Introducing CommPortal

CommPortal provides a web interface to your phone settings.

- Accessing
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- Logging out

Accessing

To access CommPortal point a browser at https://commportal.connectbetter.net

CommPortal is supported on Windows Vista and later, using the following browser versions:

- Internet Explorer 11
- Edge
- Firefox
- Google Chrome

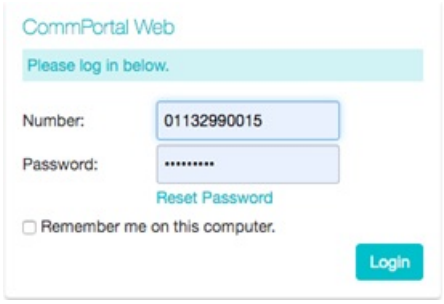
JavaScript must be enabled on your browser.

CommPortal is also supported on Mac OS X10.8 and later on Safari version 5 or later and Google Chrome (Mac OS X only).

Logging in

The following shows a sample CommPortal login page.

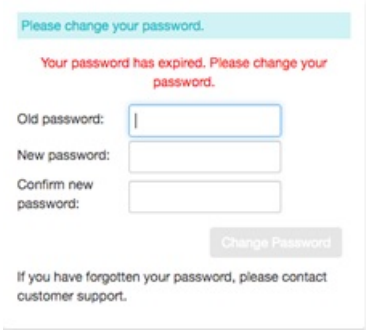
CommPortal login page



To log into CommPortal enter your phone number followed by your password, and click on Login.

- If this is the first time you have attempted to log in, you will asked to reset your password.

CommPortal change password



- You will be asked for a security email address. This is required in order to keep you informed of password changes and to send forgotten password links

If you are using a public computer, do not tick the *Remember me on this computer* checkbox and always make sure you explicitly log out of CommPortal when you have finished to protect your account from being accessed by other users.

Changing Your Password

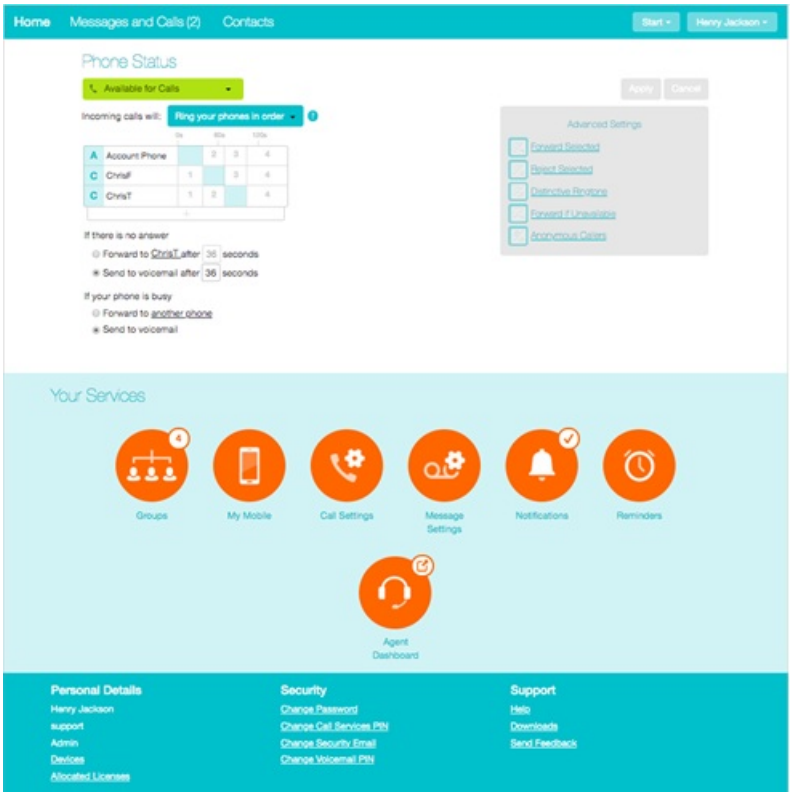
There are two ways to change your password:

- Use the **Reset password** link on the login page. This option is particularly useful if you have forgotten your current password.
- Use the **Change Password** link in the bottom panel of the CommPortal Home page. You must know your current password as you will need to enter this before you can set a new password.

Using CommPortal

Once you have logged in, you will see the CommPortal Home page.

CommPortal Home page



Along the top of the window are a series of links which you can select to take you to the different pages within CommPortal.

- **Home**. This is the home page you see when you first log into CommPortal. This becomes a Back button on other screens so that you can easily find your way back to the Home page.
- **Messages & Calls**. This shows you all of your voice, fax and video messages, and the calls you've made, answered or missed.
- **Contacts**. You can add and view all of your contacts and their phone numbers in this tab.
- **MakeCall/Start Meeting**
  - **Make Call** This launches a Dialer so that you can make calls directly from CommPortal.
  - **Start Meeting** This opens up the Meeting application so that you create Meetings and/or manage Webinars.
- Your name, with a drop-down where you can log out of CommPortal. You should log out of your account when you have finished to avoid the risk of someone else accessing it. This is particularly important if you are viewing CommPortal on a shared computer.
  - If you have any other lines associated with your CommPortal account, this drop-down will also include a links to the UIs for those lines.

The main panel shows your Phone Status.

- If you have a Call Manager service, you can use this panel to configure the incoming call and call forwarding services on your phone line, like Call Forwarding and Selective Call Rejection.

The **Your Services** panel provides links to screens where you can configure the various CommPortal services that you have. For example:

- **Reminders**. This page allows you to set up reminder calls.
- **Groups**. Here you can view any groups your line belongs to, such as hunt groups. You can also login and logout of groups here.
- **Call Settings and Messaging Settings**. Here you can configure how calls and messages are handled.

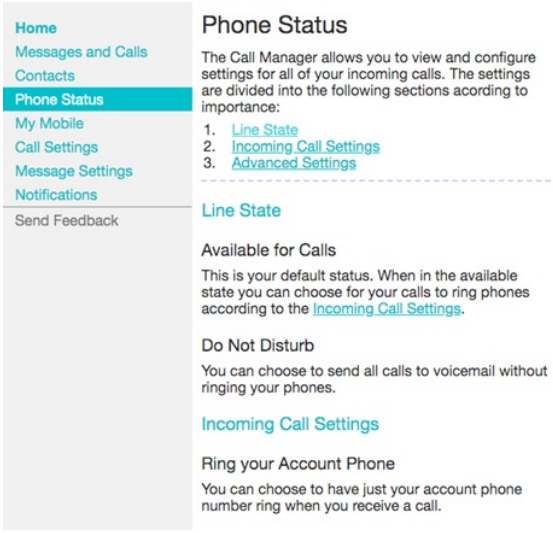
The bottom panel gives you access to numerous other options, such as changing your password and PINs, configuring the keys on your desk phone, downloading CommPortal apps, accessing Help pages, and sending feedback to report problems with the interface to your service provider.

Using the functions in each of these pages is described in more detail in the rest of this document.

Getting Help

If you need some assistance with using CommPortal, you can click on the **Help** link at the foot of the page.

You will then see another browser window with help for the page you are currently using:

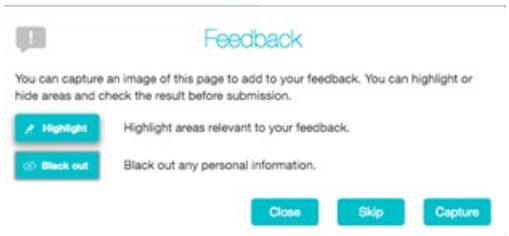


Sending Feedback

If you want to send feedback to your service provider, for example to report a bug or suggest an enhancement, click on the **Send Feedback**

You will then see a pop-up.

CommPortal Send Feedback



- If you want to include a screenshot of the CommPortal interface:
  - Highlight particular areas of the screen by selecting **Highlight**, positioning the cross-hatch and then dragging – the area that will be included in the screenshot will be highlighted.
  - Use the **Black out** option to disguise any personal information
  - Click **Capture**.
- If you do not want to include a screenshot, click **Skip**.
- This launches a second screen, with the screenshot on the right (if you have taken one) and a box where you can add a description of the problem you have encountered or enhancement you would like to see.

Send Feedback second pop-up

- Finally, click the Submit link to send your feedback.

Logging out

If you don't use CommPortal for 30 minutes you will be automatically logged out. However, if you wish to manually log out, for example because you've been accessing CommPortal using a shared computer, you can do this by clicking the drop-down arrow alongside your name at the top of the screen, and then selecting **Logout**.