

To forward your desk phone calls to your cell phone, or another alternative phone number, follow these instructions.

**Note:** Calls cannot be forwarded to international phone numbers.

## From Your Desk Phone

1. Dial **\*72#**.
2. You will hear the following message, "Please enter the destination number for call forwarding always followed by the "#" key."
3. Enter the **10-digit number** to which to forward your calls followed by the "#" key.
4. You will hear the following message, "Your call forwarding always service has been activated successfully."
5. Make a test call to the number that was forwarded to confirm that the forwarding is active and forwarding correctly. It is not uncommon to typo when entering the number to which to forward. If this occurs, you will receive error messages and will need to follow the steps above to enter the corrected number.

### Deactivating Call Forwarding from Your Desk Phone

Once you return to the office you may want to deactivate call forwarding. Follow these steps to deactivate call forwarding from your desk phone.

1. Dial **\*73#**.
2. You will hear the following message, "Your call forwarding service has been de-activated successfully. Thank you."

## From Another Campus Phone or Off Campus

- A. Dial **919-962-HELP** and select option number 5 to speak to someone in the telecommunications office.  
or
- B. Visit the [UNC-CH Help Desk](https://help.unc.edu) at <https://help.unc.edu>.
  1. Select the **Request Service** button.
  2. Enter ONYEN and password.
  3. Select the **Request Telephone, Voicemail, or Cable TV Services** tile.
  4. Complete required fields.
  5. Enter **your cell or home phone number** in the Local contact phone number field.
  6. Enter, "**I need assistance in forwarding my office phone number (XXX-XXX-XXXX)**." in the Additional information field.
  7. Click the **Request** button to submit the request.