Logging Into The CommPortal

Your Service Provider will have given you all the login details for your subscribers (users). If you have not received any login details please contact your Service Provider before continuing.

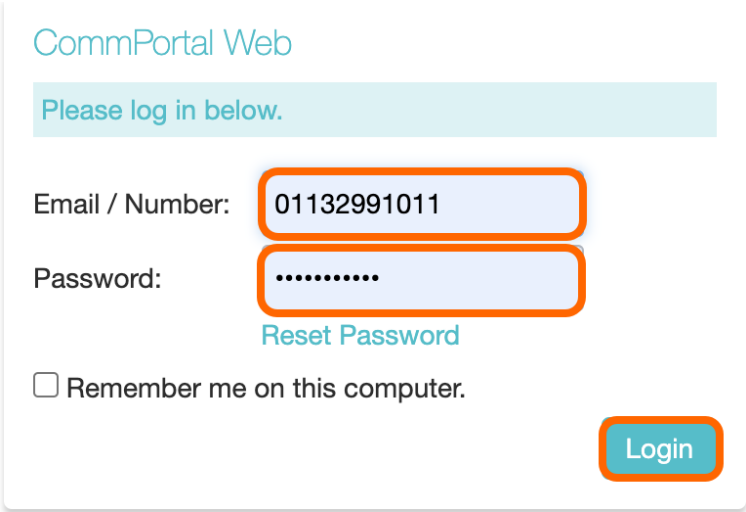
This will consist of:

- **Phone Number**
- **Password**



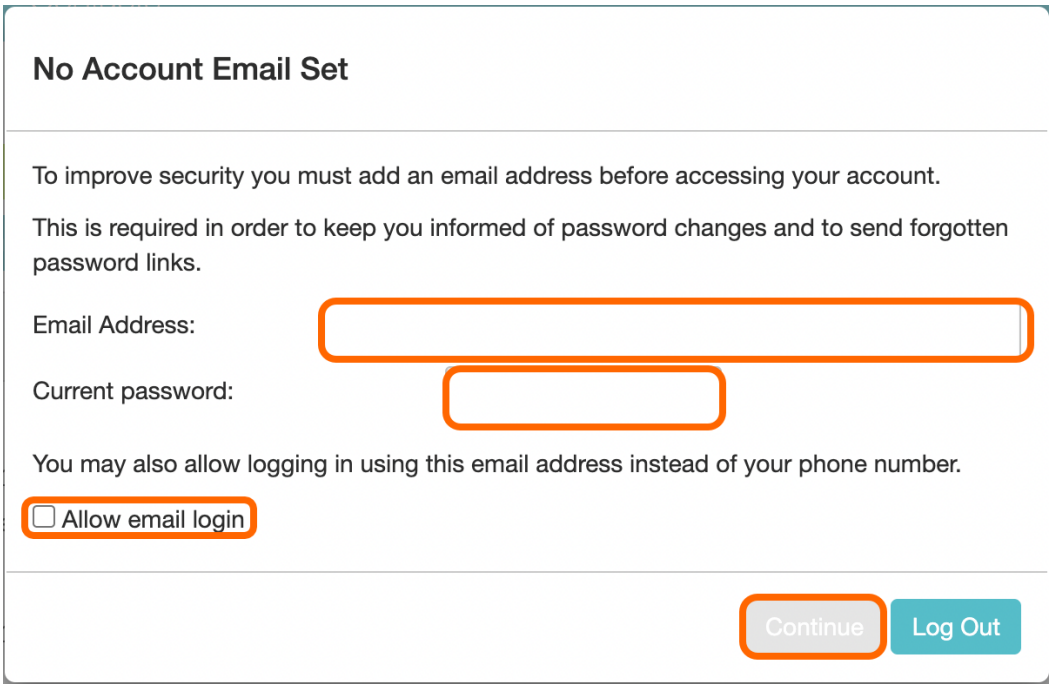
TIP: If you have multiple users and you are managing the account passwords and security e-mails for your users then you complete the process from one machine for all users. Just log out after completing the steps below for one user, then log in with the next user and repeat.

- On a PC/Laptop or compatible mobile device, open a web browser to the following https://commportal.connectbetter.net
- At the login screen enter the Phone Number and Password of the first user. Then click on Login



Next you will required to enter an account e-mail address, this will also be used for security to reset the password.

Enter a valid e-mail address and the password for that subscriber (user). Optionally you can tick the **Allow email login** enabling this will allow the subscriber to user the e-mail address or phone number to login to the CommPortal.



INFO: It is important that the e-mail address entered is valid and the user has access to this. This will save time if a password reset is required. If Allow email login is enabled then each subscriber will need a unique e-mail address you will not be able to use the same e-mail address on multiple subscribers.

Click on **Continue** to save the changes.



TIP: More detailed information on the CommPortal can be foundhere.

The next stage is optional Changing the CommPortal Password

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