



HOSTED VOICE QUICK START GUIDE USER PORTAL

The User Portal is a web interface that you use to manage your account, that allows you to easily communicate with others and manage your account settings. In order to access your User Portal, open a web browser and enter the full domain name provided by your Administrator into your web browser.

SmartCity

Login Name
1003@customerdomain

Password

Log In

[Forgot Login Name](#) | [Forgot Password](#)

LOGGING INTO THE USER PORTAL

To access the User Portal:

1. Launch a web browser.
2. In the browser address bar, type <https://portal.smartcityvoice.com/> and press enter.
3. Enter your ext@customerdomainname in the Login Name field. The customer domain name is typically the same as your email address domain. Do not include .com in your login name.
4. Enter your password in the Password field.
5. Click Log In.

NAVIGATING THE HOMEPAGE

Once you log into the portal, you will have access to the platform. The Home Page gives you an at-a-glance review of everything going on with your extension. The top of the User Portal interface contains a menu bar with icons for navigating through the portal. When you click an icon, the page associated with the icon appears in the dashboard.

Annotations:

- User Name Application dropdown
- Menu bar
- Refresh button
- Active Answering Rule
- Active Phones
- Voicemail Messages
- Recent Call History

From	Date	Duration
3000 Re Seler	May 2nd 2:11 pm	0:18

Number	Name	Date	Duration
(858) 764-5232	Nathan Donovan	Today, 10:38 am	0:43
1 (111) 111-1111	User Four	May 6th 5:29 pm	0:12
3000	Re Seler	May 2nd 2:10 pm	0:40
4221		Mar 25th 8:40 am	4:46

To see a full version of the Hosted Voice User Guides, please visit: support.smartcitytelecom.com



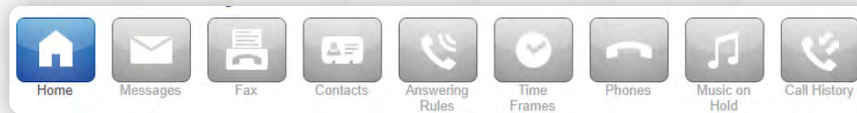
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HOMEPAGE WIDGETS

HOMEPAGE WIDGET	DESCRIPTION
New Voicemail Messages	Shows new Voicemail messages. You can play messages, click to call back, download, save, and delete. Hover over the message to see all the controls.
Recent Call History	Color-coded icons that show your last 10 calls: <ul style="list-style-type: none"> • Green icon – Outbound call. • Red icon – Missed inbound call. • Blue icon – Inbound call was answered. • 5 Blue circles – A call was placed to a conference bridge. To call back a number, click the phone number.
Active Answering Rule	Displays which Answering Rule is currently active and provides a summary of how calls are routed when they reach your extension. You can select a different answering rule by clicking the Active Answering Rule dropdown and selecting a different rule.
Active Phones	Lists the active phones currently registered to your account that you can send and receive calls from. If you do not see a device listed there that should be, that means that the device is not configured for your account or the device is currently unregistered.

USER PORTAL MENU ICONS

Once you log into the portal, you will have access to the platform. The top of the user portal interface contains a menu bar with icons for navigating through the portal as detailed below. When you click an icon, the page associated with the icon appears in the dashboard.



	Shows active call information including graphs and statistics.		Allows you to control the scheduling of your extension, including open hours, holidays, and closed hours.
	View all your voicemails, chat messages, and account settings for voicemail options.		Phone center where all your registered devices are displayed. You will also find the QR codes to download the Smart City Connect mobile application.
	Allows you send and receive e-faxes.		Includes all the custom music uploaded to your account that is played when someone is on hold. Music is played in a top-to-bottom order or randomized depending on how the queue was created.
	View the directory of all extensions on your system, add/change/delete contacts to enable easier access to everyone you need to reach.		Allows you to see the calls made to and from your account for a specified date range.
	Control what devices ring, how long those devices ring for when receiving a call and configurE what to do with a call that goes unanswered.		

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