

how to manage emergency location information for phone extensions in commportal





Managing emergency location information FOR PHONE EXTENSIONS IN COMMPORTAL



Please follow the steps below to review and update 911 emergency information for all of your business's telephone system equipment that is associated with a phone extension.

GROUP ADMINISTRATORS can manage this information in CommPortal for all phone extensions by following the Instructions for Group Admin Users.

INDIVIDUAL USERS of the telephone system can also manage the information for their individual phone extension by following the Instructions for Individual Users.

table of contents

P3 INSTRUCTIONS FOR GROUP ADMIN USERS

P7

INSTRUCTIONS FOR INDIVIDUAL USERS

P10 HOW TO CONFIGURE A USER'S ACCOUNT EMAIL ADDRESS

instructions for group admin users

	Welcome to Business Group Admin CommPortal	
_	Formerly RTC EATEL VYISION	
	CommPortal Web	
	Please log in below.	
	Email / Number: 2251234567 Password:	
	Login If you have forgotten your password, please contact customer support.	

STEP 1

Log into the Group Admin CommPortal at https://webcare.eatel.net/bg.

Email/Number Enter the 10-digit phone number {no spaces or dashes}.

Password Enter your CommPortal Password.

∩ote

Group Administrators can only log into CommPortal with the 10-digit phone number that was assigned during the system installation. If you cannot remember the 10-digit number and/ or Password set up during the telephone system installation, please call 1-866-625-4100 for assistance.

STEP 2

Click on the **USERS** tab on the leftside menu or the round icon in the center.



From the top drop-down menu, select the Users you would like to manage. To see a list of all Users, select **VIEW ALL** from the drop-down menu {recommended}.

	BEST E CUSTOME
	~
Move selected to: Select department	
Phone Number Ext. Name	Department
	Users in Department: View All ← Move selected to: Select department ✓ Move

STEP 4

For each phone number, click the purple circle icon on the right and select **VIEW INDIVIDUAL SETTINGS**.

Group Administrators, you will need to click this purple circle icon to review/ update the emergency location information for each phone number/ extension.

	Business Group Admin Porta	E.		BEST E CUS
Home				
Groups	Users in Depa	rtment: View All	*	
Hunt Groups (MLHGs)	Move selected to: Selec	t denartment		
	move selected to.	e department		
Call Pickup Groups	Phone Number	Ext. Name	Departme	ent
Trunk Groups			1	
NI Lines	Search for Users		In any neid	~
Users	(225) 123-4567	REVES HEWITTT	Baton Ro	uge 💿
Trunking Users	(225) 987-6543	REVELYN WELLS	Ve View	individual settings
Attendants			Edit p	ersonal details
Group Access	(225) 450-1602	002 WILLIAWI REV	Add s	ervices
Phones	(225) 321-0803	803 REVAN THERIOT	Ba	line
Services	(225) 321-0806	806 REVAH RHODES	Ba	k account
Departments	(225) 123-0808	802 THOMAS REVELON	Ваюн но	uge w



STEP 5

On the next window, select **VIEW ACCOUNT SETTINGS** in the lower right corner.



STEP 6

Edit or fill in the correct address information for the phone number/ extension, and then click on **UPDATE ADDRESS**.

Select SET EMERGENCY LOCATION

in the lower left corner.

recommende	d abbreviations
Apartment	APT
Building	BLDG
Department	DEPT
Floor	FL
Front	FRNT
Lobby	LBBY
Lot	LOT
Lower	LOWR
Office	OFC
Rear	REAR
Room	RM
Side	SIDE
Space	SPC
Stop	STOP
Suite	STE
Trailer	TRLR
Unit	UNIT
Upper	UPPR



The following address	
The following address Please review the follo	s is your current address: owing address information and change it if it is not correct.
The following address Please review the follo	i is your current address: owing address information and change it if it is not correct.
The following address Please review the follo Items marked with * a	i is your current address: owing address information and change it if it is not correct. re required.
The following address Please review the foll- Items marked with * a Your name:*	i is your current address: owing address information and change it if it is not correct. re required. Emergency Caller
The following address Please review the foll/ Items marked with * a Your name:* Address line 1:*	I is your current address: owing address information and change it if it is not correct. re required. Emergency Caller 1234 MAIN ST
The following address Please review the foll Items marked with * a Your name:* Address line 1:* Address line 2:	i is your current address: owing address information and change it if it is not correct. re required. Emergency Caller 1234 MAIN ST FL 2 RM 204 See tips above
The following address Please review the foll Items marked with * a Your name:* Address line 1:* Address line 2: City:*	is your current address: wwng address information and change it if it is not correct. re required. Emergency Caller 1234 MAIN ST FL 2 RM 204 SHREEVEORT SHREEVEORT
The following address Please review the follo Items marked with * a Your name:* Address line 1:* Address line 2: City:*	i is your current address: wwng address information and change it if it is not correct. re required. Emergency Caller 1234 MAIN ST FL 2 RM 204 SHREVEPORT Louisina
The following address Please review the foll Items marked with * a Your name:* Address line 1:* Address line 2: City:* State:* Zip code:*	i is your current address: wwng address information and change it if it is not correct. re required. Emergency Caller 1234 MAIN ST FL2 RM 204 SHREVEPORT Louislana

After clicking **UPDATE ADDRESS**, you will get a confirmation message letting you know the information has been successfully updated.

Your 911 address information has been successfully updated Thank you for your submission.

If there is a problem with your update and records did not submit, you may get this screen.

For next steps, **please try the TIPS noted in STEP 7**, and if needed, call for additional support. There was an error processing your request. Please try again. If the problem persists, please contact customer support at

866-881-4REV

STEP 8 Repeat steps, starting with STEP 2, for all equipment associated with a phone number/extension.



instructions for individual users

STEP 1

Log into CommPortal at https://webcare.eatel.net

Email/Number* Enter the 10-digit phone number {no spaces or dashes}.

Password Enter your CommPortal Password.

If you need help, click on **RESET PASSWORD** and follow the instructions.

re.	
CommPortal	Web
CommPortal Please log in bel	Web
CommPortal Please log in bel Email / Number:	Web low. 2251234567
CommPortal ¹ Please log in bel Email / Number: Password:	Web low. 2251234567

Welcome to REV CommPortal

*∩ote

You can only enter an email address to log into CommPortal if you've already set up an account email address. Until then, you must enter your 10-digit phone number to log into CommPortal. Refer to "How to Configure a User's Account Email Address" at the end of this document to set up an account email address. Doing this is recommended because it will also allow you to reset your password in the future, if needed.

STEP 2

Select SET EMERGENCY LOCATION in the lower left corner.



Edit or fill in the correct address information for the phone number/ extension, and then click on **UPDATE ADDRESS**.

tips

ADDRESS LINE 1 Enter up to 32 characters (including spaces).

ADDRESS LINE 2

Enter up to 20 characters (including spaces). If possible, it is advisable to enter the dispatchable location (e.g., floor, room number, suite number) in the Address line 2 field. Use the abbreviation recommendations shown below, as applicable.

recommended	abbreviations
Apartment	APT
Building	BLDG
Department	DEPT
Floor	FL
Front	FRNT
Lobby	LBBY
Lot	LOT
Lower	LOWR
Office	OFC
Rear	REAR
Room	RM
Side	SIDE
Space	SPC
Stop	STOP
Suite	STE
Trailer	TRLR
Unit	UNIT
Upper	UPPR

The following address is your of Please review the following address is	urrent address last updated on Mar 08, 202 fress information and chance it if it is not co	2 at 05:35PM: rect
tems marked with " are require	ed.	
Your name:*	REV Customer	
Address line 1:*	1234 MAIN ST	=
Address line 2:	FL 2 RM 204	{see tips above}
City:*	SHREVEPORT	
State:*	Louisiana	✓
	71101-3505	
Lip code:*	ed as:	
21p code:* Your address is currently locati 406 E WORTHEY ST GONZALES, Louisiana (LA) 70737-4247		
2/p code:* Your address is currently local: 406 E WORTHEY ST 3ONZALES, Louisiana (LA) 10737-4247 Ubdate Address Cancel Upda	te	

After clicking **UPDATE ADDRESS**, you will get a confirmation message letting you know the information has been successfully updated.

Your 911 address information has been successfully updated Thank you for your submission.

If there is a problem with your update and records did not submit, you may get this screen.

For next steps, **please try the TIPS noted in STEP 3,** and if needed, call for additional support. There was an error processing your request. Please try again. If the problem persists, please contact customer support at

866-881-4REV

how to configure a user's account email address

Individual users may log into CommPortal using their 10-digit phone number or email address.

If an email address is preferred, there are steps to follow to set it up in CommPortal first. Another advantage of setting up an email address is that an account email address is required for a user to be able to reset their password, if ever needed.

Follow the instructions below to set up your account email address.

Welcome	to REV CommPortal
(E)	formerly RTC··· EATEL VVISION
CommPortal	Web
Please log in be	łow.
Email / Number:	2251234567
Password:	
	Reset Password
Remember m	e on this computer.
	Login

STEP 1

Log into CommPortal by entering your 10-digit phone number {no spaces or dashes} and password, then click on Login.

STEP 2

Scroll to the bottom of the CommPortal page and select **CONFIGURE ACCOUNT EMAIL**.

Your Services	1	A	
	Call Settings Message Settings	Notifications	
Personal Details	Security	Support	
Heather Hewitt	Change Password	Help	
Eatel	Change Call Services PIN	Send Feedback	
Admin	Configure Account Email ?		
Devices	Change Voicemail PIN		
Set Emergency Location			

Fill in your Email Address and click on the optional check box if you also want to be able to enter your email address as your CommPortal login {as an alternative to your 10-digit phone number}.

Then click the **CONFIRM** button.

The account email may using your email addres	be used to reset the password or to log in is instead of your phone number.
Email Address:	example@example.com
Current password:	
Allow email login:	→ □

STEP 4

Wait for the confirmation message and click **OK**.

If you selected the optional check box in STEP 3, you can now enter your 10-digit phone number OR email address in the Email/Number field each time you log into CommPortal.



(866) 625-4100

TOLL FREE



