

Logging Into The Portal

279 Darren M Thu, Feb 11, 2021 [Digital Phone Lines, IC-talk 3 Cloud Phone System](#) 1170

Logging into the Portal

NOTE: This functionality is considered to be for advanced users, only access the online portal if you're comfortable with doing so. It is not required in order to use the core features of your digital phone line.

The login to the portal can be found here - <https://portal.yourwhc.co.uk/>

After your initial signup to the service you should have received an email containing the following::

- Username
- Domain
- Password

Use this information to login to the portal

When you log in for the first time, you will be greeted with your Dashboard screen:

The screenshot shows the Employee Dashboard. At the top, there are four large boxes: 'Outbound Voicemail' (0 unread, 0 new), 'Missed Calls' (0 to display), 'Dialed Calls' (0 to display), and 'Received Calls' (0 to display). Below these are sections for 'Call Logs' (filters: User, All Traffic, Outbound, Answered, 2014/10/13 00:00 - 2014/10/13 23:59) and 'Quick Feature Management' (Call Forwarding Always, Remote Office, Do Not Disturb, CLI Display, Sim Ring, Call Director). The 'Call Director' section has a 'Configure' button.

Navigating The Portal

Views & Filters

You can choose to display their features via two options, either **List** or **Grid** as displayed below:

The screenshot shows the 'Features' section with a 'List' view selected. A 'Filter' input field is present. Under the 'Mobility' category, there are four items: 'Call Director' (status off), 'Remote Office (off)', 'Sequential Ring (off)', and 'Simultaneous Ring (off)'. Each item has a 'Configure' button to its right.

Company: Company Name Ltd

Filter

Features

List Grid

▼ Mobility

Call Director (Off) Configure

Remote Office (Off) Configure

Sequential Ring (Off) Configure

Simultaneous Ring (Off) Configure

Wherever there is an Information Icon, you will be able to place your mouse cursor over it to get more information, for example:

Call Director

A Fixed Mobile Convergence solution that allows you to use One Number for inbound and outbound calls and move calls between devices.

Configure

You can use filters to find Features quickly, simply start typing the Feature Name in the filter box:

List Grid

sim

Mobility

Simultaneous Ring (Off) Configure

Tabs

The Business Portal uses tabs to navigate to the different sections of the portal and by default the landing page is the dashboard.

Features Tab

Company: Company Name Ltd

Filter ▼

Features

- Manage your Features such as Call Forwarding, Voicemail etc

Features

Mobility

- Call Director Configure
- Remote Office (Off) Configure
- Sequential Ring (Off) Configure
- Simultaneous Ring (Off) Configure

Call Control

Contacts

Apps

Messaging

Devices Tab

Features

Company: Company Name Ltd

Filter ▼

Features

- Manage your Features such as Call Forwarding, Voicemail etc

Features

- Call Director
- Remote Office (Off)
- Sequential Ring (Off)
- Simultaneous Ring (Off)

Configure

Configure

Configure

Configure

Call Control

Contacts

Apps

Messaging

Applications Tab

Applications

Application Username: user.four@companyname.com

UC Office for Smart Phone iPhone Edition

UC Office for Desktop Windows Edition

UC Office for Desktop Mac Edition

UC Office for Desktop Linux Edition

Available on the App Store

Download

Download

Get it on Google play

Applications

- View the applications available to you.
- Quick Links to download your applications.

My Account Tab

The screenshot shows the 'My Account' tab selected in a navigation bar. The main content area is titled 'My Account' and contains two sections: 'User Details' and 'Contact Details'. In the 'User Details' section, fields include: Username (user.four), Directory Number (+44 1314 960252), Extension (252), and Language (English). There is also a dropdown for 'Password to Change' set to 'Portal Login' with fields for 'New Password' and 'Confirm Password'. In the 'Contact Details' section, fields include: Firstname (user), Surname (four), Email Address (julian.melville@gmail.com), and Phone Number (+44-1314960252). There are also dropdowns for 'Country' (United Kingdom), 'Street Address', 'Town/City', 'County' (West Sussex), and 'Postal Code'. A green 'Save' button is at the bottom.

My Account

- Employee details.
- Reset passwords.

User Details

Username: user.four

Directory Number: +44 1314 960252

Extension: 252

* Language: English

Password to Change: Portal Login

New Password:

Confirm Password:

Contact Details

Firstname: user

Surname: four

Email Address: julian.melville@gmail.com

Phone Number: +44-1314960252

* Country: United Kingdom

Street Address:

Town/City:

County: West Sussex

Postal Code:

✓ Save

Online URL: <https://kb2.ic.uk/article.php?id=279>