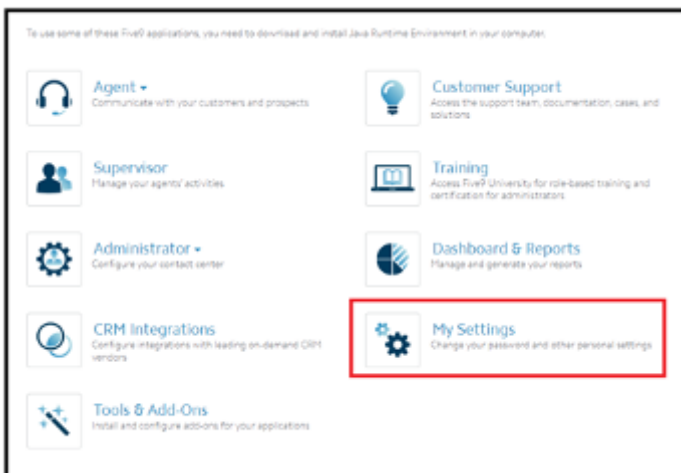


Five9 Call Forwarding [1]

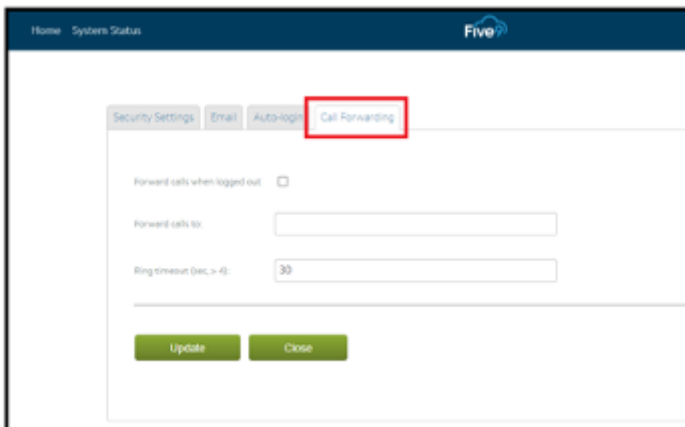
March 31, 2023 by [m.essa](#) [2]

To turn call forwarding off or on, users should log into the five9 website [3].

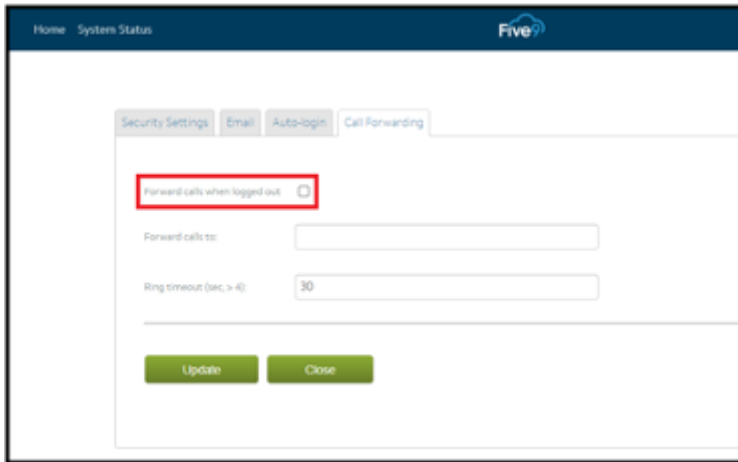
- Once the user has logged in, click on **My Settings**



- Click on the **Call Forwarding** Tab



- Check on/uncheck the **Forward calls when logged out** field.



IMPORTANT

- Make sure when entering phone number, the appropriate area or country code is entered WITHOUT special characters.
- The Ring timeout field notes how long the call will be offered to the number assigned before it gets routed back to the main system.

Related Wikis

- **Collegis**
 - [Partnering with Collegis for Success](#) [4]
 - [Preferred Communication Method](#) [5]
 - [Understanding Collegis Benchmarks](#) [6]
- **Five9**
 - [Recommended Audio Settings for Five9](#) [7]
 - [Five9 Call Forwarding](#) [1]
 - [Updating Greeting for Five9](#) [8]
- **Mogli**
 - [Bulk SMS Sends](#) [9]

Display Title:

Five9 Call Forwarding

Send email when Published:

Yes

Source URL:<https://www.cu.edu/blog/integrated-online-services/five9-call-forwarding>

Links

- [1] <https://www.cu.edu/blog/integrated-online-services/five9-call-forwarding>
[2] <https://www.cu.edu/blog/integrated-online-services/author/108091> [3] <https://login.five9.com/>
[4] <https://www.cu.edu/blog/integrated-online-services/partnering-collegis-success>
[5] <https://www.cu.edu/blog/integrated-online-services/preferred-communication-method>
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[7] <https://www.cu.edu/blog/integrated-online-services/recommended-audio-configuration-five9>
[8] <https://www.cu.edu/blog/integrated-online-services/five9-update-greeting>
[9] <https://www.cu.edu/blog/integrated-online-services/bulk-sms-sends-0>