

## How To Change User Display Name on Mitel MiVoice

A user's phone profile name is displayed on other users' phones when that user places an internal 4-digit extension dial call. Additionally, a user's phone profile name is listed in the Employee Directory and displayed on several other screens in the ShoreTel Sky Portal that are accessible to only Authorized Contacts.

To change the phone profile name for any of the users in your organization, use the following instructions:

1. Authorized Contacts (Phone Managers and Decision Makers) can log into the ShoreTel Sky Portal at <https://portal.shoretelsky.com/> with business email address (username) and user password.
2. Navigate to Phone System > Users
3. Search for the desired user by typing search criteria in the Contact Name, Service/Phone Name, Phone Number, and Email search fields, and by selecting a specific location address from the "All locations" drop-down menu located above the toolbar.
4. In the row of the desired user, click the linked name in the Contact Name column of the Users screen, which opens the Personal Information screen displaying the Contact tab.
5. In the Contact Information "Name" area, click the existing name to the right of First and/or Last, and edit as desired.
6. To save the changed name(s), click the check mark to the right.