

ADMIN CommPortal Quick Reference Guide



ITS 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 **Forgot** 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 Admin HOME PAGE

Telephone Number	Ext.	Name	Actions
(772) 000 0000		ITS Fiber Demo Auto Attendant	Actions ▾
(772) 000 0001		DJM Test Line	Actions ▾
(772) 000 0003	1000	Jacqui Chan	View individual settings
(772) 000 0004	1000	Ruby Red	Edit personal details
(772) 000 0005	1000	Eva Meneses	Reset line
(772) 000 0006	1000	Jeff Bridges	Unlock account

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

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

1. Click on the **Hunt Groups** icon 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 each 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.

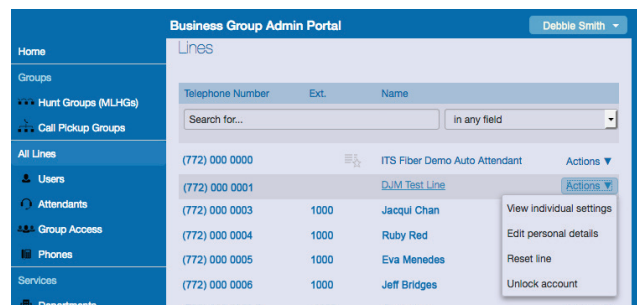
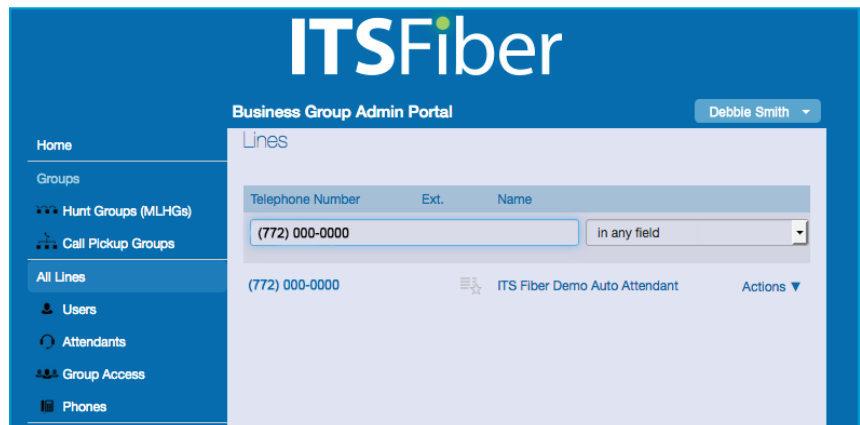
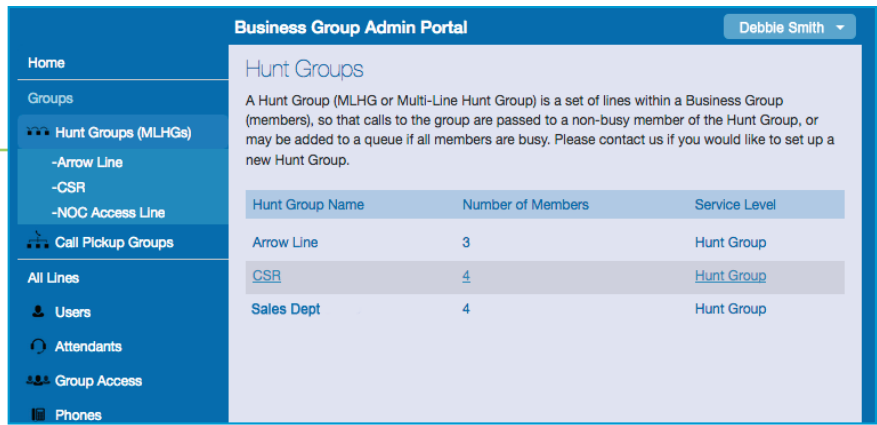
Change A User's Password

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.



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.