

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

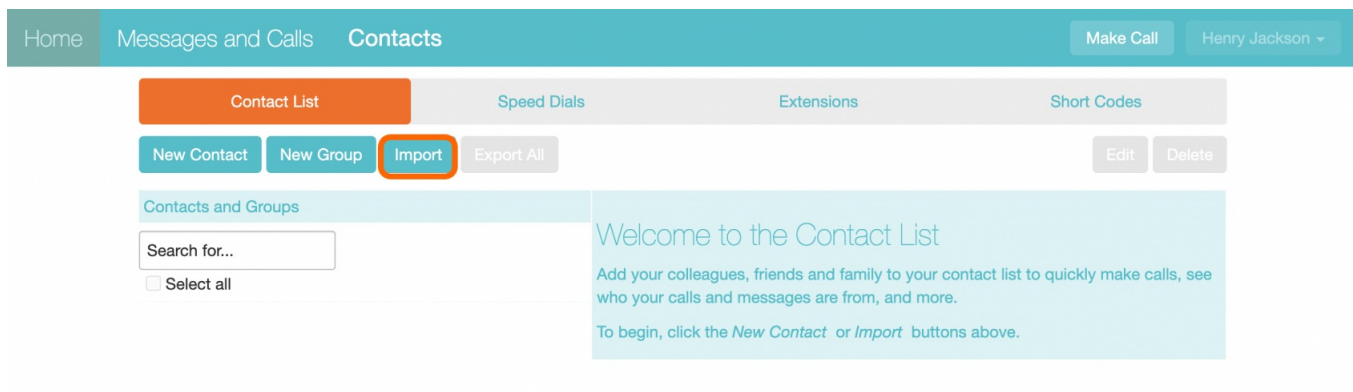
INFO: With the CommPortal contacts, these contacts will be sent to all registered devices for that subscriber. They include the Pod Connect mobile and desktop applications

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.

Import Contacts

Select the file to import contacts from and the action to take when the contact exists then press **Import**.

CSV File: Choose file | No file chosen

Action when contact exists: ☒ Overwrite the contact ?
☐ Duplicate the contact ?
☐ Ignore imported entry ?

Import status

| | | | |
|----------|------------|------------|------------|
| added: 0 | updated: 0 | deleted: 0 | ignored: 0 |
|----------|------------|------------|------------|

Note: You currently have 0 contacts. If you reach 1000 during the import, any remaining entries will be ignored.

Import Cancel

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**.

Import Contacts

Select the file to import contacts from and the action to take when the contact exists then press **Import**.

CSV File:

contacts_slim.csv

Action when contact exists:

- ☒ Overwrite the contact ?
☐ Duplicate the contact ?
☐ Ignore imported entry ?

Contacts imported

added: 4 updated: 0 deleted: 0 ignored: 0

Note: You currently have 4 contacts.

Details

Confirm

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**

New Contact

New Group

Import

Export All

Edit

Delete

Contacts and Groups

Jackson, Henry

Search for...

🏠 01132991002

📠 01132991010

☐ Select all

☐ Jim

☒ Jackson, Henry

☐ Smith, Jane

☐ Walker, James

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

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:

| A8 | | | | | | | |
|----|------------|-----------|-------------|-------------|-------------|-------------|--|
| | 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 | | | | | | | |
| 7 | | | | | | | |

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**.

HomeMessages and CallsContacts

Make CallHenry Jackson

Contact ListSpeed DialsExtensionsShort Codes

New ContactNew GroupImportExport AllEditDelete

Contacts and Groups

Search for...

☐ Select all

☐ Jim

☐ Jackson, Henry

☐ Smith, Jane

☐ Walker, James

You have 4 Contacts and 0 Groups.

- Select a contact or group to view or edit details.
- Search for a specific item using the search box to the left.
- Select multiple contacts or groups using the Shift-click shortcut.

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 ☒ Outlook/Outlook Express compatible

Export status ☐ 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 completing following:

- Requesting a password reset has to done on the [CommPortal](#)
- At the login screen click on Reset Password

CommPortal Web

Please log in below.

Number:

Password:

[Reset Password](#)

☐ Remember me on this computer.

Login

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

Confirm your number

Confirm your number and press "Reset Password" to continue.

Number:

[Reset Password](#) [Cancel](#)

- 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.**

Success

We have attempted to send you a password reset email to your previously configured security email address. If you do not receive this email shortly please contact your Service Provider.

[Return to Login](#)

- 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.

Change Password

New password:

Confirm new password:

Confirm

Cancel

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

Your password has been changed successfully!

OK



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

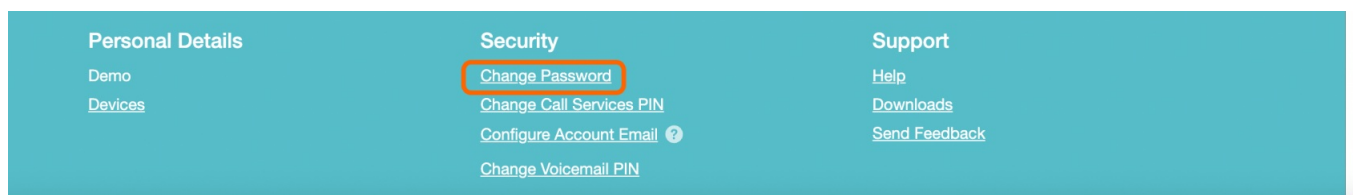
How Do I Change my CommPortal and Pod Connect Password

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

You can change your in one of 2 ways, from the [CommPortal](#) 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.

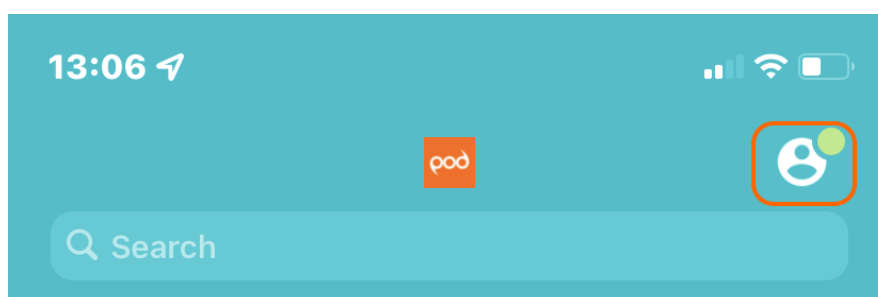
Change Password

A screenshot of the 'Change Password' form. It is enclosed in a white box with an orange border. The form contains three input fields, each with a label and a masked password field (dots): 'Current password:', 'New password:', and 'Confirm new password:'. Below the fields are two buttons: 'Confirm' (highlighted with an orange border) and 'Cancel'.

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

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

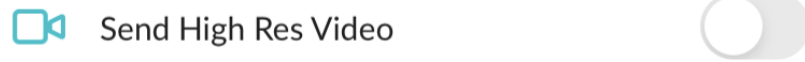
Open the **Pod Connect** application on your mobile device and login. In the right corner tap on the profile icon.



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



VIDEO CALLS

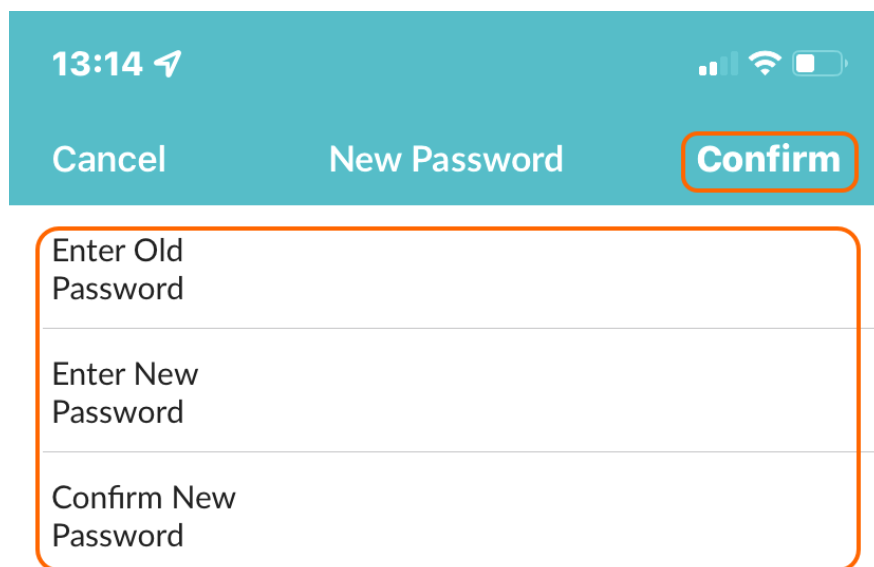


Sending high resolution video on lower quality networks is not recommended.

ACCOUNT SETTINGS



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 the [CommPortal](#) by following the below:



TIP: If you do not know your CommPortal password, instructions on how to reset this can be found [here](#).

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

| Personal Details | Security | Support |
|------------------------------------|--|-------------------------------|
| Marcus Child | Change Password | Help |
| support | Change Call Services PIN | Downloads |
| Admin | Change Security Email | Send Feedback |
| Devices | Change Voicemail PIN | |
| Allocated Licenses | | |

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

Change Security Email

Email Address:

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