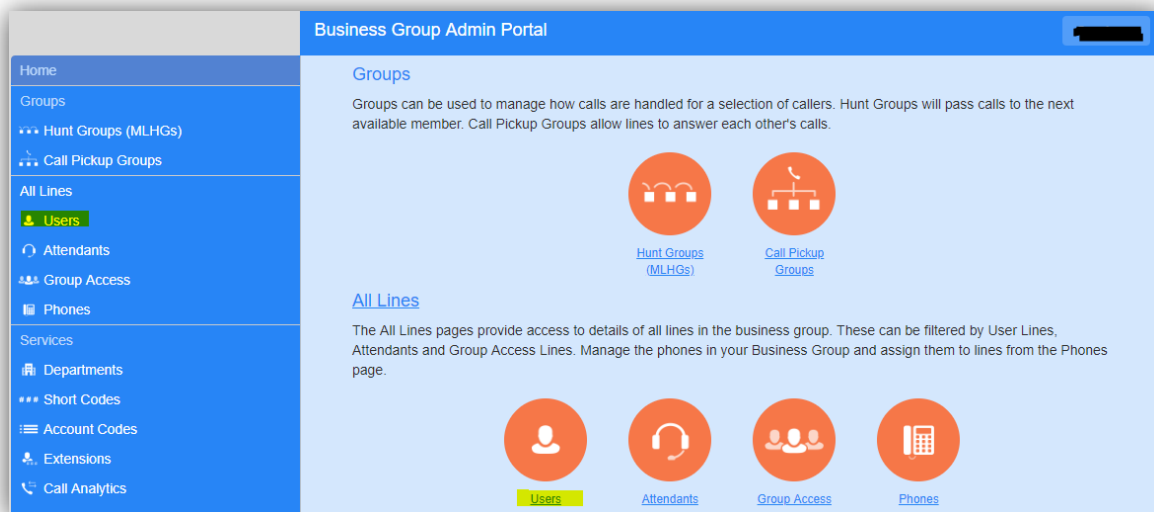


# CTS Cloud Changing Name for Auto Attendant- Dial by Name

## Accessing the System

- From your computer browser navigate to <https://ctscloud.uccommportal.com/bg>
- At CommPortal Web window enter your Admin Direct Phone Number with no dashes or spaces (example: 2484561234)
- Enter your password – (Password is case sensitive)
- Select “Log in”
- You have opened your Admin Portal as shown below
  - **Please note – it takes up to 24 hours for these changes to update.**



## Navigate

1. Click on Users in left column or under the orange circle Users
2. In the Users screen, click the Actions menu of the user. Choose Edit Personal Details.
3. Edit personal details screen. Enter new name in Name field. Then click SAVE.

**Edit Personal Details**

Name

Admin Not an Administrator

- Select Home to go to the Phones menu. Click on Phones in left column or under the orange circle Phones

**Business Group Admin Portal**

**Home**

- Groups
  - Hunt Groups (MLHG)
  - Call Pickup Groups
- All Lines
  - Users
  - Attendants
  - Group Access
  - Phones**
- Services
  - Departments
  - Short Codes
  - Account Codes
  - Extensions
  - Call Analytics
  - Music on Hold

**Groups**

Groups can be used to manage how calls are handled for a selection of callers. Hunt Groups will pass calls to the next available member. Call Pickup Groups allow lines to answer each other's calls.

[Hunt Groups \(MLHG\)](#) [Call Pickup Groups](#)

**All Lines**

The All Lines pages provide access to details of all lines in the business group. These can be filtered by User Lines, Attendants and Group Access Lines. Manage the phones in your Business Group and assign them to lines from the Phones page.

[Users](#) [Attendants](#) [Group Access](#) [Phones](#)

- In the Phones screen, click Actions menu of that user. Choose Change phone in the drop down menu.

**Business Group Admin Portal**

**Phones in Department:** View All

Select department

Enter number...

Assign phones to lines using the table below or [manage your phone profiles](#).

- Enter new name in the Description field. Then click APPLY.

**Change Phone**

Change the phone configuration and then click Apply.

MAC Address: [REDACTED]

**Description:** [REDACTED]

Phone Model: Yealink SIP-W52P

Assigned to Line?  [REDACTED]

Phone authenticated at: 13 06 12/17/2018

**Apply** **Cancel**

- ***Please note – it takes up to 24 hours for these changes to update.***