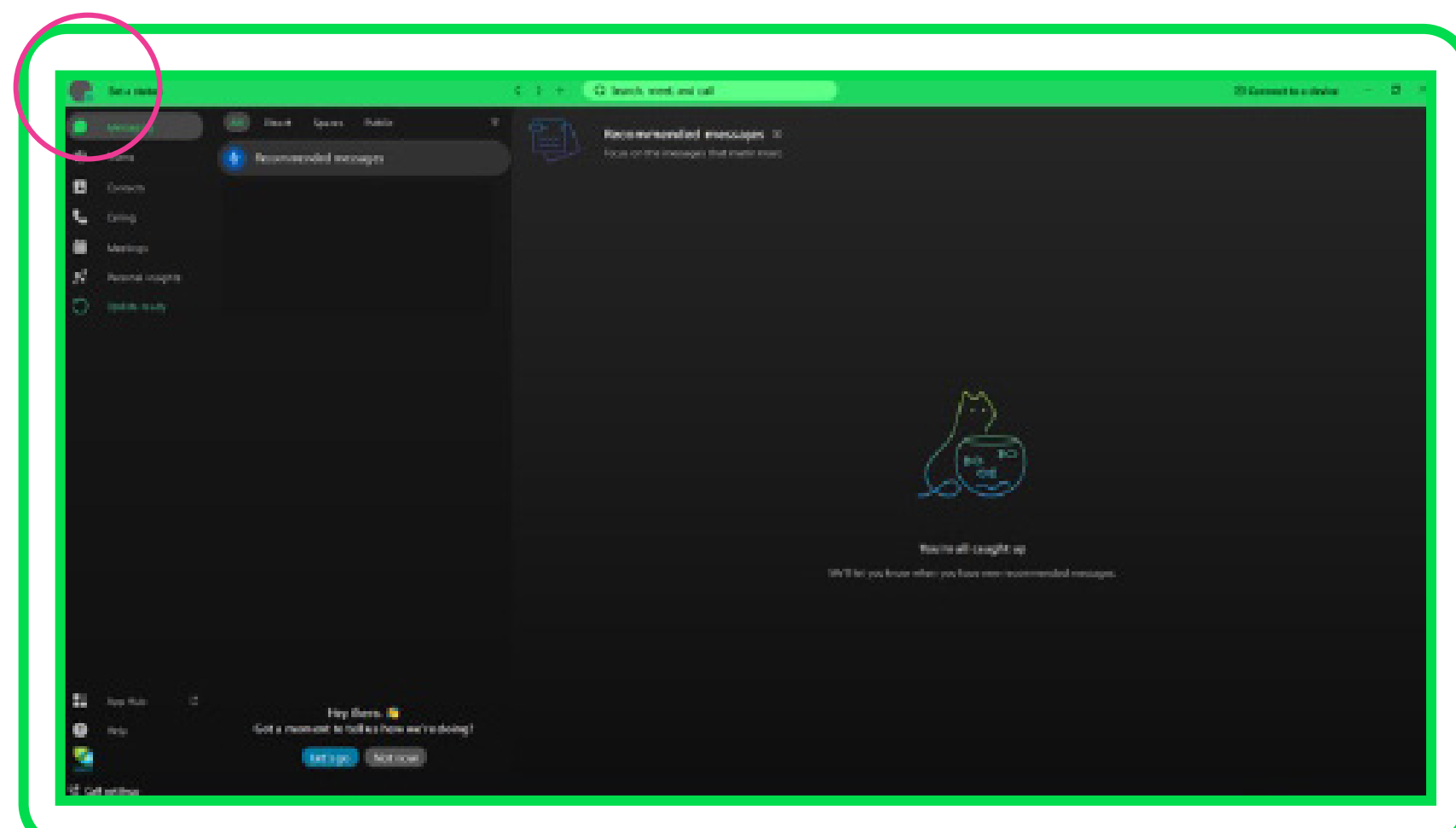
Restart the device.

Relaunch and log into app.

iOS

Android

iOS

Android

Signing out of the Cisco Webex App
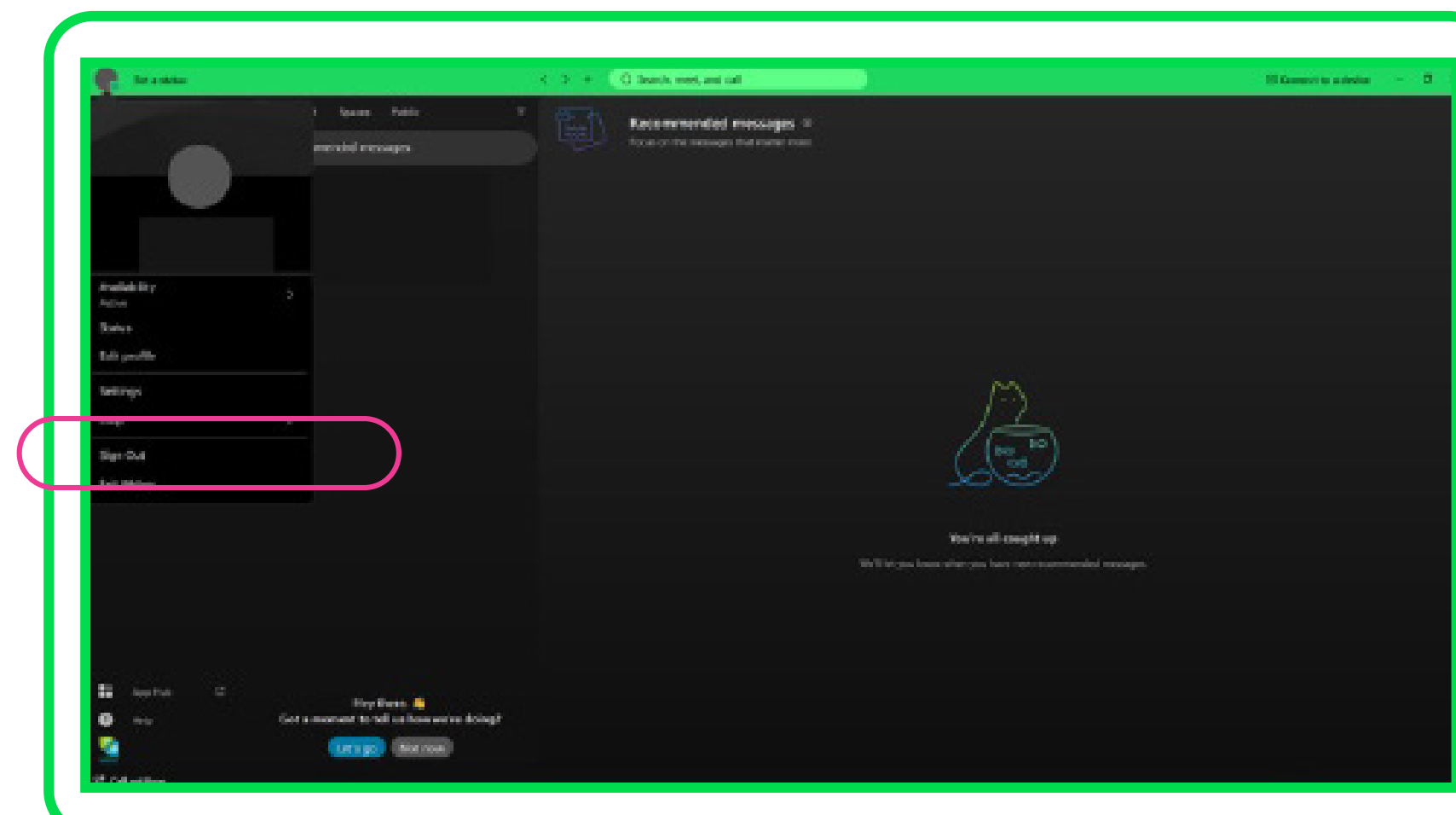
On Desktop

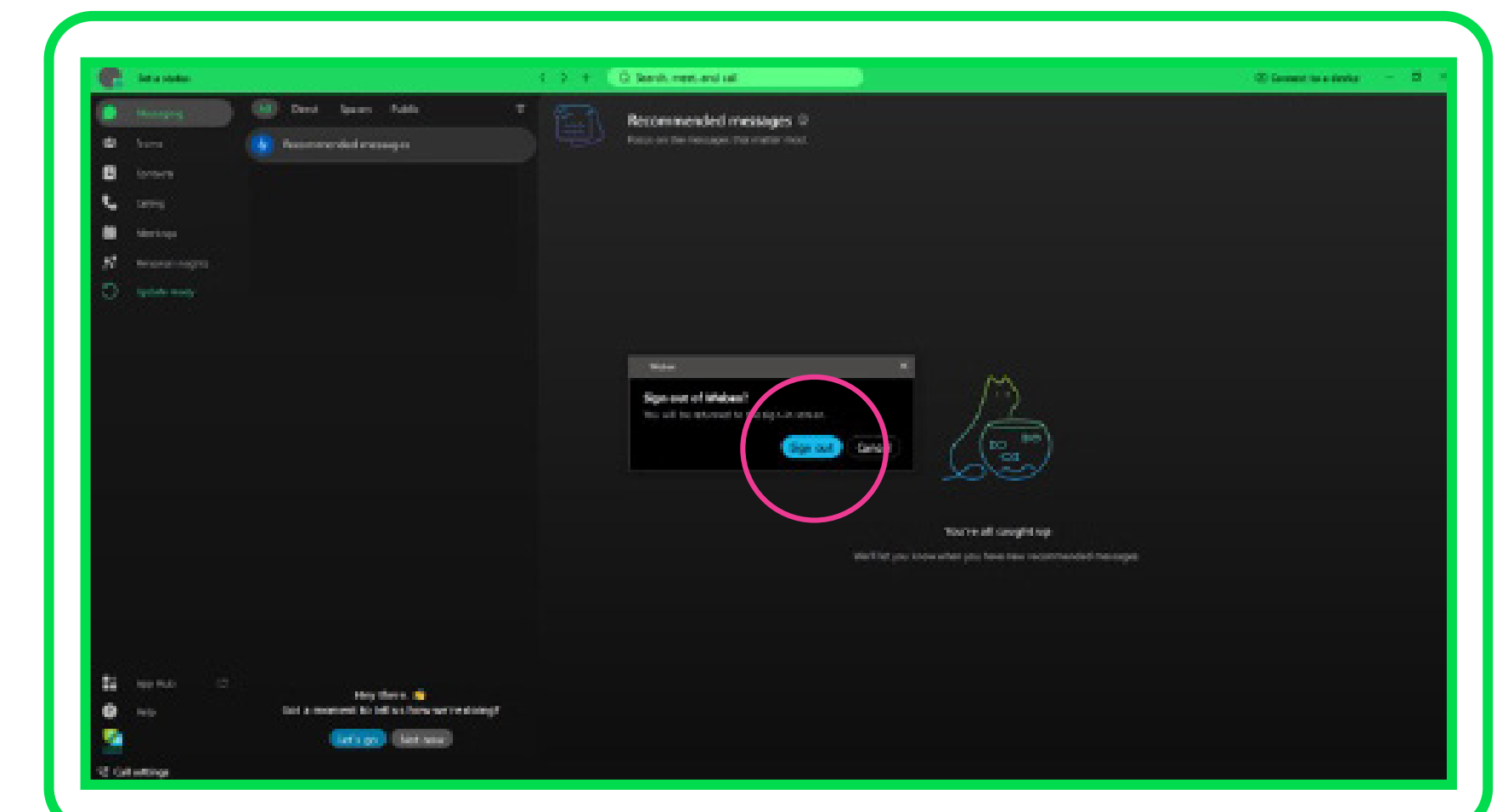**1** Click on the Profile icon on the top left.

2 Click "Sign out".

3 Force close the app from Task Manager (Windows), or Activity Monitor (Mac).

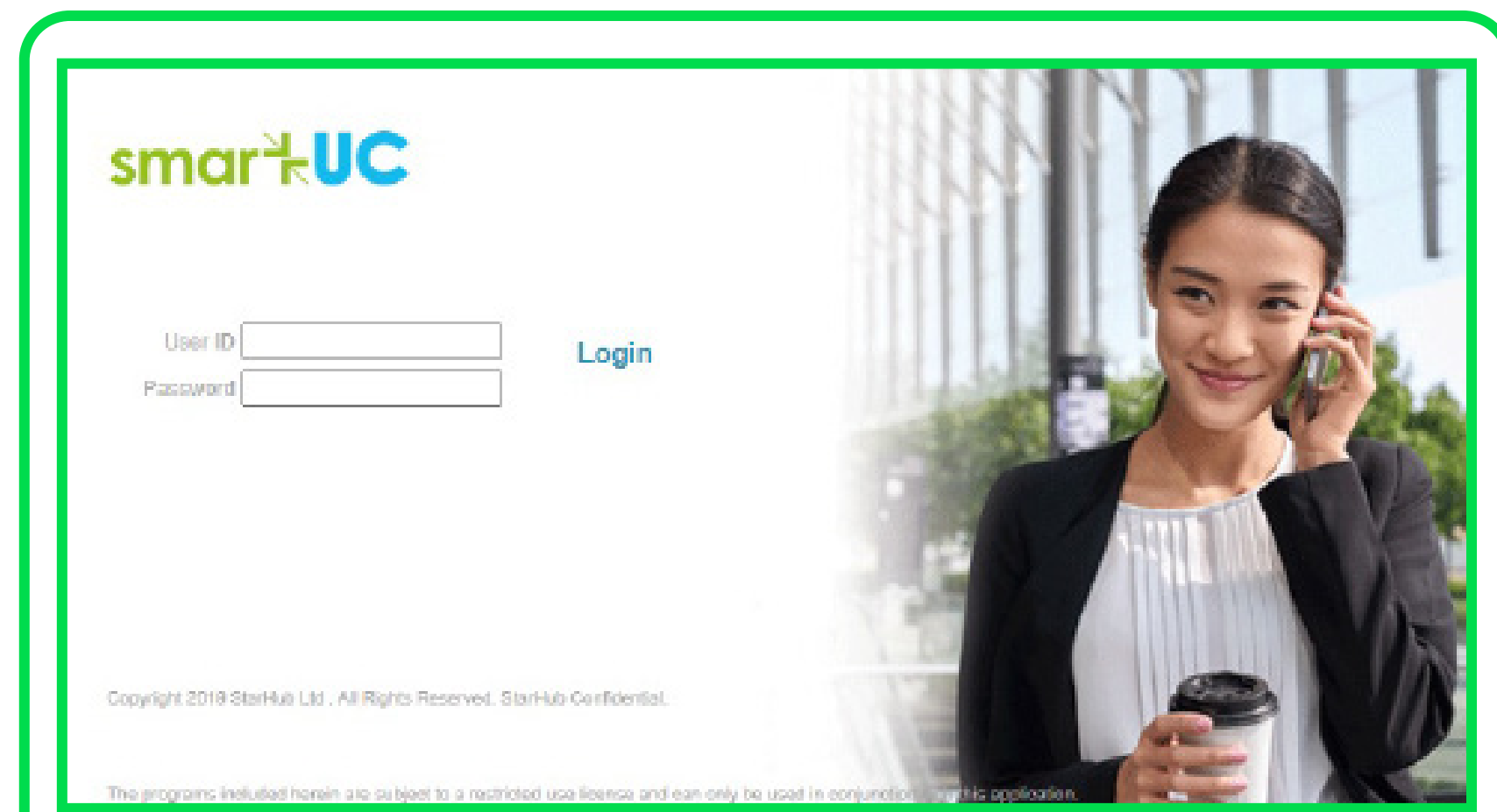Restart Desktop, relaunch and log into the app.

Enable call-forwarding

This can only be done through the SmartUC Portal.
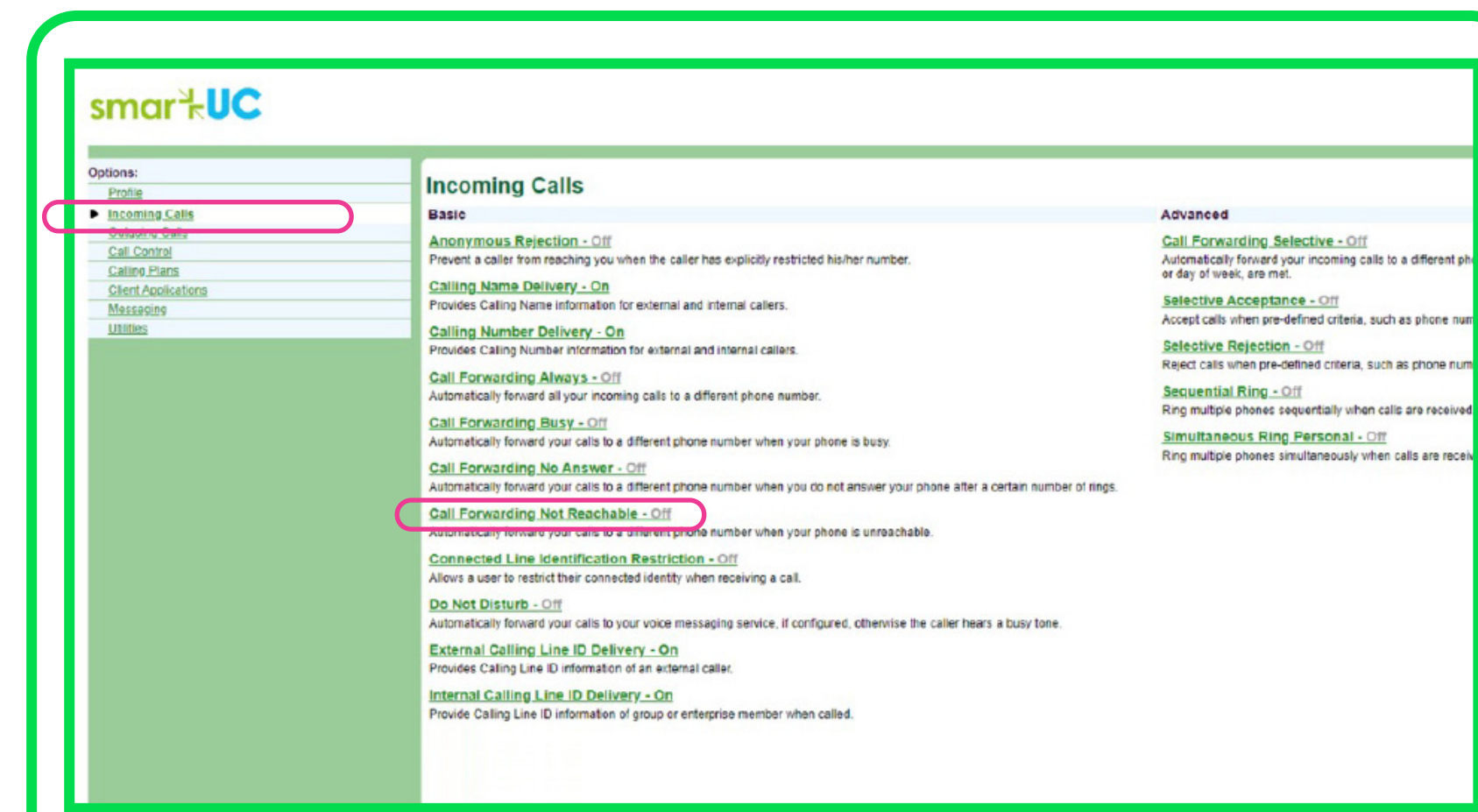Please note this step is optional.

Enable call-forwarding

1 Log into the SmartUC Portal at
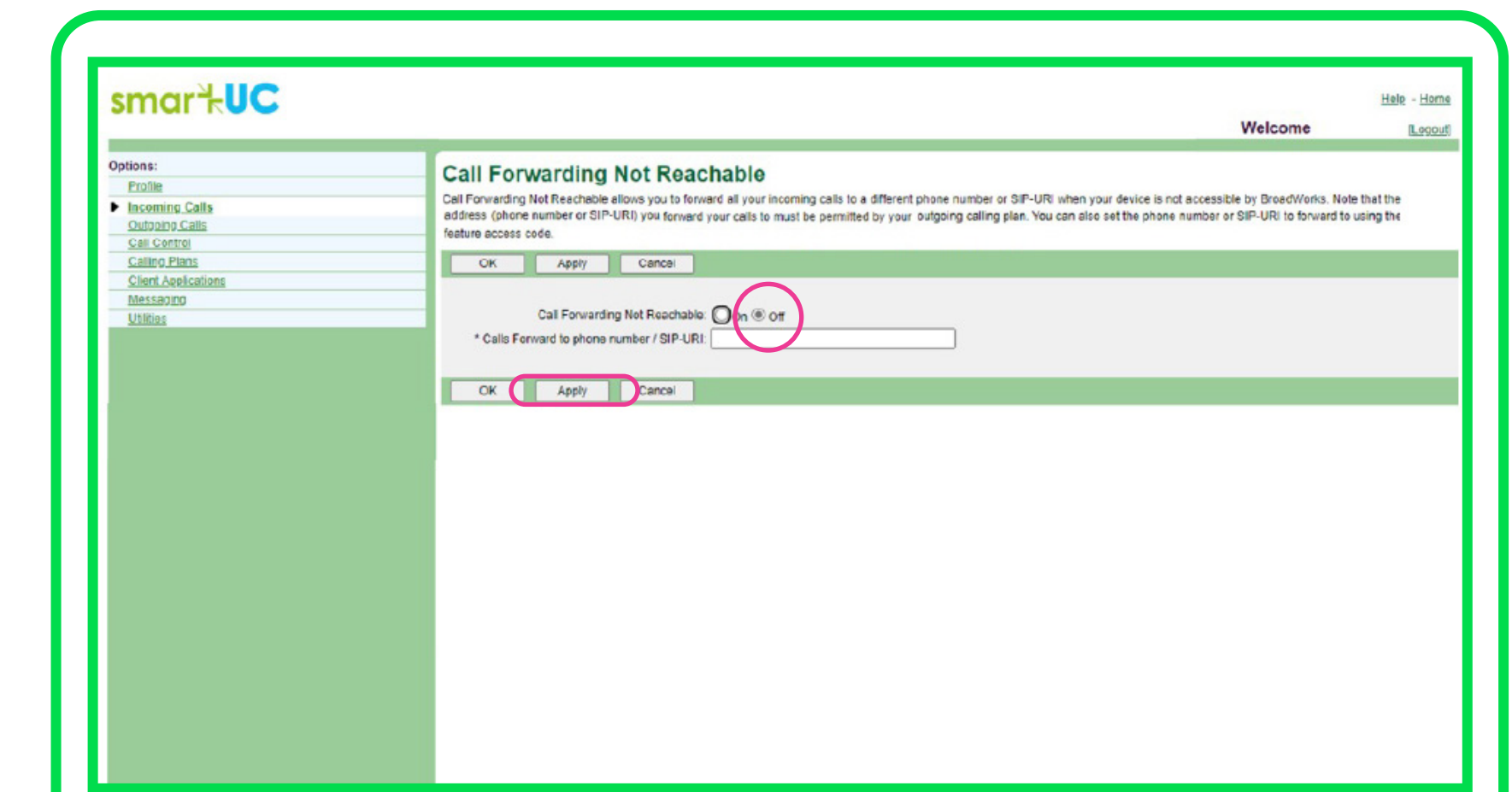https://web.uc.starhub.com/Login/

2 Click on "Incoming Calls", then "Call Forwarding Not Reachable".

3 Select "On" under Call Forwarding Not Reachable.
Key in the phone number you would like to forward your calls to.
Then click "Apply".

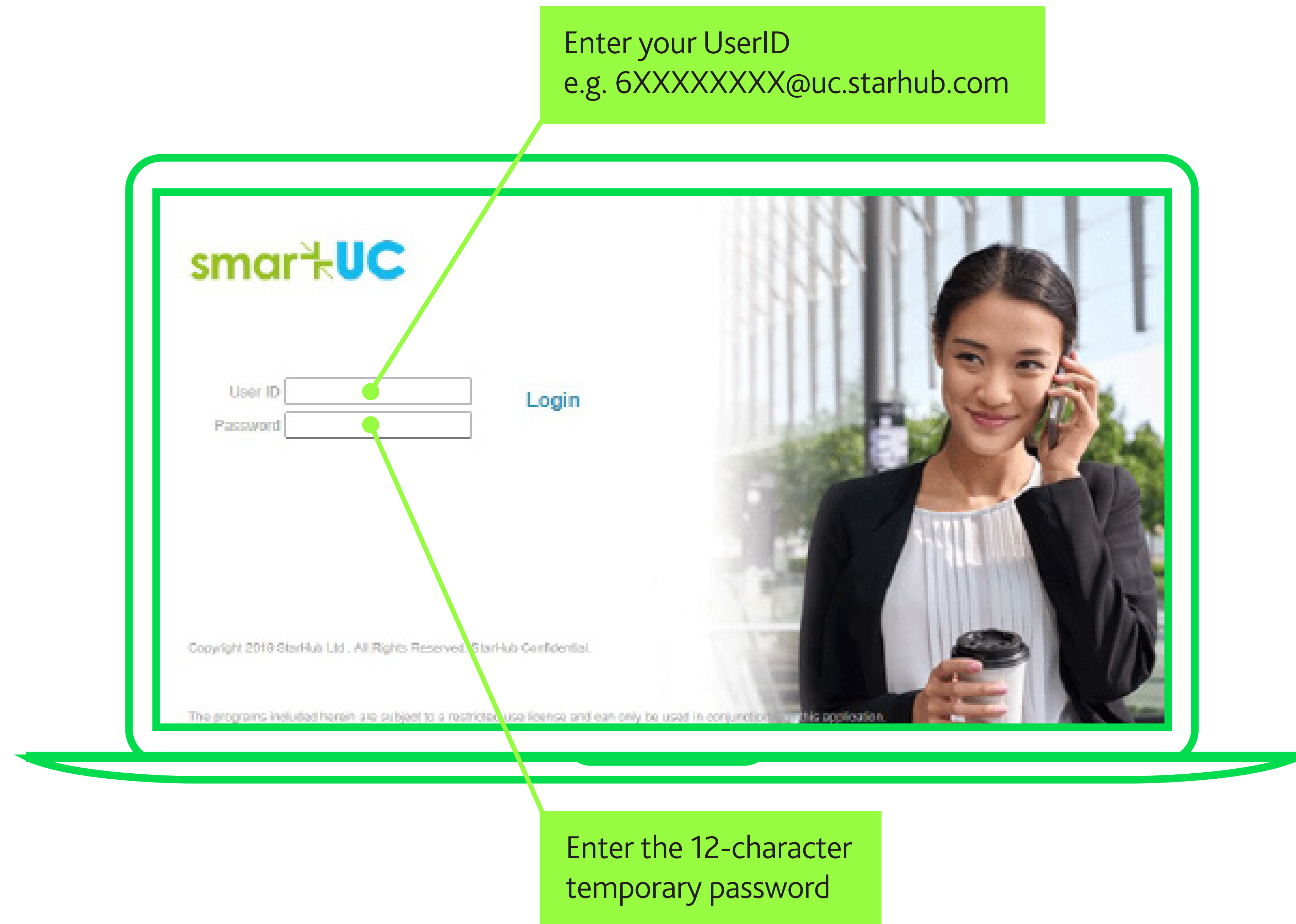*Note: If you wish to turn off Call-Forwarding, select "Off" and click "Apply".*

Getting your new temporary password

Getting your new temporary password

After the security update is completed, you will need to log into the [SmartUC Portal](#) with your new temporary password, which has been sent to your SmartUC Administrator.

If you have not received your temporary password, please approach your SmartUC Administrator.

Enter your UserID
e.g. 6XXXXXXXX@uc.starhub.com

Enter the 12-character temporary password
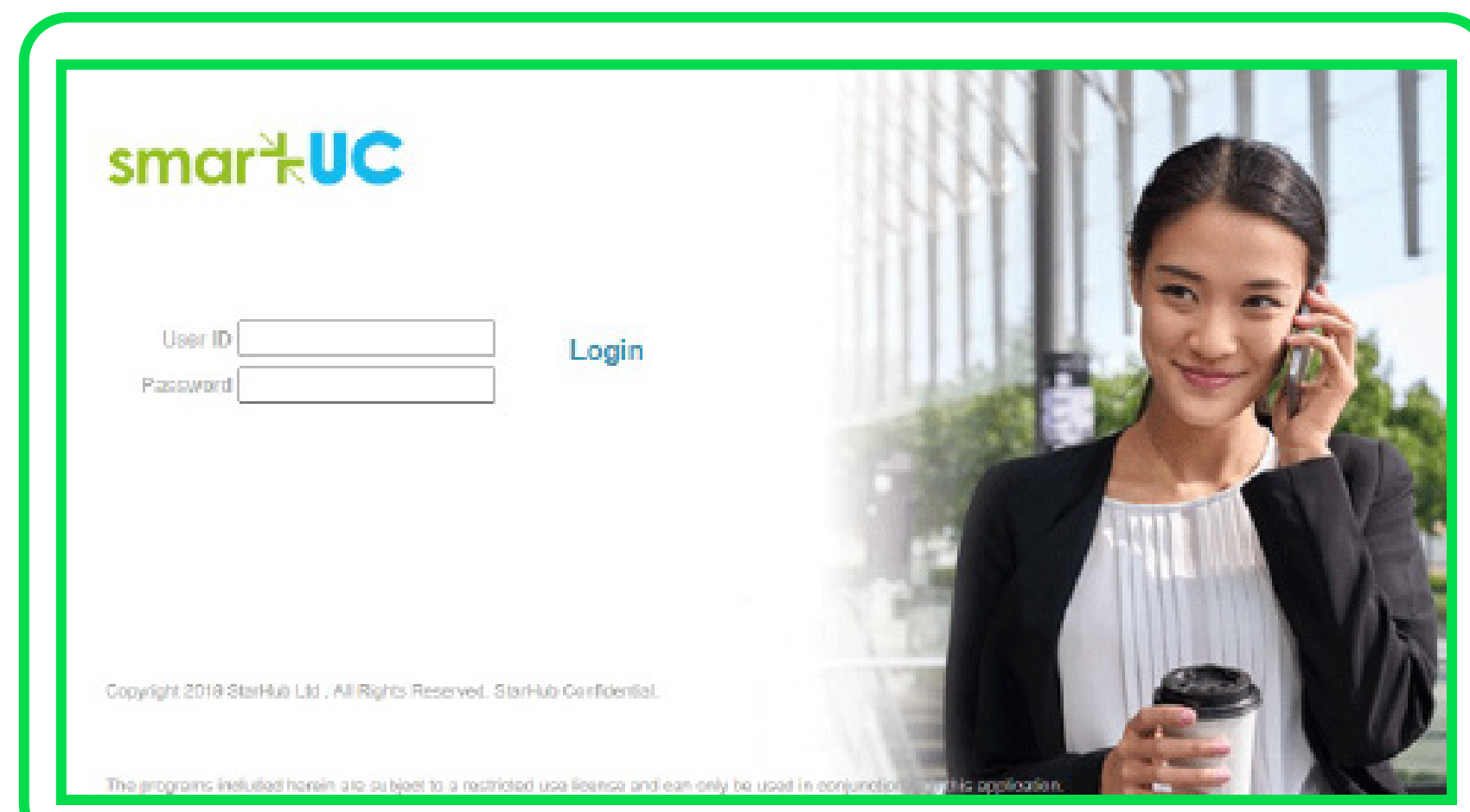
Password change and reset

This can only be done through the SmartUC Portal.
If you have forgotten your password, you will need
to approach your SmartUC Administrator to reset
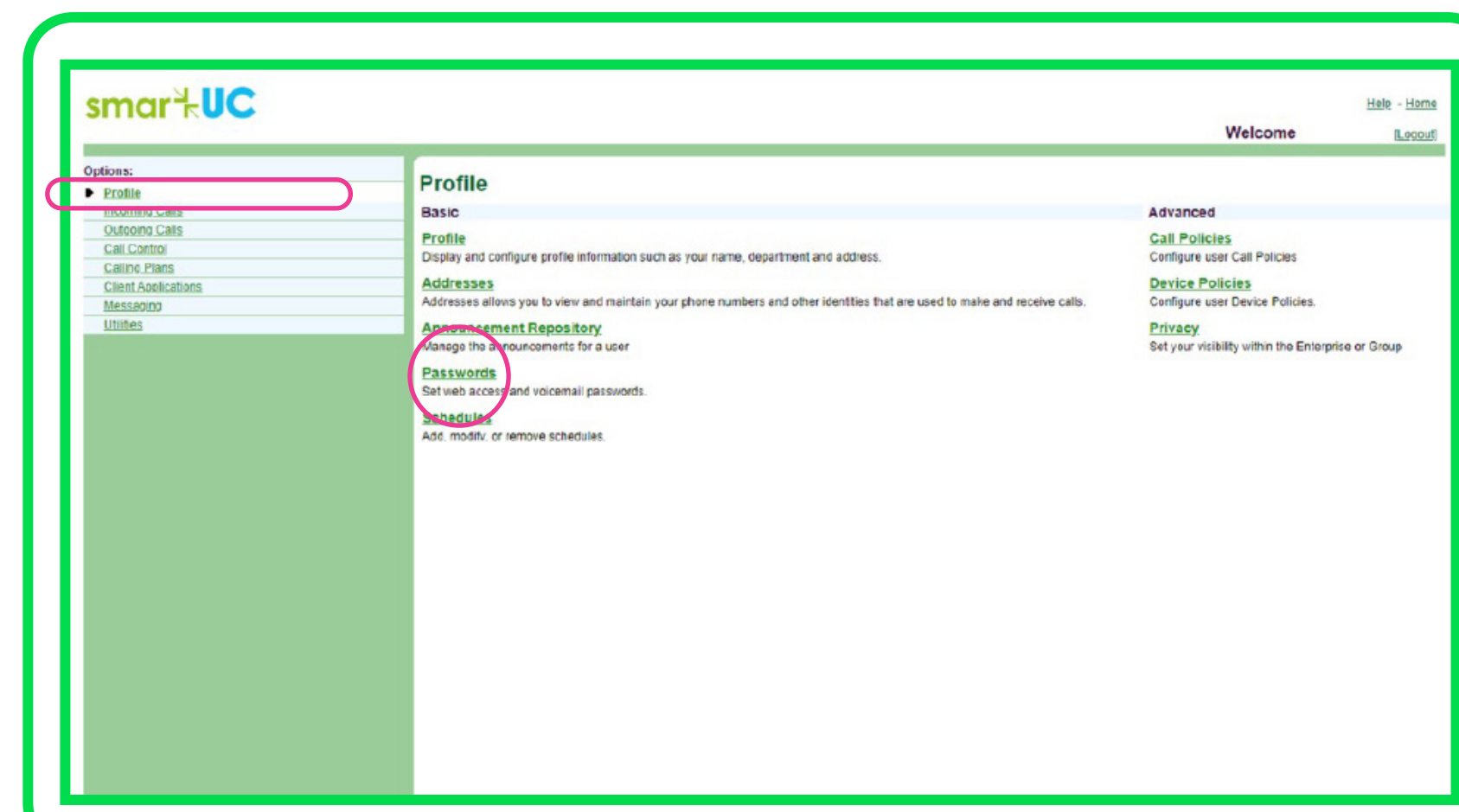the password for you.

How to Change Your Password

1   Log into the SmartUC Portal at
https://web.uc.starhub.com/Login/
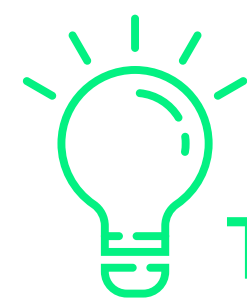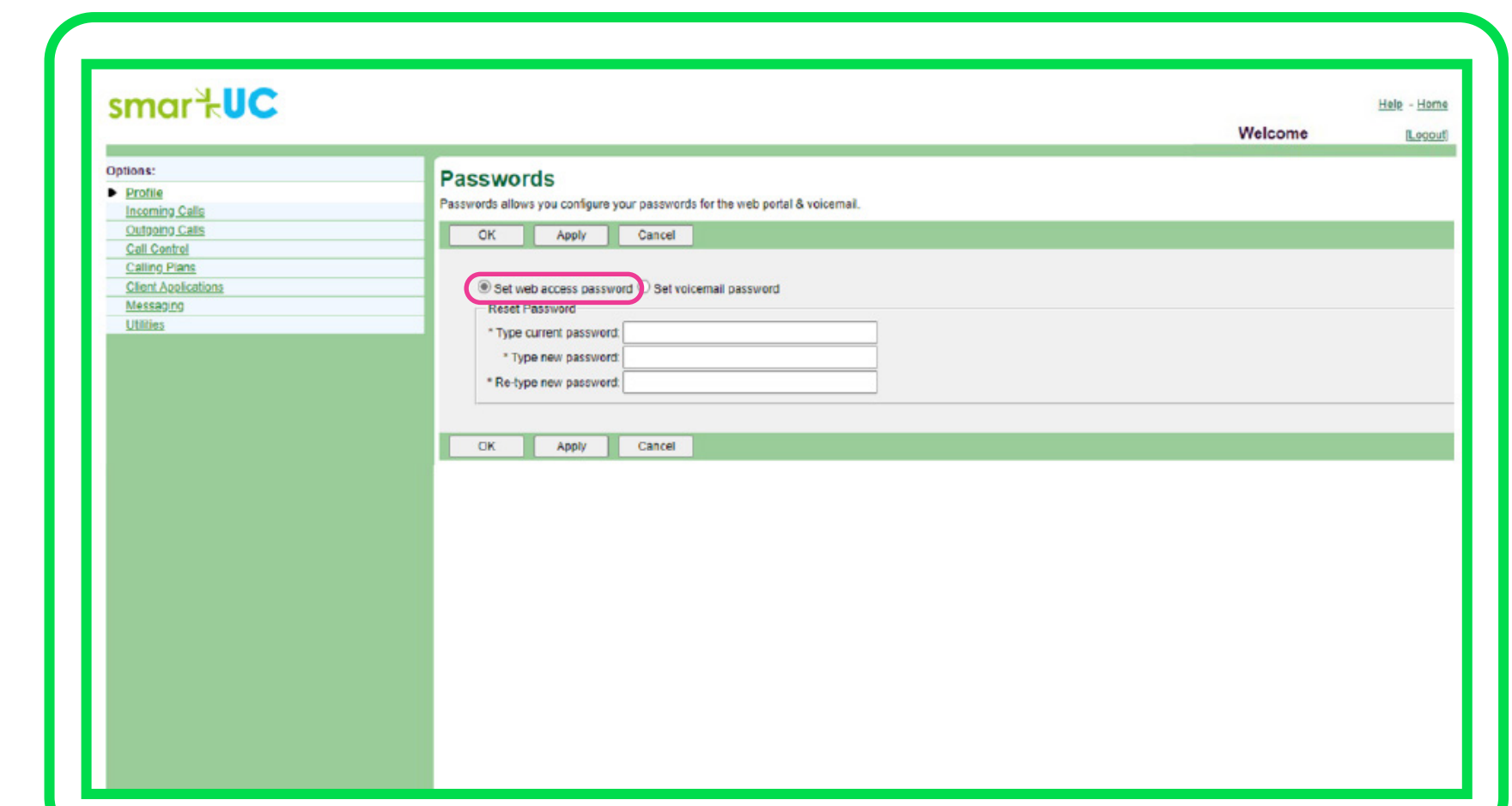

2   Click on "Profile", then "Users".

3   Select "Set web access password" and enter your current and new passwords.
Then click on "Apply".

Tips for creating a strong password

- Use at least 12 characters
- Use a mix of at least 1 uppercase letter, at least 1 lowercase letter, and at least 1 number or symbol within your password.
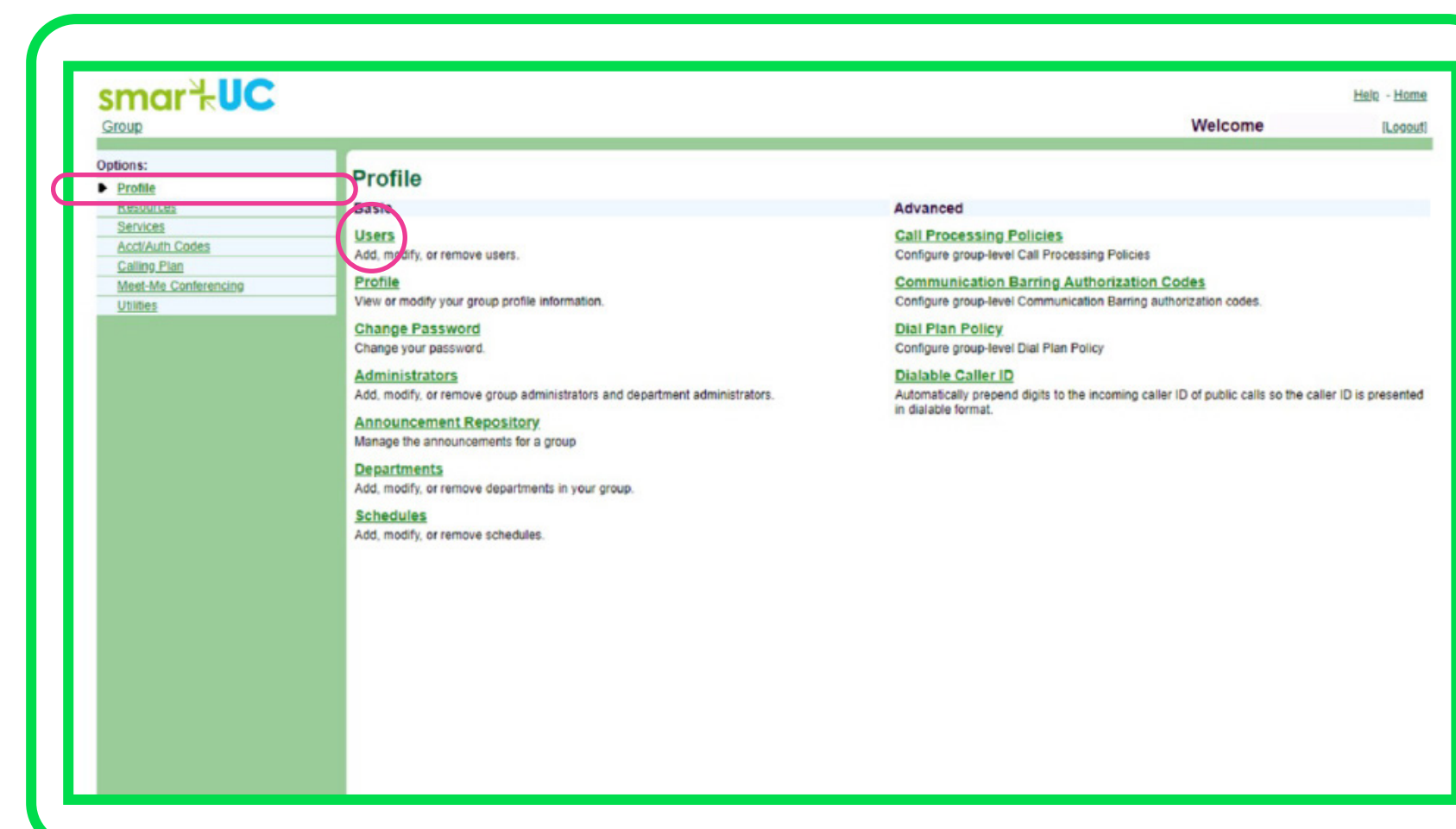- Pick 5 or more words that relate to a memory that is unique to you.

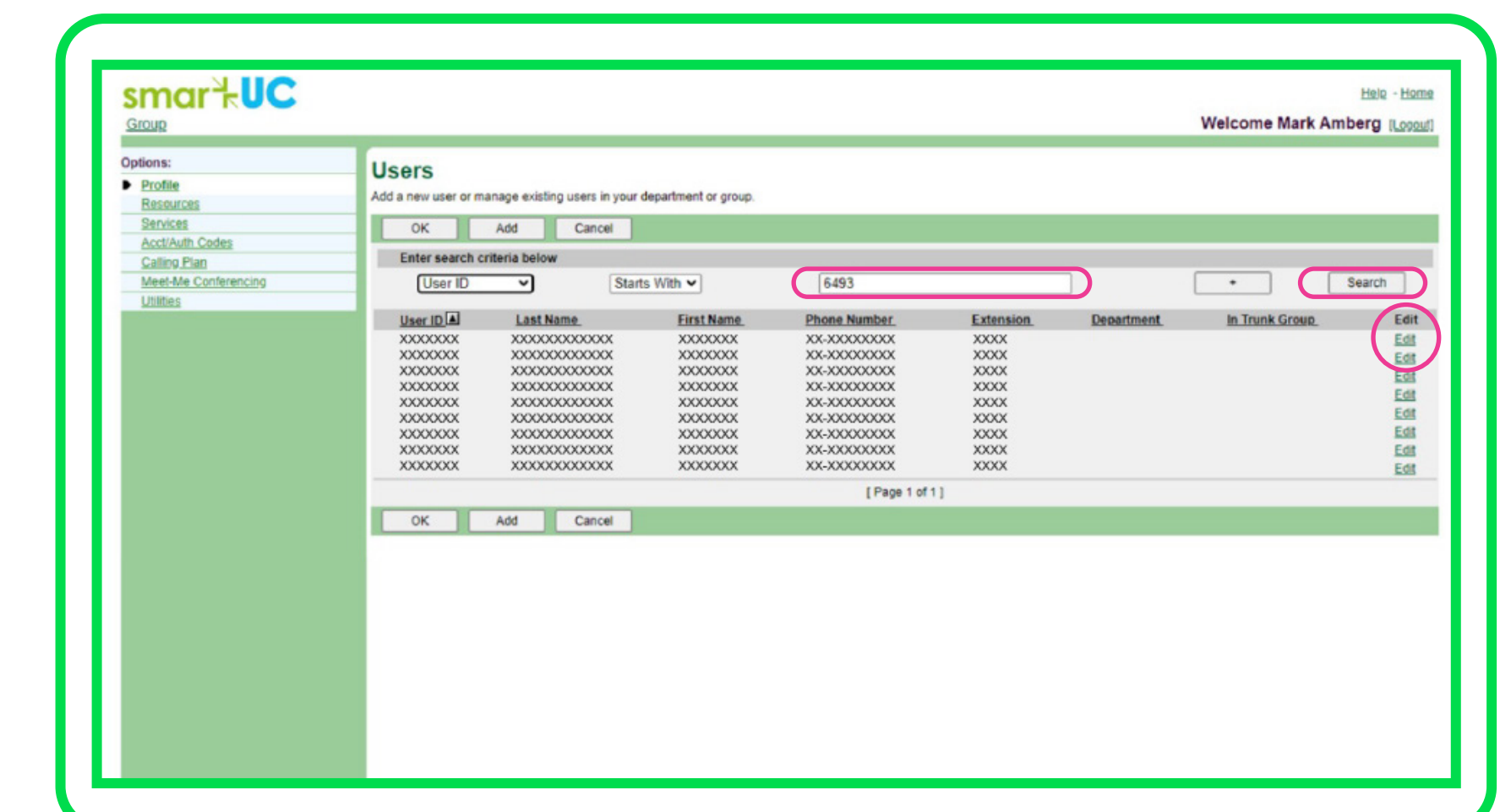# How to Reset Your User's Password

For Administrators

1 Log into the SmartUC Portal at
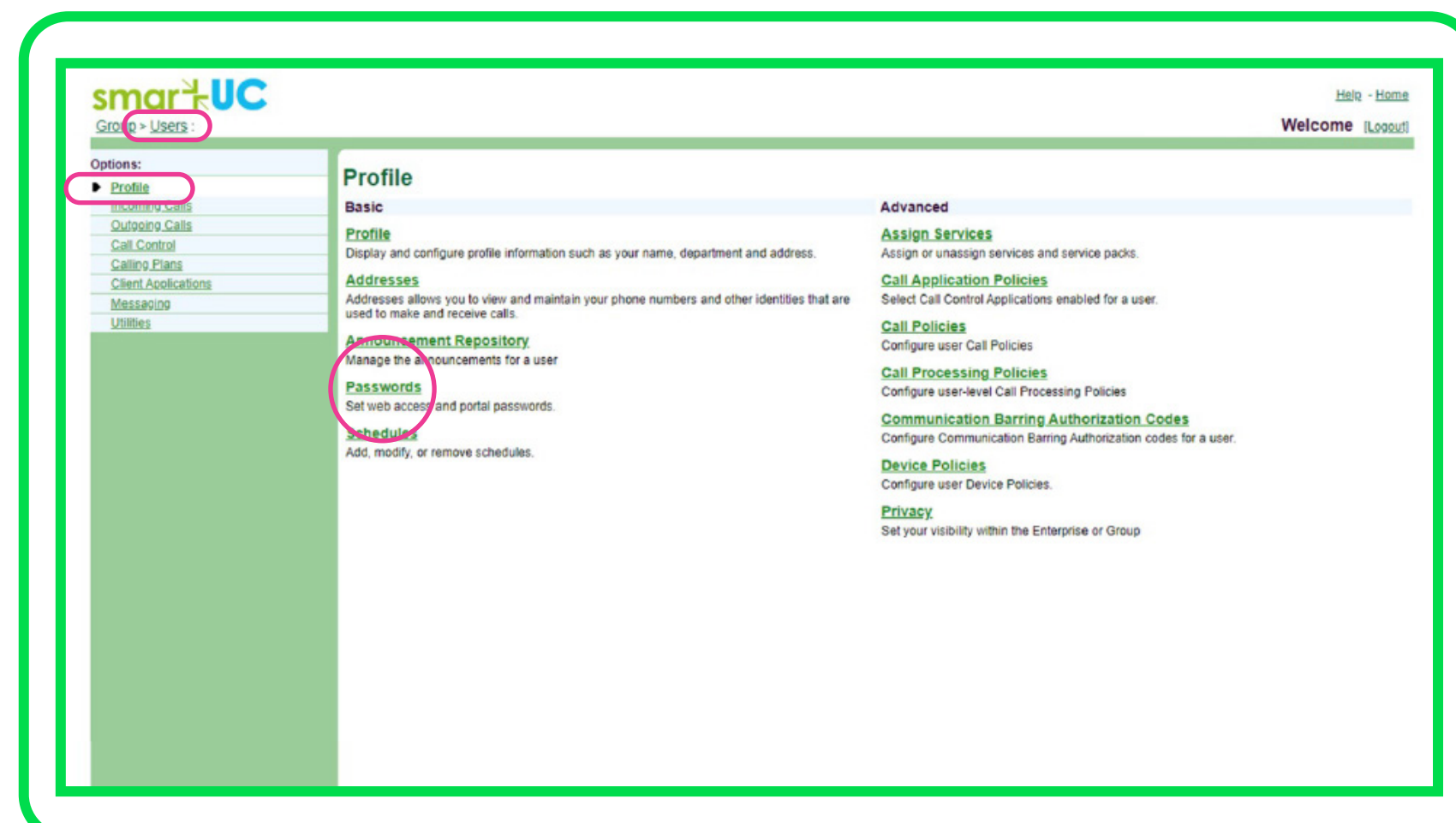https://web.uc.starhub.com/Login/
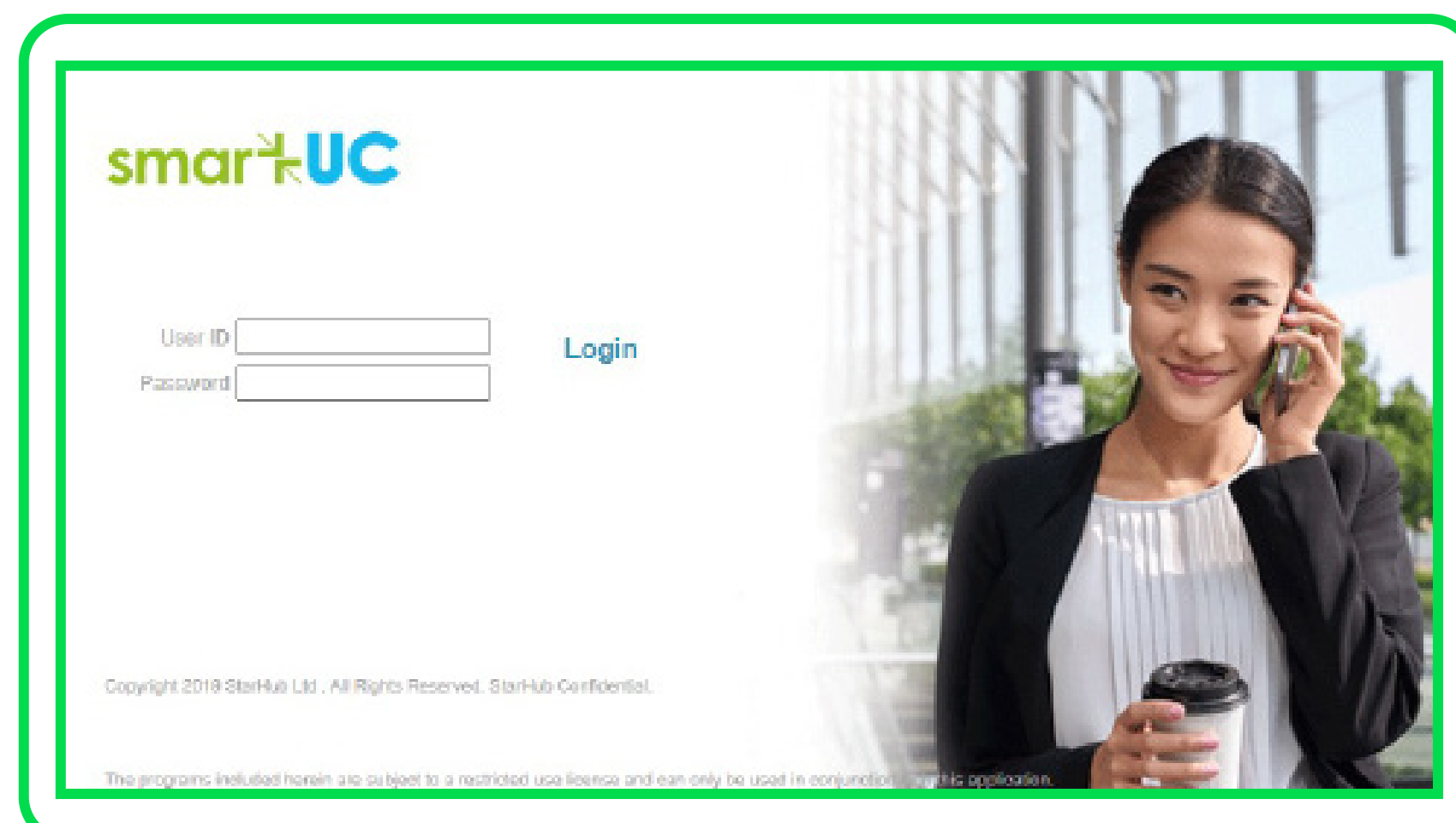
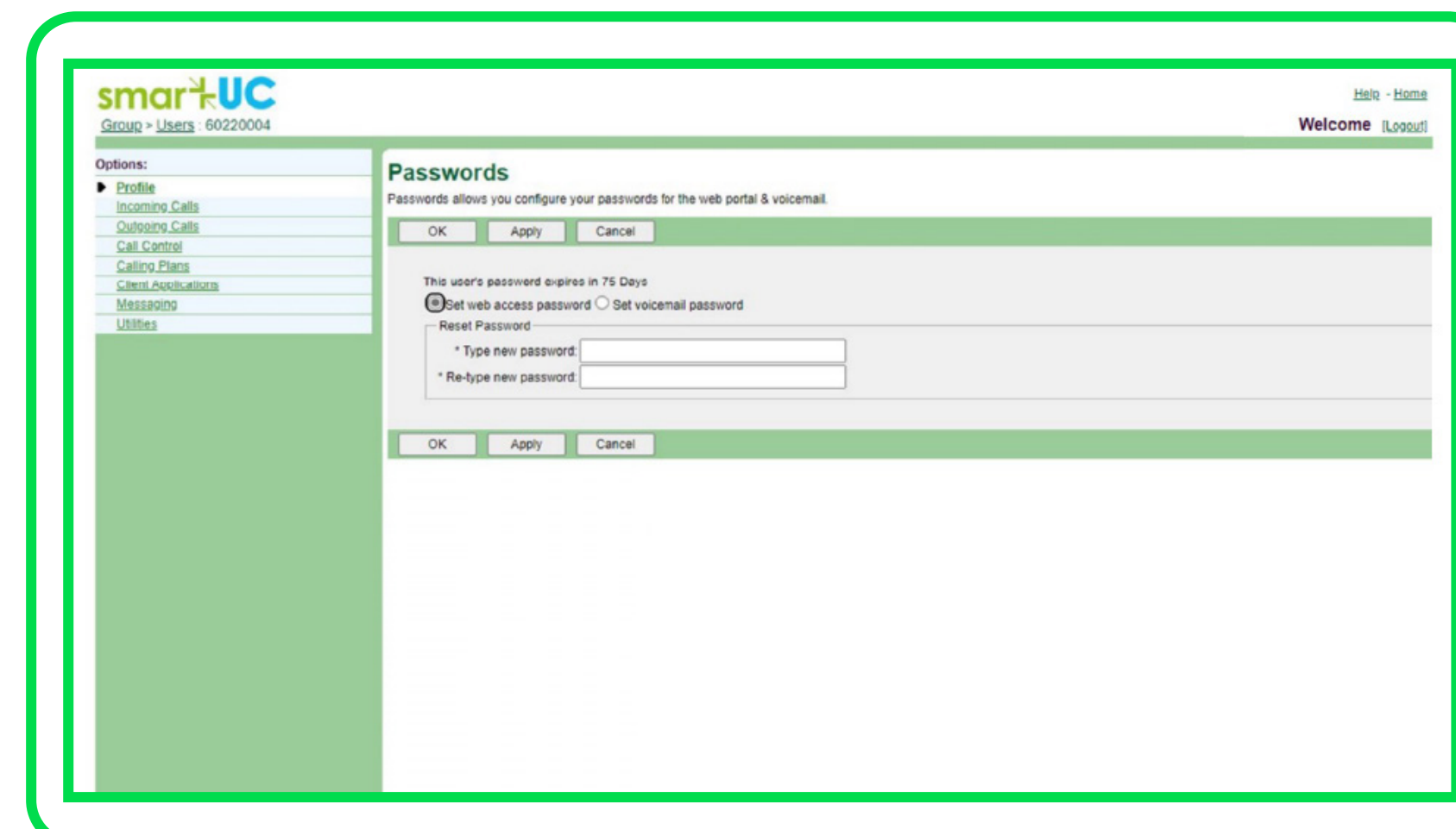**2** Click on "Profile", then "Users".

3 Select "User ID" as the search criteria, key in the user number, click on search and select "Edit".

4 Once on the User page, click on "Profile" and then "Passwords".

5 Select "Set web access password".
Input the new password and click "Apply".

Please be reminded to inform your user of these new credentials for their first log into the SmartUC Portal. Upon logging in, they should then change their password at the portal.
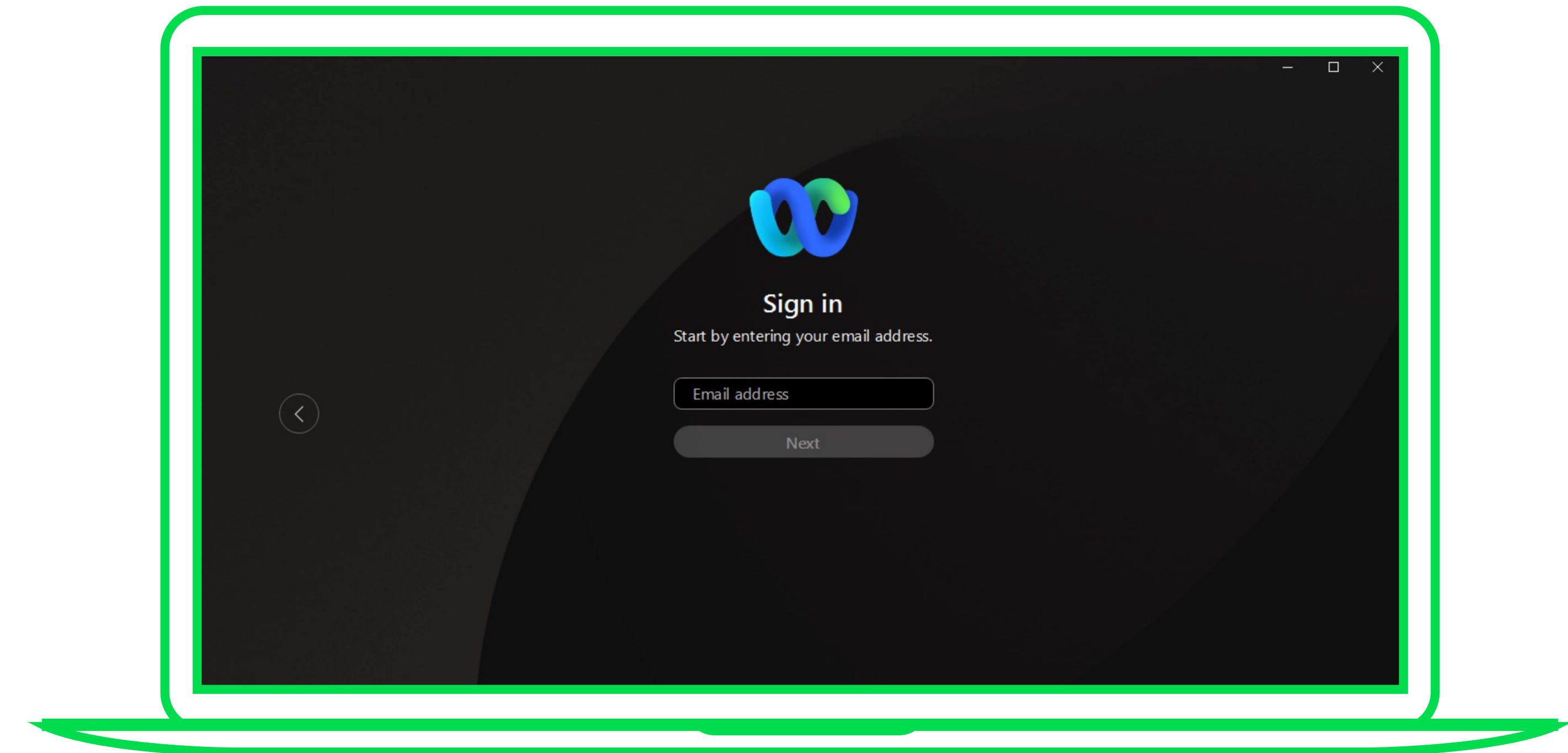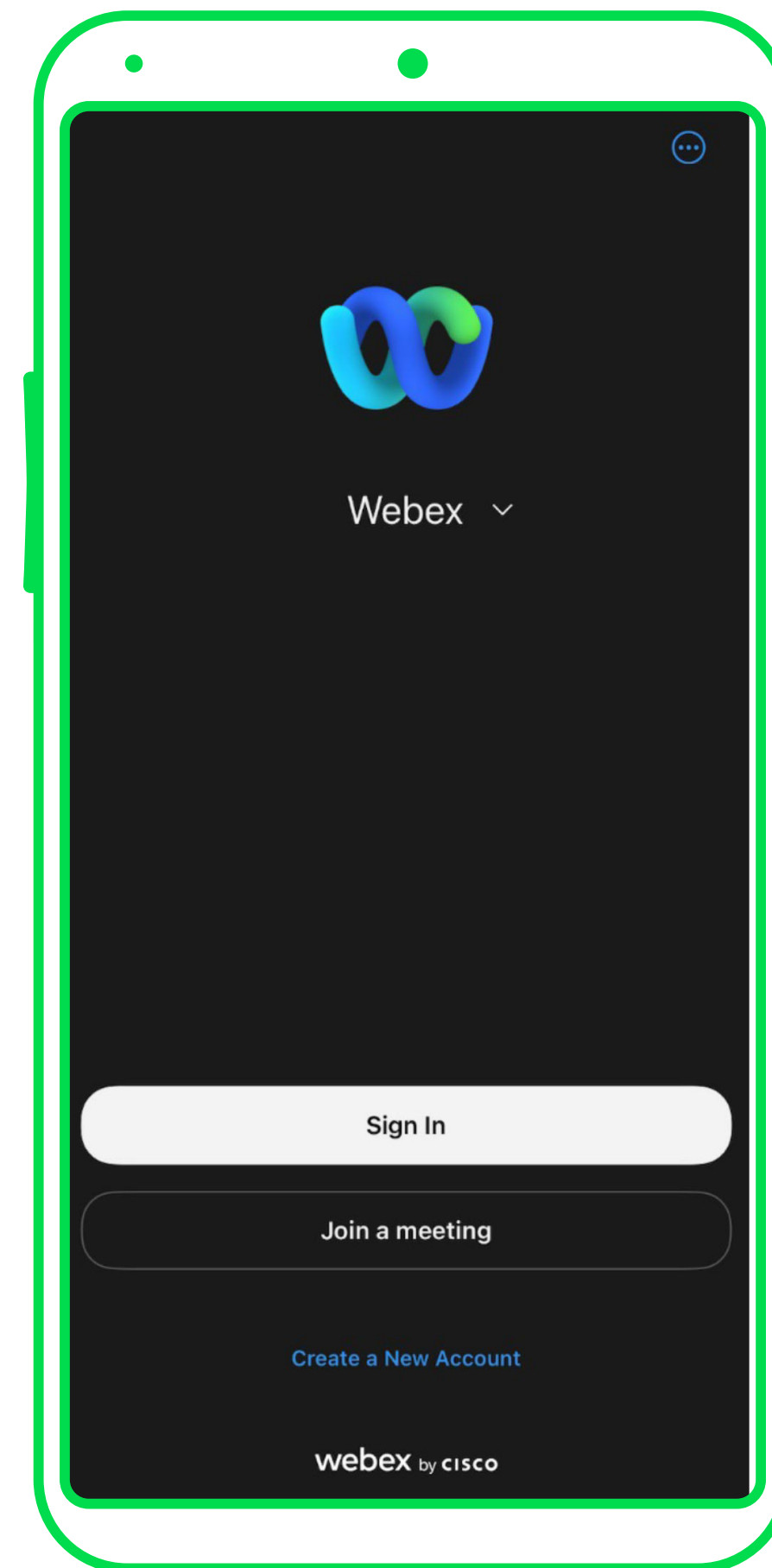
Logging in with your new password

Logging in with your new password

1 Relaunch the app on your device(s) and click on "Sign In".

2 Key in your email address.

3 Key in your SmartUC User ID and new password.

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