CommPortal - FAQ

Questions about the CommPortal? Take a look here...

- Importing and Exporting Contacts
- How Do I Reset My CommPortal and Pod Connect Password?
- How Do I Change my CommPortal and Pod Connect Password
- How Do I Change My Security Email?

Importing and Exporting Contacts

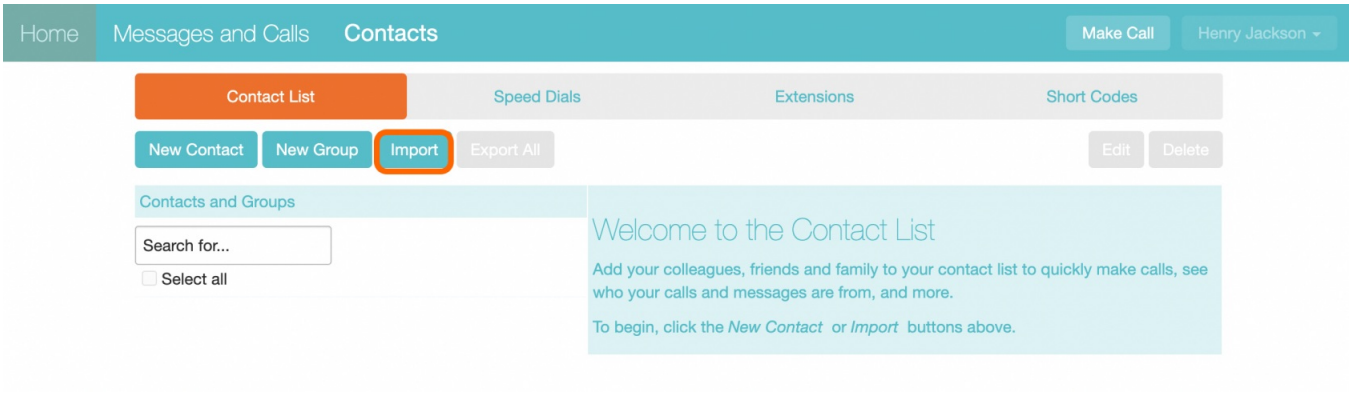
INFO: With the CommPortal contacts, these contacts will be sent to all registered devices for that subscriber include the Pod Connect mobile and desktop applications

Import Contact from CSV

Log into the CommPortal with your credentials, at top click on**Contacts**

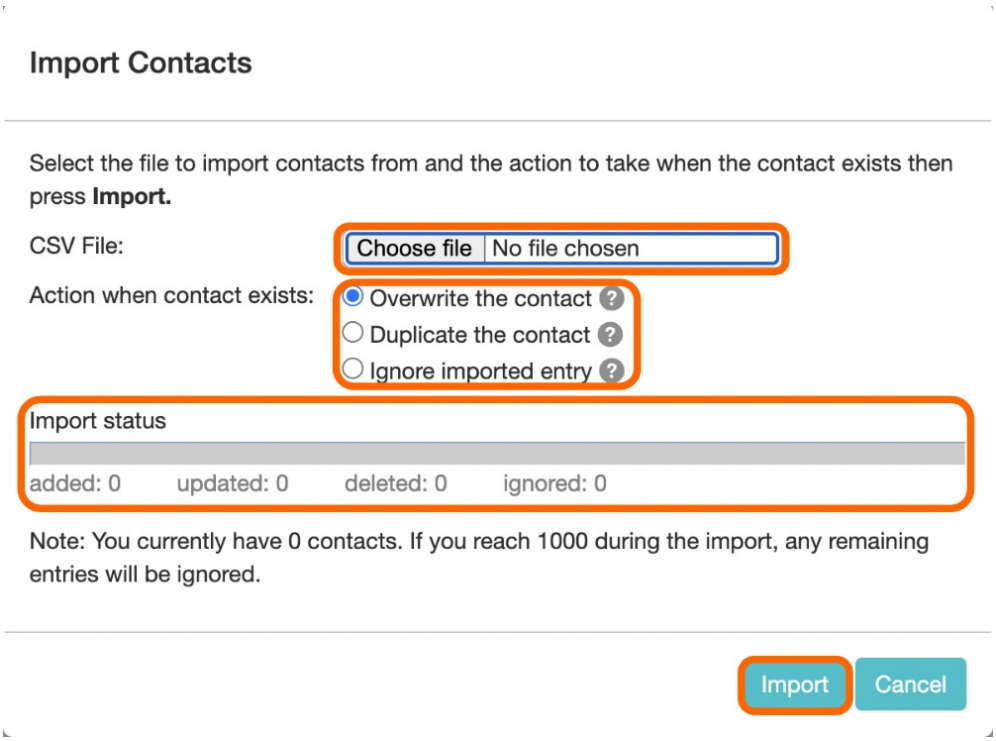


Within the Contacts page you will see the following, click on**Import**.



In the **Import Contacts** popup window you will need to:

- Choose the **CSV** file that you would like to Import
- Select the **Action** when a Contact already exists.



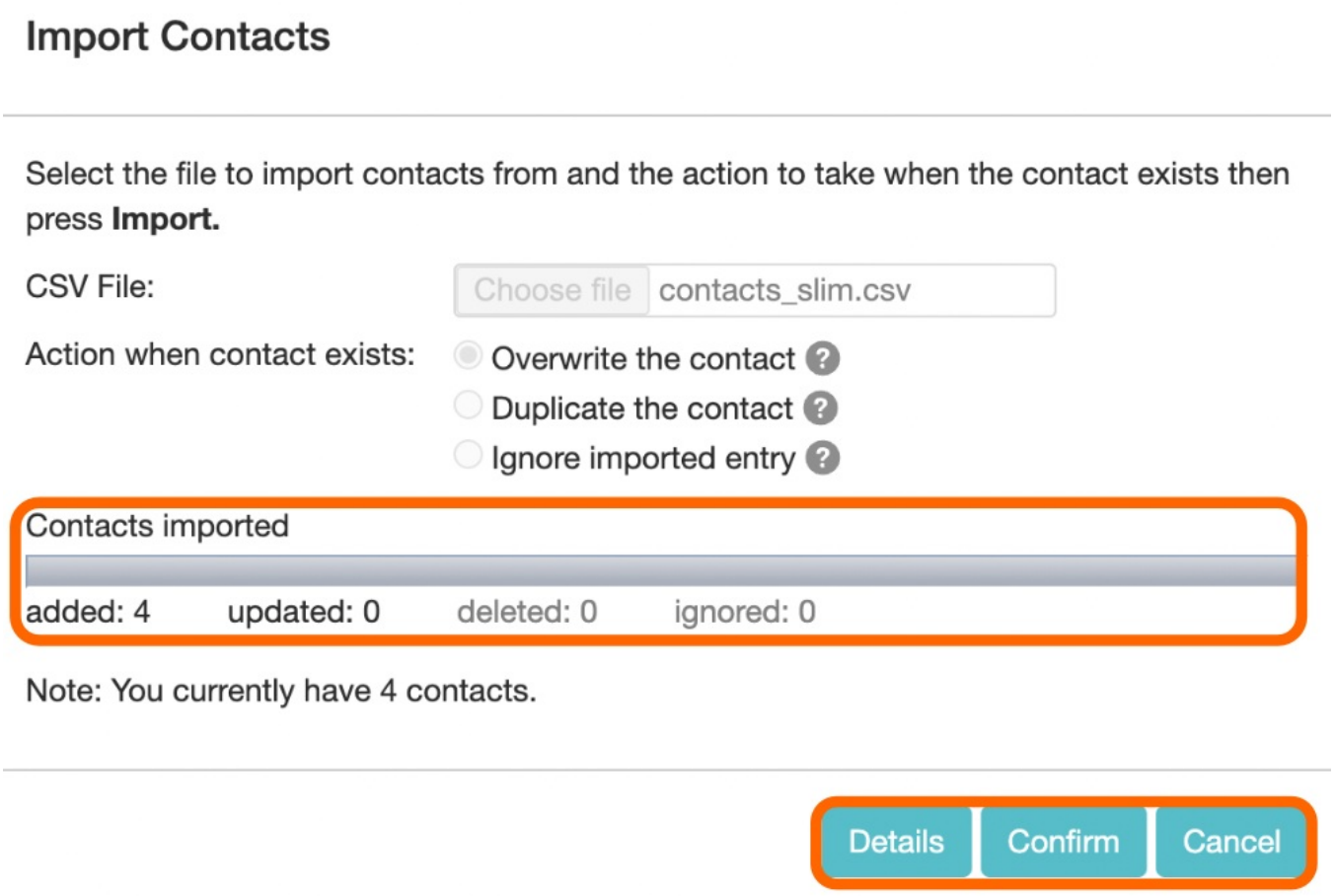
Click on **Choose file** and select the CSV file you would like to import, select the**Action when contact exists** and

then click on **Import**.

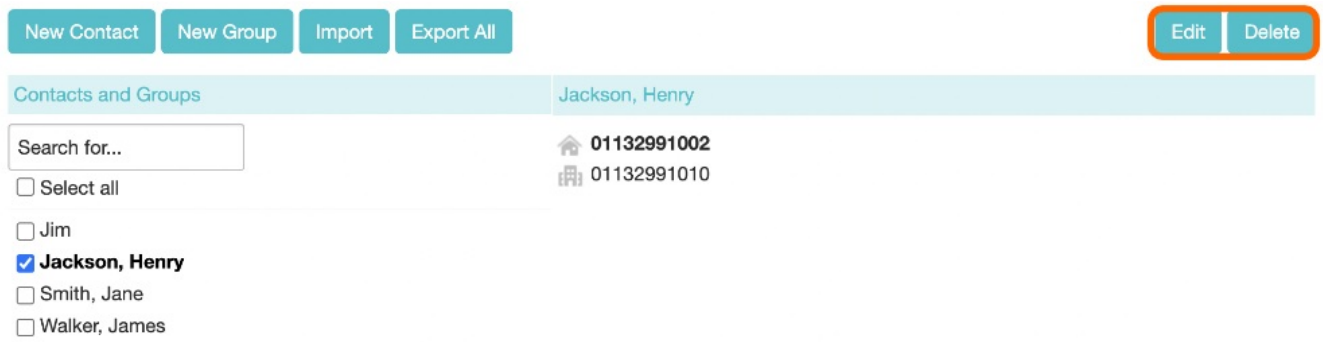
Monitor the **Import status** as this will details of the contacts imported.

Once the **Import** has finished, you can either click on **Confirm** this add the contacts to your account, or click on **Details**, this is ideal if you have contacts in your list that have been ignored and will display a reason. After reviewing the **Details** click on **Confirm**.

You can cancel the Import by clicking on **Cancel**.



You will now see the Contacts imported. You can **Edit** or **Delete** contacts by selecting the relevant Contact and clicking on **Edit** or **Delete**



INFO: Depending on the source of the CSV file you have you may experience issues with Importing contacts You may see that only the names are display and not the phone numbers. Please use one os the provided te below.

If you do experience issue using the your CSV then please download one of the following templates. There a 2 versions of this full and minimal. In most cases the minimal version will do as this includes First Name, Last Name, Home Tel,

Work Tel, Cell Tel and Fax Tel. The full version includes full address and other contact details.

Click on either of the below to download:

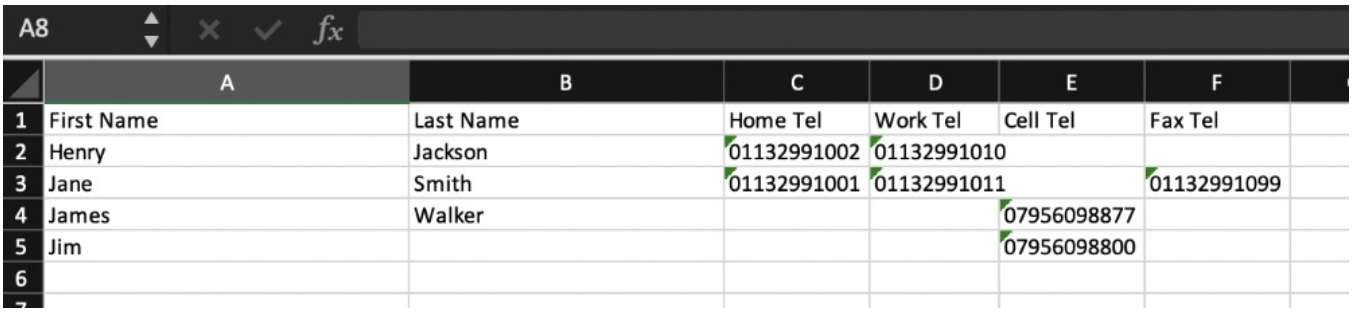
Contacts Minimal version

Contacts Full version

You can either edit the header row (line 1 of CSV) to match the below. Excel is ideal for this.

First Name	Last Name	Home Tel	Work Tel	Cell Tel	Fax Tel

Or you can just copy the relevant columns into the the template as per the below:



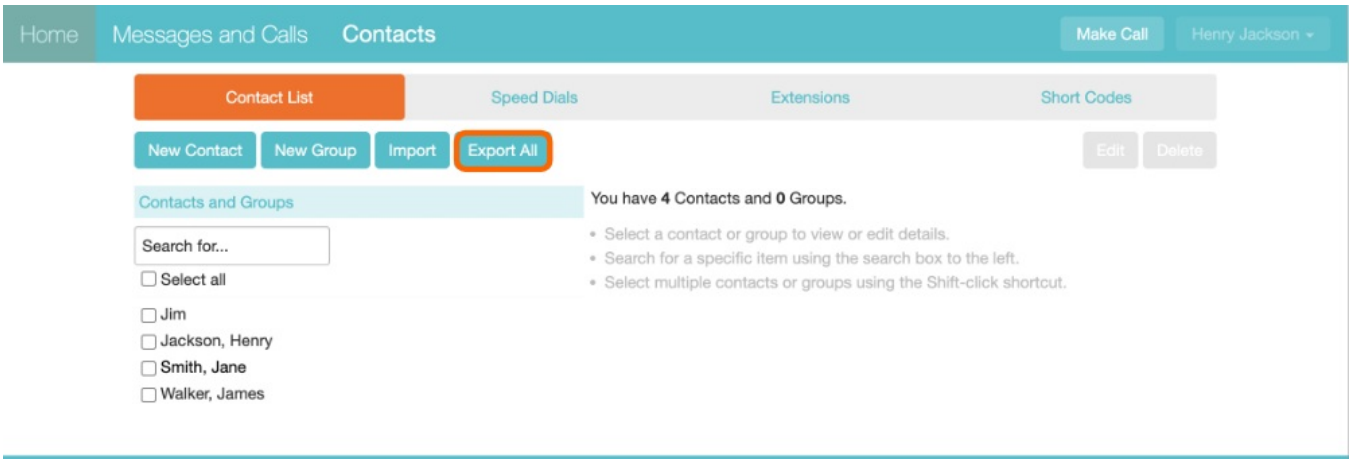
	A	B	C	D	E	F
1	First Name	Last Name	Home Tel	Work Tel	Cell Tel	Fax Tel
2	Henry	Jackson	01132991002	01132991010		
3	Jane	Smith	01132991001	01132991011		01132991099
4	James	Walker			07956098877	
5	Jim				07956098800	
6						

Once you have finished making the changes save the file as a CSV and follow the above instructions to import.

INFO: First Name and Last Name columns are limited to 32 characters each

Exporting Contacts

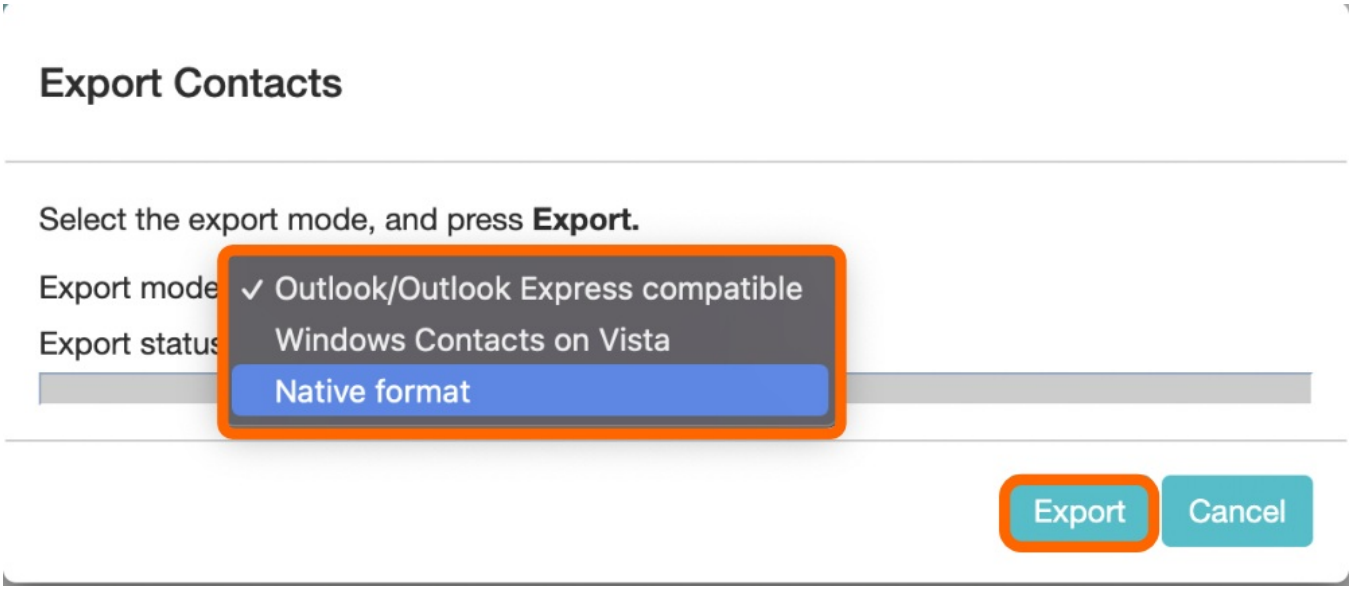
Within the **Contacts** page click on **Export All**.



Next select the format that you would like the Contacts to be exported.

- Outlook/Outlook Express compatible - Select this option to import them into Outlook
- Windows Contacts on Vista - This was only for Windows Vista contacts. Should not be used unless you are still using Windows Vista.
- Native format - Select this one to have the contacts exported as a CSV file.

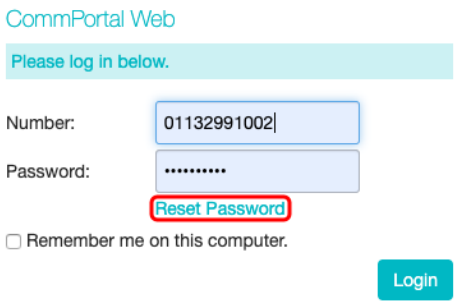
Once selected, click on **Export**. The file will automatically be downloaded.


Export Contacts
Select the export mode, and press **Export.**
Export mode
Export status
✓ Outlook/Outlook Express compatible
Windows Contacts on Vista
Native format
Export
Cancel

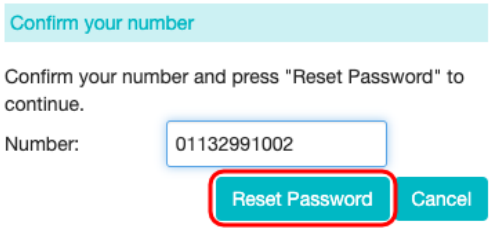
How Do I Reset My CommPortal and Pod Connect Password?

If you have lost/forgot your CommPortal/Pod Connect password don't worry, it can be easily reset by competing following:

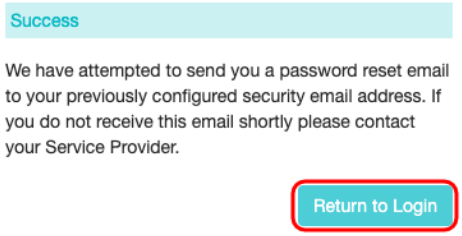
- Requesting a password reset has to done on the CommPortal
- At the login screen click on Reset Password



- Enter the phone number for the account that requires the password reset. Then click on Reset Password.

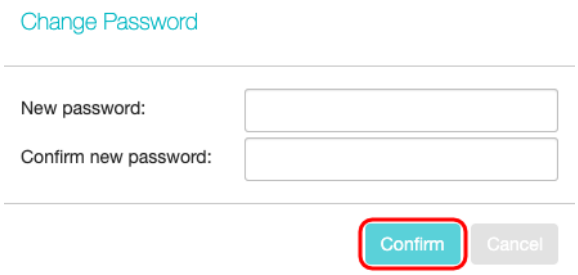


- An e-mail will now be sent to the e-mail address on the account. If you do not receive this email please contact your Service Provider. **Please check your spam/junk folders for the reset e-mail.**

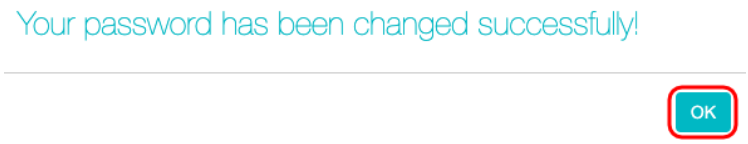


- Once you have received the e-mail, click on the link to reset you password. Enter your new password and then confirm the new password. Click **Confirm**.

INFO: The minimum requirements for new passwords are as follows:
Be between 8 and 20 characters long.
Not have a single digit repeated more than 2 times in a row.
Have at least 1 digit.
Have at least 1 letter.
Have at least 1 special character.
Not be a numeric sequence, e.g. 12345 or 54321.
Not contain, or match part of, a telephone number associated with this account.



- Your password has now been changed. You continue using the CommPortal or login to the Pod Connect clients.



INFO: If you are a Business Group Administrator and need to reset your password please use the above instr
You will not be able to reset the password from the Business Group Administrator Portal login screen.

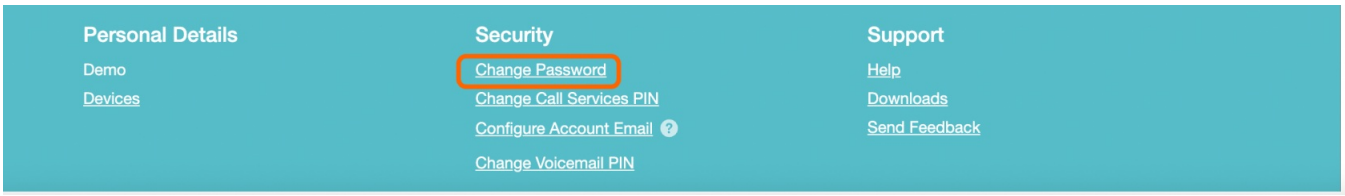
How Do I Change my CommPortal and Pod Connect Password

INFO: Please keep your passwords in a safe place. This password is required to access the CommPortal and for both mobile and desktop Pod Connect applications.

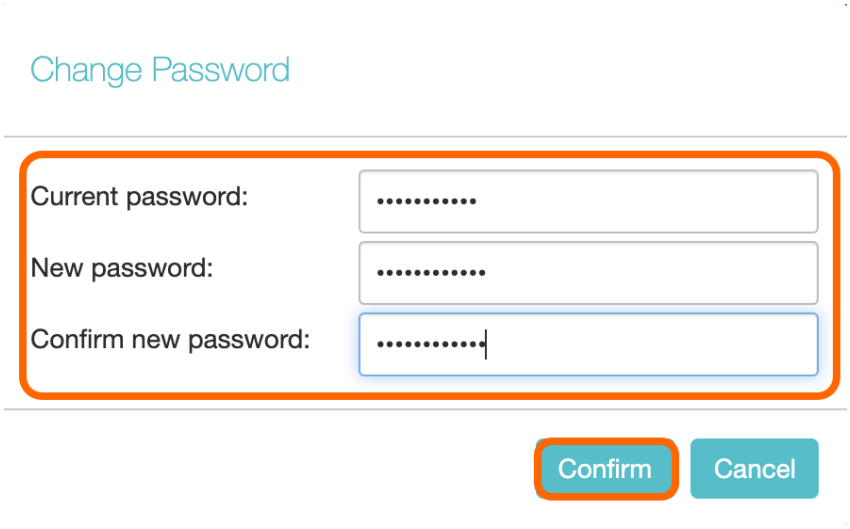
You can change your in one of 2 ways, from theCommPortal and from the **Pod Connect** mobile client. Please note you currently cannot change your password from the desktop client.

To change your current password from the**CommPortal**:

Once logged in the CommPortal scroll down to the bottom of the page and under**Security** click on **Change Password**



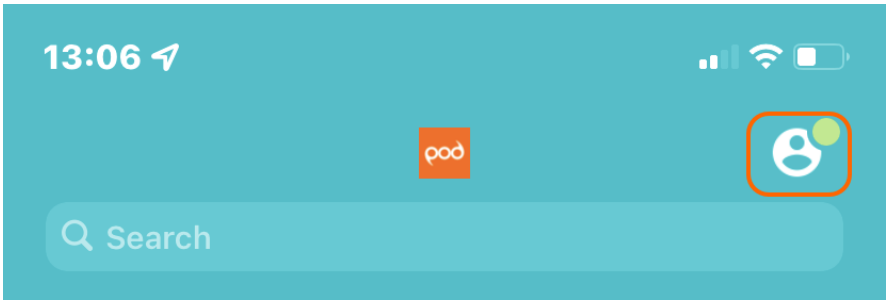
Next, in the change password box enter your current password then enter a new password, type the new password again in the **Confirm new password** field.



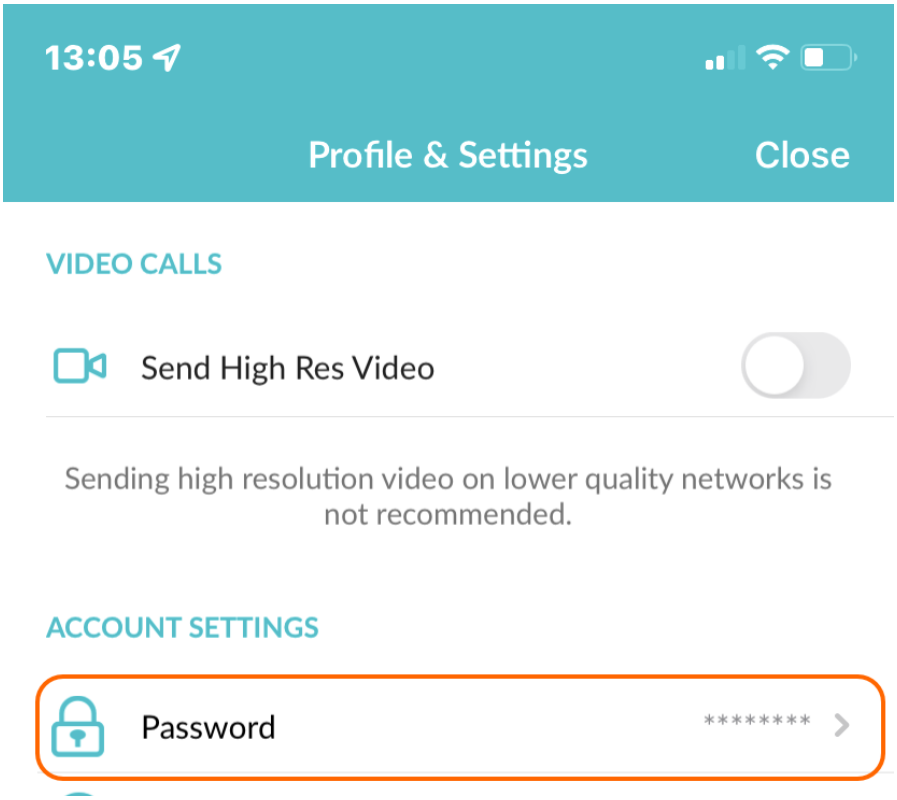
Click on **Confirm** once completed. You will receive and e-mail to account e-mail address advising tat the password has been changed.

To change your current password from the Pod Connect mobile application:

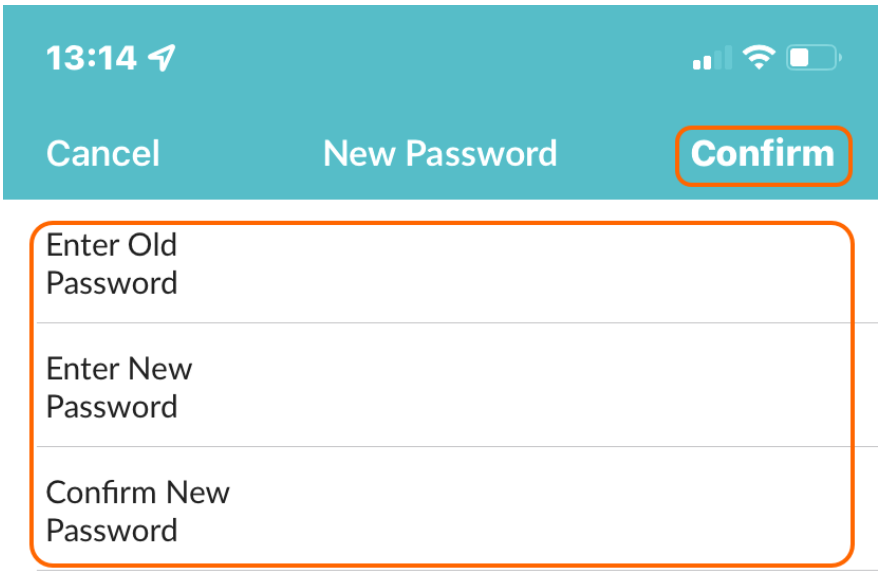
Open the **Pod Connec**t application on your mobile device and login. In the right corner tap on the profile icon.



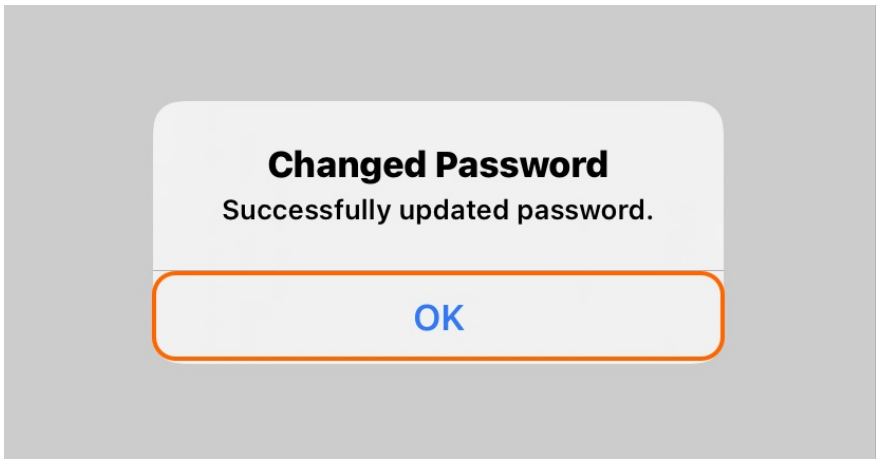
This open the **Profile & Settings** page, from here scroll down to **Account Settings** and tap on **Password**



From here type in your current password then enter a new password, type the new password again in the **Confirm new password** field.



You should now see a popup advising your password has now been changed. An email will also be sent to the account email to advise that the password has now been changed. Tap **OK** to continue using Pod Connect.

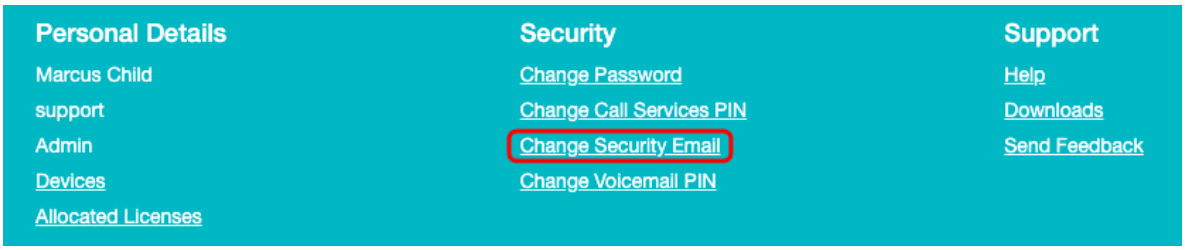

Changed Password
Successfully updated password.
OK

How Do I Change My Security Email?

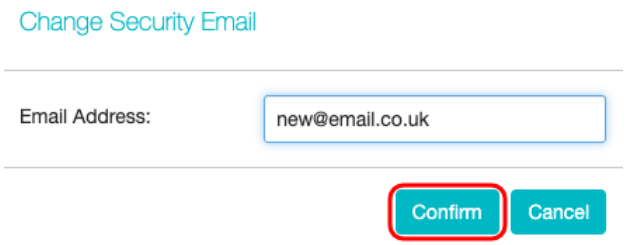
You can change you Security Email from theCommPortal by following the below:

TIP: If you do not know your CommPortal password, instructions on how to reset this can be foundhere.

- Login to the CommPortal with your username (phone number) and password.
- At the bottom of page click on**Change Security Email** under **Security**.



- Enter your new email address and click on**Confirm**



- You will receive a confirmation email to your new email address that you have just entered.