

# 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.

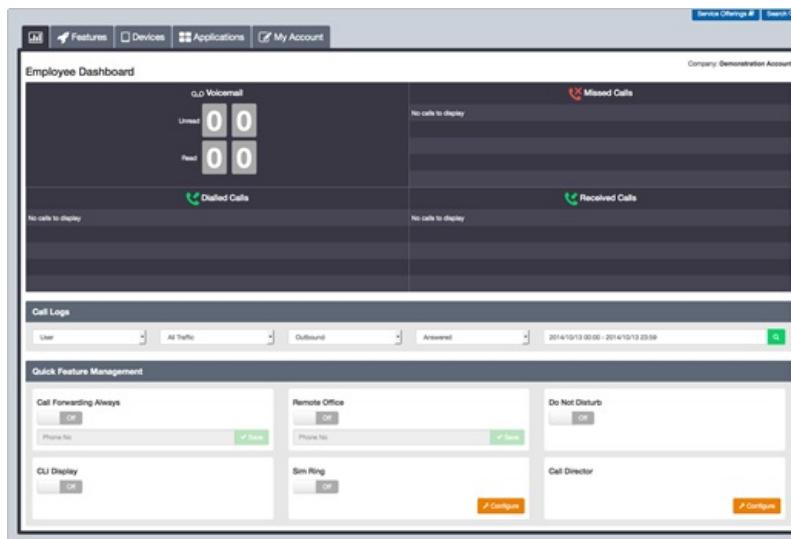
The login to the portal can be found here - <https://portal.yourwhc.co.uk/businessportal/login.jsp> (<https://portal.yourwhc.co.uk/businessportal/login.jsp>)

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

- Username
- Domain this will be in the form `company.uc.ic.uk` not your regular email 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:

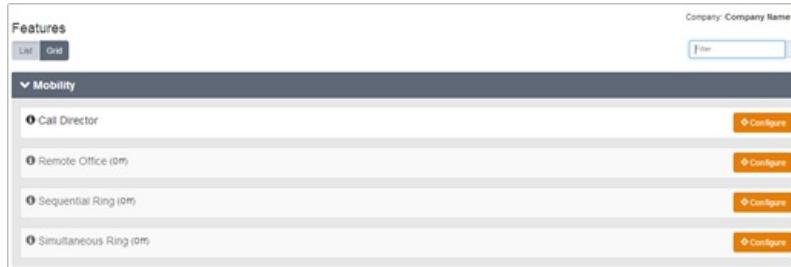


The screenshot shows the 'Employee Dashboard' for a 'Company: Demonstration Account'. The top section displays '0.0 Voicemail' (0 Unread, 0 Read) and '0 Missed Calls'. Below are sections for 'Dialed Calls' and 'Received Calls', both showing 'No calls to display'. The 'Call Logs' section shows a table with columns for User, Traffic Type, Status, and Date, with a single entry for '2014/10/13 00:00 - 2014/10/13 23:59'. The 'Quick Feature Management' section includes controls for Call Forwarding Always (Off), Remote Office (Off), Do Not Disturb (Off), CLU Display (Off), Sim Ring (Off), and Call Director (Configure).

## 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' page for 'Company: Company Name Ltd' in 'List' view. The 'Mobility' section is expanded, showing four items: 'Call Director' (status Off), 'Remote Office (Off)', 'Sequential Ring (Off)', and 'Simultaneous Ring (Off)'. Each item has an orange 'Configure' button to its right.



The screenshot shows the 'Features' page in 'Grid' view. The 'Mobility' section is expanded, showing four items in a grid: 'Call Director' (status Off), 'Remote Office (Off)', 'Sequential Ring (Off)', and 'Simultaneous Ring (Off)'. Each item has an orange 'Configure' button to its right.

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



The screenshot shows the 'Call Director' feature in the 'Grid' view. An orange information icon (a small circle with a question mark) is placed over the feature name. A tooltip box appears, containing the text: 'A Fixed Mobile Convergence solution that allows you to use One Number for inbound and outbound calls and move calls between devices.'

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

Features

List Grid

▼ Mobility

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

► Call Control

► Contacts

► Apps

► Messaging

**Features**

Company: Company Name Ltd

Manage your Features such as Call Forwarding, Voicemail etc

Configure

### Devices Tab

Features

Devices

Applications

My Account

Features

Company: Company Name Ltd

Manage your Features such as Call Forwarding, Voicemail etc

Configure

Call Director

Remote Office (Off)

Sequential Ring (Off)

Simultaneous Ring (Off)

► Call Control

► Contacts

► Apps

► Messaging

### Applications Tab

Features

Devices

Applications

My Account

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

Available on the App Store

Download

Get it on Google play

**Applications**

View the applications available to you.

Quick Links to download your applications.

### My Account Tab

## My Account

## User Details

Username: user.four  
Directory Number: +44 1314 980252  
Extension: 252

\* Language: English

Password to Change

Portal Login

Password

New Password

Confirm Password

## My Account

- Employee details.
- Reset passwords.

## Contact Details

Firstname: user  
Surname: four  
Email Address: julian.melville@gmail.com  
Phone Number: +44-1314980252

\* Country

United Kingdom

Street Address

Street Address

Town/City

Town/City

County

West Sussex

Postal Code

Postal Code

✓ Save

Posted by: Darren M - Wed, Jan 27, 2021 at 3:35 PM. This article has been viewed 7539 times.

Online URL: <https://kb.ic.uk/article/logging-into-the-portal-279.html> (<https://kb.ic.uk/article/logging-into-the-portal-279.html>)