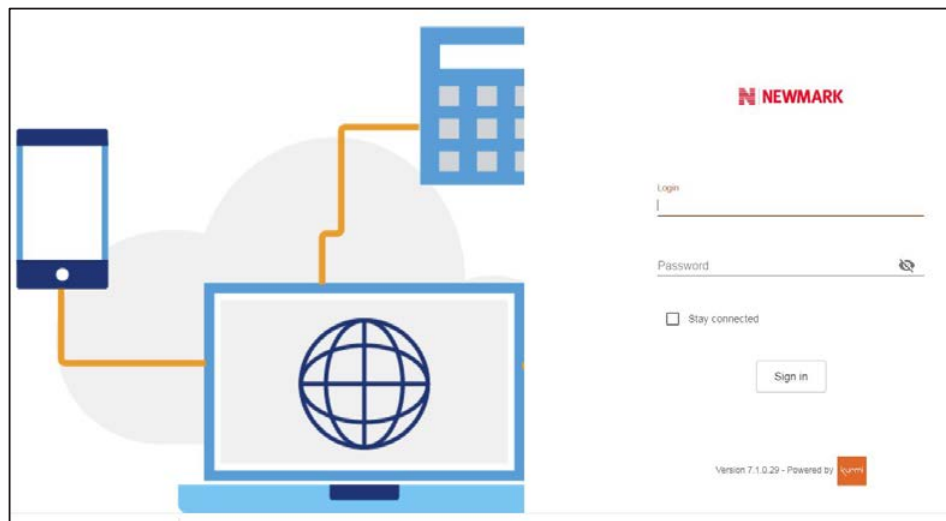


CENTURYLINK SELF SERVICE PORTAL USER GUIDE

SELF SERVICE – WEB PORTAL

The web portal link is <https://c026.portal.hcs.lumen.com/>



LOG-IN

Login: Phone Number@ngkf.com (for example: 14108443996@ngkf.com)

Default password: Hcs4321#

HOME

The Home page provides quick access to the main features available on your Web portal. Simply click the relevant icon to access the requested configuration.

SIGNATURE SETUP GUIDE

SERVICES STORE

This page makes it easy for you to enable and configure your services.

Disabled services

Disabled services are a gray icon. When you roll your mouse over one of them, you can click the icon to enable the service.

Enabled services

Enabled services are displayed in color. When you roll your mouse over one of them, a pencil and/or an X icon will appear.

Click the pencil icon to manage or the service and its features.

Click the X icon to disable the service

MENUS

Home

Takes you to your Home Page

My Services

Click the arrow to expand the menu to view your services.

- This is another way to access the services displayed on your home page

Services Store

Takes you to your Services Store

My Account

You can access your account settings.

- Change your Voicemail Pin
- Change your Portal Password (if allowed)
- Setup Voicemail or missed call notifications
- Change your Portal language

SERVICES

MY CALL FORWARDS

SIGNATURE SETUP GUIDE

On the My Call Forwards page, you can manage the call forwarding associated with your phone line. If you have several phone lines, you must select the phone line you want to manage before accessing the management page.

Simple management

By default, the management page offers call forwarding for all your calls. This can be applied when you are available, busy or absent (Call Forward - All).

Forwarding all calls to your voicemail box

- Check the box
- Click Apply

This service is only available if you have a voicemail account.

Forwarding all calls to another number

- Enter the number as you would dial it
- Click Apply

This service can only be enabled if you did not select the voicemail option

Disable your call forward

- To disable call forwarding, you must deselect call forwarding to the voicemail account and/or remove the destination number you specified
- Click Apply.

Advanced Management

Advanced management is used to specify call forwarding depending on each status of your phone line.

Call Forward - No answer (internal calls)

In this section, you define how internal calls that are not answered should be forwarded.

- Use the same process and rules as in Simple Management

Call Forward - Busy (internal calls)

In this section, you define how internal calls that occur while your phone line is busy should be forwarded.

- Use the same process and rules as in Simple Management

Call Forward - No answer (external calls)

In this section, you define how external calls that are not answered should be forwarded.

- Use the same process and rules as in Simple Management

Call Forward - Busy (external calls)

In this section, you define how external calls that occur while your phone line is busy should be forwarded.

- Use the same process and rules as in Simple Management

MY TELEPHONES' SPEED DIALS

On this page, you can manage the speed-dials of your desk phone. These Speed Dials are in the Speed Dial List on your phone. Which is accessed using the Navigation Button.

Add a new Speed Dial

SIGNATURE SETUP GUIDE

If you have multiple devices you must select the device to which you want to add a Speed Dial. Jabber does not support Speed Dials or Abbreviated Dialing.

- Click the add (+) button.
- Enter the Telephone Number as you would dial it.
- Label with the name to be displayed in the Speed Dial list of your phone.
- Click Apply

Edit a Speed Dial

You can change the order of the speed-dials using the arrows available on each line. You can also simply drag and drop a key in another position.

- Click the edit (pencil) button to edit an existing speed-dial.
- Click the Apply button

Remove a Speed Dial

- Click the delete (x) button to remove the associated speed-dial.
- Click the Apply button

ABBREVIATED DIALING

If you want more entries than your Speed Dial List will allow, you can create short codes, known as Abbreviated Dials. To place calls using the short codes. Dial the short code and then press the Abbr Dial soft key.

Add an Abbreviated Dial

- Click the add (+) button
- Enter the Telephone Number as you would dial it
- Add a recognizable Label
- Apply

Edit or Remove an Abbreviated Dial

- Use the same process as in Speed Dials

MY TELEPHONES' BUSY LAMP FIELDS

On the My Telephones Busy Lamp Fields page, you can manage the Line buttons of your desk phone. Using a Busy Lamp Field, you can define a key to dial and view the line status of another employee. Or you can define a key to be a Speed Dial for an external number. The availability of your keys depends on your desk phone configuration.

Add a new Busy Lamp Field key

To add a new BLF key

- Click the add (+) button.
- Speed Dial Telephone Number
 - If you want to create a Busy Lamp Field for a fellow employee, enter + and the telephone number
 - If you want to create a Speed Dial enter the number as you would dial it.

SIGNATURE SETUP GUIDE

- Label
 - Specify the name to be displayed on your phone in this field.
- Call Pickup
 - Select this option if you want to be able to pick up this line's calls.
 - This field will function depending on the configuration defined by the administrator.
- Click Apply

Edit BLF keys

You can change the order of the keys using the arrows available on each line. You can also simply drag and drop a key in another position.

- Click the edit (pencil) button to edit an existing BLF key.
- Click the Apply button

Remove the BLF key

- Click the delete (x) button to remove the BLF key.
- Click the Apply button.

SINGLE NUMBER REACH

Single Number Reach allows you to have an alternate number, such as a cell phone, ring simultaneously with your desk phone. You can also set up a time schedule for the simultaneous ring. Within Single Number Reach you can enable or disable the Move to Mobile feature.

Activate Single Number Reach

- Go to the Services Store
- Click on the Single Number Reach icon
- In the Destination Number field, enter the phone number as you would dial it
- Click Apply
 - Simultaneous Ring and Move to Mobile are automatically enabled for 24/7
 - You will be redirected to your Home Page
 - A Single Number Reach icon will be added to your Home Page

Edit Single Number Reach options

- From your Home Page click on the Single Number Reach icon
- Click on the Destination Number
- Click on the Edit (pencil) icon

From this page you can

- Edit the Destination Number
- Enable or Disable Move to Mobile
- Enable or Disable Single Number Reach
- Set up a Ring Schedule for Single Number Reach. Using 24-hour clock
- Set your Single Number Reach time zone

Once you have made your selections, click Apply

SIGNATURE SETUP GUIDE

Delete Single Number Reach Destination

- From your Home Page click on the Single Number Reach icon
- Check the box of the Destination Number
- Click on the Delete (x) icon
- Click Confirm

Deactivate Single Number Reach Feature

- Go to the Services Store
- Hover over the Single Number Reach icon
- Click on the red X icon to deactivate the service
- Click Apply

MY EM PROFILE SPEEDDIALS AND BUSY LAMP FIELDS

EM is Extension Mobility. Extension Mobility allows a user to temporarily configure another IP phone as their own. The user must log into an IP telephone with a username and PIN. Once logged in, the phone has the users profile information, including their extension number, dial permissions and other features.

Add, Edit or Delete EM Profile Options

If you would like your Speed Dials or BLF's to appear on an alternate phone.

- Go to My EM Profile Speed Dials or My EM Profile Busy Lamp Fields
- Add, edit or delete Speed Dial List or Busy Lamp Fields as you would in My Telephone
- Items added to EM Profile will NOT appear on your telephone.

Features added may be limited, based on the alternate model, or Administrator settings.

VOICEMAIL

If the Accept and Relay feature has been enabled by your administrator, you can edit how your Voicemail relay feature handles your notifications.

Edit Voicemail Message Action

- Go to Services Store
- Hover over Voicemail icon
- Click on the edit (pencil) button
- Use the Voicemail Message Action drop down to select how your voicemail is handled.
- In the case of Relay or Accept and Relay enter the email address of where you would like the message to be sent.
- Click Apply

SIGNATURE SETUP GUIDE

COLLABORATION FOR IPHONES, ANDROID & TABLETS

If this feature has been enabled by your administrator, you can create a Jabber device for your iPhone, Android phone or a Tablet.

Add a Jabber Device

- Go to Services Store
- Click on the Icon for the Jabber device you wish to create
- Click Apply