

# USER CommPortal Quick Reference Guide



**ITS CommPortal gives you a powerful and easy to use on-line interface to use manage and access your voice mail and phone settings.**

See complete [VVX Phone User Guide](#) for additional instructions.

### Logging in to CommPortal

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

### CommPortal Home Page (see the image at right)

The CommPortal home page is the main screen where you can view Call Manager settings, new voice messages, recent received and missed calls, contacts, and a range of other services.

### Change Password

1. Go to **Security column** at bottom of Home Page.
2. Select **Change Password link**.
3. Follow the prompts to change your **Password**.

Change Password

Current password:

New password:

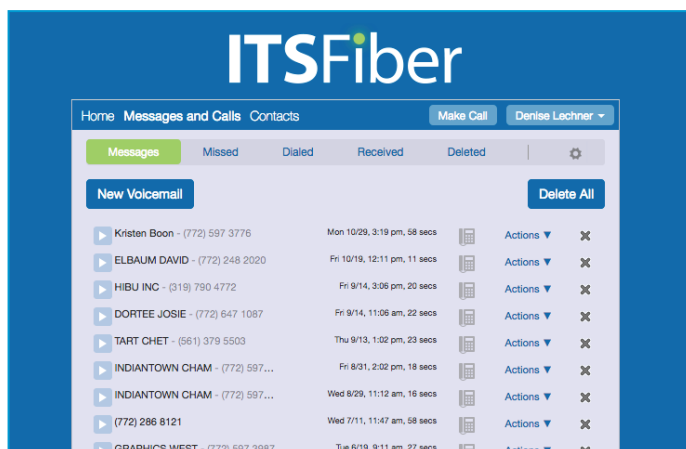
Confirm new password:

### CommPortal Home Page (image below)



### Messages & Calls (see image at right)

- The **Messages & Calls** link/tab displays all call activity. Here you can retrieve voice mails and play, delete, or mark as heard/unheard. Note that you can listen to your voice mails in any order. A window will open to display the **Voice mail Player**.
- Use the **Action** drop-down alongside each message to mark message as Heard or forward as an email.
- Click on one of the sub-tabs like **Missed, Dialed** and **Received Calls** to show you all your recent called activity.



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

## Call Manager

- The **Phone Status** panel in the center of the CommPortal Home page displays your **Call Manager**. Here you can set your availability status and control how incoming calls are routed to you and how outgoing calls can be forwarded to other phones.
- The section on the left is where you set your status to *Available* or *Do Not Disturb* or to *Forward All Calls*.



## Changing Your Settings (see images at right)

You can view and change CommPortal settings directly using icons in the Your Services section on the Home page.

### Call Settings

Use Call Settings to configure your call services, select how Caller ID is displayed, and more.

### Message Settings

Use Message Settings to control how your messages are handled including sending Voice mail-to-Email and to configure Mailbox Access.

### Setup Voice Mail-To-Email

1. Select the **Message Settings** icon
2. Select the **check box** that **Forwards Messages as Email**
3. Click **Edit** under **Forward to:**
4. Enter email address where you want message to go.
5. Select any other settings you would like.

### Notifications

Click Notifications to set up how you will receive notifications whenever you receive new messages.

On the **bottom panel** of Home page there are additional **LINKS** to perform additional tasks.

### Devices

Under Personal Details click on Devices link to configure your phone keys.

### Configure Your Phone Keys

1. Select the **Devices** icon
2. Select the **Set Keys** to configure your desk phone

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Click on the appropriate icon to change various settings from the CommPortal Home Page.

