



## Web Portal Set-up Guide



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# ■ WELCOME

Thank you for choosing GCI's Cloud Voice for your phone needs. This guide will help you walk through some of the most frequently asked questions of this product and basic customization settings. You can always call GCI Technical Support at 1-800-800-7754 if you have any questions or need help with any of your Cloud Voice settings.

## ■ CLOUD VOICE WEB PORTAL

### LOGIN

1. Navigate your web browser to <https://sipportal.gci.com/Login/>
1. Enter your User ID (10 digit phone number)
2. Password—To receive your initial password, please contact GCI Technical Support
3. Click the Login button.

**GCI**

User ID

Password

☐ Remember Password

**Login**

**Cloud Voice**  
Open up new possibilities  
for your business.

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### REMEMBER PASSWORD (OPTIONAL)

1. Check the “Remember Password” box on the login page.
2. You can now bypass the login page on your next visit to the GCI Cloud Voice Web Portal address.
3. Your home page will appear automatically the next time you navigate to <https://sipportal.gci.com/Login/>

**NOTE:** You must re-check “Remember Password” each time you change your password.

## WEB PORTAL QUICK LAUNCH (OPTIONAL)

1. Follow “Remember Password” instructions on page 3.
2. Right-click on the desktop, select “New” and then “Shortcut.”
3. Type the location of the item, enter the Cloud Voice Web Portal URL (<https://sipportal.gci.com/Login/>). Click “Next.”
4. Enter a name for the shortcut, such as “Launch GCI Cloud Voice”. Click “Finish.”
5. Select the shortcut icon and drag it to the Quick Launch area of the task bar (typically to right of the Start menu button).

## ADD CLOUD VOICE TO FAVORITES (OPTIONAL)

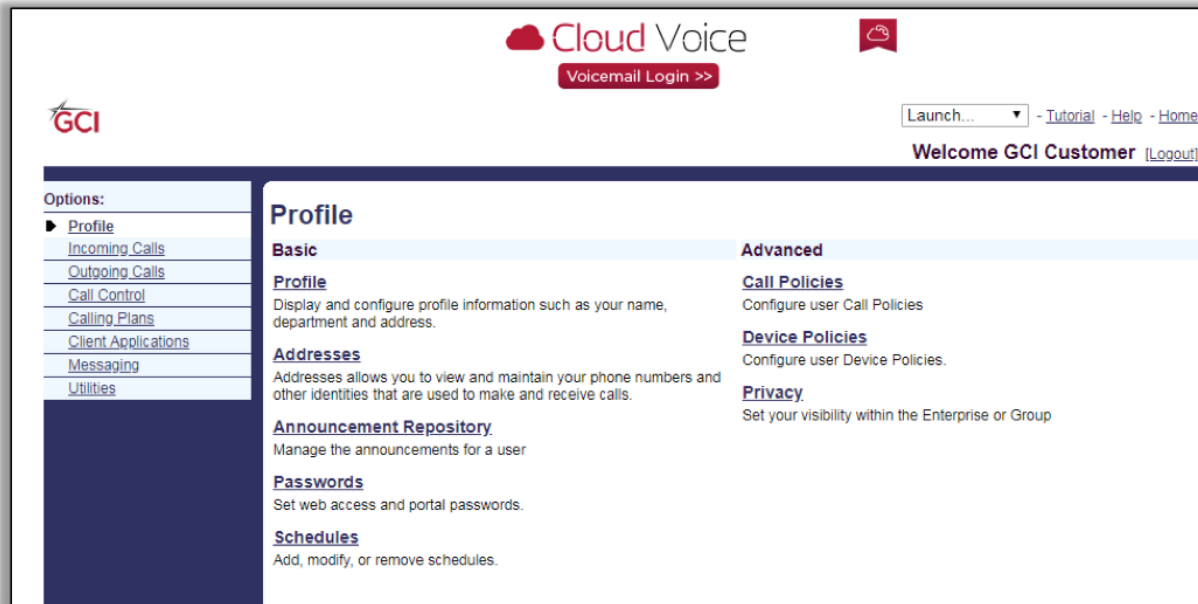
1. At the Cloud Voice Login page, click “Bookmark this page.” The “Add Favorite” dialog box appears.
2. The name “Login” appears in the name field. You can change this name to something more descriptive like “Cloud Voice Login Page”
3. Click OK to place the shortcut in your Favorites list.
4. Most browsers have a star on the right hand side of the address bar. You can add the link to your favorites by clicking on the star.
5. At your next login to Cloud Voice, select Cloud Voice Login from your web browser favorites. If you have saved your password, you are automatically taken to your home page. If you have not saved your password, you have to log in to the system.

## LOG OUT

Click the Logout link in the upper right corner of any GCI Cloud Voice page.

# ■ WEB PORTAL NAVIGATION

After you login to the GCI Cloud Voice Web Portal, you will be taken to the home page. The home page displays menu items used for user profile management.



On the left hand side of the home page is the navigation pane. This allows you to manage different sections of your user profile.

At the top of the page is a link to go directly to your GCI Voicemail portal. In the top right corner is a small menu which includes the Launch dropdown (to launch the Call Manager), Tutorial, Help, and Home.

If you navigate away from the homepage, clicking on Home will bring you back to this view and will automatically launch the Call Manager.

Clicking on Help will open a new tab in your browser window. This new tab displays detailed help information for the particular service on the page you were displaying.

Clicking on Tutorial will take you to the GCI Cloud Voice support page.

## PROFILE CHANGES

Profile allows you to view and change your profile information. The information pre-populated on this page specifies your primary phone number, extension, and caller ID for outbound calls. Filling in the additional information section allows your mobile phone, pager, and other information to be visible to other employees in your organization's directory.

The screenshot shows the 'Profile' page in the GCI Cloud Voice web portal. The page has a header with the 'Cloud Voice' logo and a 'Voicemail Login >>' button. A navigation menu on the left lists options: Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Client Applications, Messaging, and Utilities. The main content area is titled 'Profile' and contains a form for user information. The form includes fields for Enterprise ID, User ID, Group, Last Name, First Name, Calling Line ID Last Name, Calling Line ID First Name, Name Dialing Last Name, Name Dialing First Name, Department, Time Zone, Language, and Network Class of Service. There is also an 'Additional Information' section with fields for Title, Pager, Mobile, E-mail, Location, Address, City, State/Province, Zip/Postal Code, and Country. The E-mail field is highlighted in yellow. At the bottom of the form are 'OK', 'Apply', and 'Cancel' buttons.

## PASSWORDS

The Passwords page allows you to configure your passwords for the GCI Cloud Voice web portal.

“Set web access password” changes the password you use to log in to the CommPilot web portal. This password is comprised of letters and/or numbers.

“Set voice portal password” changes the code you use to access your voice portal using your telephone. This password must be comprised of numbers.

The screenshot shows the 'Passwords' page in the GCI Cloud Voice web portal. The page has the same header and navigation menu as the Profile page. The main content area is titled 'Passwords' and contains a form for configuring passwords. The form includes a section for 'Reset Password' with fields for 'Type current password', 'Type new password', and 'Re-type new password'. There are also radio buttons for 'Set web access password' and 'Set portal password'. At the bottom of the form are 'OK', 'Apply', and 'Cancel' buttons.

# SCHEDULES

Add a new schedule or manage existing schedules. Schedules can be set for specific events such as holidays or vacations. They can also be set for daily hours of operation. This is where the user creates personal schedules which are then available for use with specific features such as Call Notify or Selective Call Rejection.

Cloud Voice  
Voicemail Login >>

GCI

Launch... - Tutorial - Help - Home

Welcome GCI Customer (Logout)

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Utilities

**Schedules**  
Add a new schedule or manage existing schedules.

OK Apply Add Cancel

Delete	Schedule Name	Type	Level	Edit
No Entries Present				

Schedule Name Starts With Find Find All

OK Apply Add Cancel

Click on Add and then name your schedule and choose a schedule type.

Cloud Voice  
Voicemail Login >>

GCI

Launch... - Tutorial - Help - Home

Welcome GCI Customer (Logout)

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Utilities

**Schedule Add**  
Add a new schedule.

OK Cancel

\* Schedule Name: Christmas

Schedule Type: ☒ Holiday ☐ Time

OK Cancel

The new schedule will appear in your schedule list. Click on Edit and then on the next page, click on Add.

Cloud Voice  
Voicemail Login >>

GCI

Launch... - Tutorial - Help - Home

Welcome GCI Customer (Logout)

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Utilities

**Schedules**  
Add a new schedule or manage existing schedules.

OK Apply Add Cancel

Delete	Schedule Name	Type	Level	Edit
<input type="checkbox"/>	Christmas	Holiday	Personal	Edit

Schedule Name Starts With Find Find All

OK Apply Add Cancel

Name your event and set start and end dates and times. Then choose the recurrence for this schedule.

Cloud Voice  
Voicemail Login >>

Launch... - Tutorial - Help - Home  
Welcome GCI Customer [Logout]

**Options:**

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Utilities

**Event Add**  
Add a new event to schedule.

OK Cancel

Schedule Name: Christmas  
\* Event Name: Christmas Holiday

Event Details

Event Time:  
\* Start Date: 12/23/2018 (mm/dd/yyyy) Start Time: AM ☒ All Day Event  
\* End Date: 12/26/2018 (mm/dd/yyyy) End Time: AM

Duration:

Recurrence Pattern:  
Recurs: Never  
Never  
Daily  
Weekly  
Monthly  
Yearly

OK Cancel

## CALL MANAGER

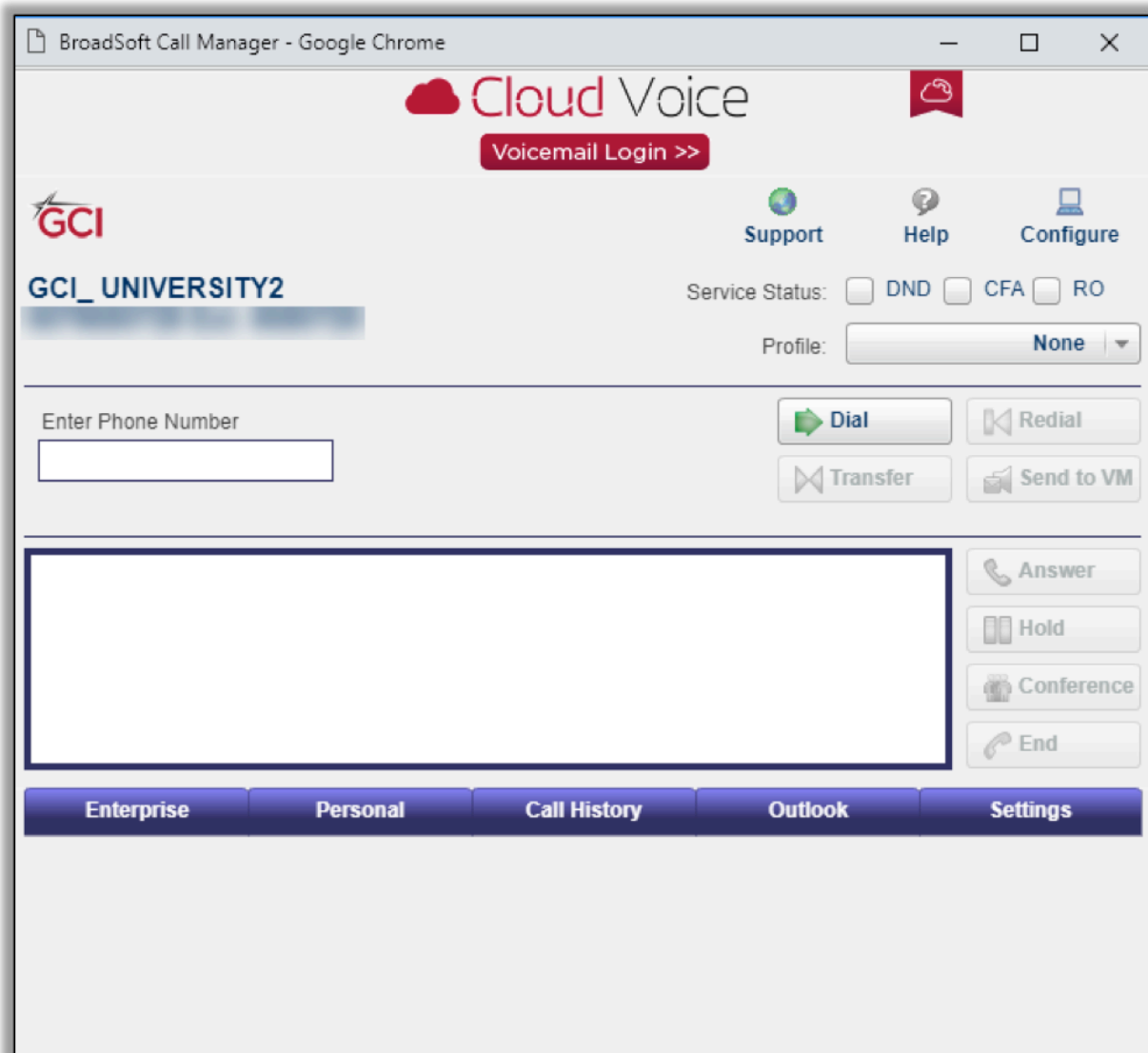
If you click the 'launch' dropdown you can choose to manage all incoming and outgoing calls through the Call Manager.

Cloud Voice  
Voicemail Login >>

Launch... - Help - Home  
Launch...  
Call Manager

Welcome G ITY2 [Logout]





Call Manager allows you to make and receive calls, retrieve your enterprise contacts, show call history and import Outlook contacts to easily manage incoming and outgoing calls to your number or organization. A headset is recommended when using the Call Manager.

For complete instructions for Call Manager click 'help' between 'Support' and 'Configure.'

Please note: Clicking on options in Call Manager will open the corresponding page in the Cloud Voice portal. Some settings are assigned to you by your administrator and won't be available to be changed.