

# ADMIN CommPortal Quick Reference Guide



**Business Group Admin HOME PAGE** 

**CommPortal** Business Group Administrator Portal gives you a powerful and easy to use on-line interface to manage your company's phone system settings.

See complete VVX Phone User Guide for additional instructions.

# Logging In to Business Group Admin Portal (see image at right)

- 1. Go to https://myfeatures.itstelecom.net/bg
- 2. Enter your 10 digit phone number
- 3. Enter your **default** password:
- 4. You can change the password after that time.

### **Business Group Admin Home Page**

The CommPortal BG Admin **Home Page** displays icons of all the services available in the Business Group as well as a scrollable left-hand sidebar, both of which provide links to screens where you as the BG Administrator can configure and view each service.

## If you <u>Forgot</u> your Password

- 1. Go to USER version of CommPortal http://myfeatures.itstelecom.net
- 2. Click on Forgotten Password link on the log in page
- 3. Follow the prompts to change your password.

## Change Your Administrator Password

- 1. Click on **All Lines** link on Home page, then locate your **Admin** phone number.
- 2. Click on **Actions** drop down arrow next to your number.
- 3. Select View individual settings.
- 4. Click on View Account Settings (bottom right)
- 5. Click Change Password link in the Security Column
- 6. Follow the prompts to change your administrator password.



	Business Group Adn	nin Portal		De	abbie Smith
Home	Lines				
Groups					
Hunt Groups (MLHGs)	Telephone Number	Ext.	Name		
Call Pickup Groups	Search for		in any f	ield	•
All Lines	(772) 000 0000		ITS Fiber Demo Auto At	tendant	Actions V
S Users	(772) 000 0001		DJM Test Line		Actions V
Attendants	(772) 000 0003	1000	Jacqui Chan	View indivi	idual settings
Group Access	(772) 000 0004	1000	Ruby Red	Edit perso	nal details
Phones	(772) 000 0005	1000	Eva Menedes	Reset line	
Services	(772) 000 0006	1000	Jeff Bridges	Unlock ac	count

*Note:* Your portal views may appear different than images shown here depending on your settings and subscribed services.

# 772-597-3423 | ameyer@bluestreamfiber.com | www.bluestreamfiber.com



# Working with Groups - Hunt Groups (see image at right)

1. Click on the **Hunt Groups** lcon to access the Hunt Groups main screen and management page.

#### **On Hunt Group Main Screen:**

- 1. Select one or more Hunt Groups using check boxes and move the selected Groups between Departments.
- 2. Click on a **specific** Hunt Group to access configuration.

#### On Configuration Screen for <u>each</u> Hunt Group you can:

- 1. View details and configuration options for Hunt Group members and member lines.
- 2. Add or remove member lines or change position of lines within the group.
- 3. Change the name of the Hunt Group.

#### **Managing Lines and Phones**

The Lines page displays all the lines in the selected Department. In the left side panel, Icons help indicate lines of a particular type: **Users, Attendants, Groups or Phones**.

#### Unlock User Account

- 1. Click on All Lines link to view numbers
- 2. Find User's phone number
- 3. Click on Actions drop down menu arrow for that User.
- 4. Select Unlock Account.
- 5. A pop up window will confirm account is unlocked.

#### Change A User's Password

- 1. Click on **All Lines** link on Home page, then locate **User** phone number.
- 2. Click on **Actions** drop down arrow next to the number.
- 3. Select View individual settings.
- 4. Click on View Account Settings (bottom right).
- 5. Click **Change Password** link in the **Security** Column and follow prompts.

#### **Reset Line (Allocate a phone line to a new person)** Please note that resetting a line removes all the current data associated

with the line including any contacts, messages and personal settings.

- 1. On **Lines** page, click on **Phones** in left panel
- 2. Click on Actions drop down menu arrow
- 3. Select **Reset Line**
- 4. Enter new information in Pop-up box and select details
- 5. When all changes have been made, click **OK** to reset line.
- 6. A **New User Details** box will appear with updated info including the default PIN/Passwords.
- 7. Administrator can send new information to new User.

	Business Group Admir	n Portal	Debbie Smith 👻				
Home	Hunt Groups						
Groups	A Hunt Group (MLHG or Multi-Line Hunt Group) is a set of lines within a Business Group						
Hunt Groups (MLHGs)	(members), so that calls to the group are passed to a non-busy member of the Hunt Group, or may be added to a queue if all members are busy. Please contact us if you would like to set up a						
	new Hunt Group.						
-NOC Access Line	Hunt Group Name	Number of Members	Service Level				
Call Pickup Groups	Arrow Line	3	Hunt Group				
All Lines	CSR	<u>4</u>	Hunt Group				
Lusers	Sales Dept	4	Hunt Group				
O Attendants							
ALL Group Access							
Phones							



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Groups				
Hunt Groups (MLHGs)	Telephone Number	Ext.	Name	
Call Pickup Groups	Search for		in any fiel	d 📕
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& Users	(772) 000 0001		DJM Test Line	Actions V
O Attendants	(772) 000 0003	1000	Jacqui Chan	View individual settings
A&A Group Access	(772) 000 0004	1000	Ruby Red	Edit personal details
Phones	(772) 000 0005	1000	Eva Menedes	Reset line
Services	(772) 000 0006	1000	Jeff Bridges	Unlock account
Departments	(772) 000 0003 7	1000	Bruce Lee	Actions V

#### Forward Main Phone Line (instructions may vary per customer)

- 1. Click on All Lines link and locate Main number.
- 2. Click on **Actions** drop down arrow next to the number.
- 3. Select View individual settings.
- 4. Click on Go to Call Manager Button.
- 5. Select Forward option and enter the phone number where you want calls to go.
- 6. Click on Apply.

#### Access Auto Attendant

- 1. From the Home Page click on Auto Attendant Icon.
- 2. New window opens with Auto Attendant Configuration Page.
- 3. See Admin Auto Attendant Guide for further details.

# 772-423 | ameyer@bluestreamfiber.com | www.bluestreamfiber.com