

Log into Admin CommPortal here: <https://portal.cloudnetgroup.com/bg/>

If you have forgotten your password, please refer to “CommPortal – Login & Password Reset Guide” document.

Once logged in, navigate to “Users”

The screenshot displays the Business Group Admin Portal interface. On the left is a blue sidebar menu with the following items: Home, Groups (with sub-items: Hunt Groups (MLHGs), Call Pickup Groups), All Lines (with sub-items: Users, Attendants, Group Access, Phones), Services (with sub-items: Departments, Short Codes, Account Codes, Extensions, Call Analytics, Music on Hold, Auto-Attendant, Misc. Settings), Help, and Send Feedback. The 'Users' item under 'All Lines' is highlighted with a red box. The main content area has a blue header 'Business Group Admin Portal' and a 'Knox Test' button. Below the header, there is a 'Groups' section with a description and two icons: 'Hunt Groups (MLHGs)' and 'Call Pickup Groups'. The 'All Lines' section follows, with a description and four icons: 'Users' (highlighted with a red box), 'Attendants', 'Group Access', and 'Phones'. The 'Services' section is at the bottom, with a description and eight icons: 'Departments', 'Short Codes', 'Account Codes', 'Extensions', 'Call Analytics', 'Music on Hold', 'Auto-Attendant', and 'Misc. Settings'.

Within Users find the telephone number and user needing the email change. Then select Actions drop-down.

The screenshot shows the 'Business Group Admin Portal' interface. At the top, there is a blue header with 'Business Group Admin Portal' on the left and 'Knox Test' on the right. Below the header, the main content area is titled 'Users in Department:' followed by a dropdown menu set to 'Support Dept Test'. Underneath, there is a 'Move selected to:' section with a 'Select department' dropdown and a 'Move' button. A table with columns 'Telephone Number', 'Ext.', and 'Name' is displayed. Below the table is a search bar with 'Search for...' and a dropdown set to 'in any field'. The table contains one row with the following data: (865) 888 9843, 9843, and Test. To the right of this row, an 'Actions' dropdown menu is highlighted with a red box.

On the drop-down, select View individual settings.

This screenshot is similar to the first one, showing the 'Business Group Admin Portal' interface. The 'Users in Department:' dropdown is set to 'Support Dept Test'. The 'Move selected to:' section is also present. The table shows the same user: (865) 888 9843, 9843, Test. The 'Actions' dropdown menu is now open, and the 'View individual settings' option is highlighted with a red box. Other options in the dropdown include 'Edit personal details', 'Add services', 'Reset line', and 'Unlock account'.

Next, a new window for the line will appear. Select View Account Settings.

Business Group Admin Portal

Test

Home Messages and Calls Contacts Make Call Test ▾

Phone Status

Available for Calls ▾

Incoming calls will: Ring your Account Phone ▾ Open Call Manager

Your Services

Call Settings Message Settings Notifications Reminders

View Account Settings

Open in New Window Close

Then you will select Change Security Email.

The screenshot shows a user interface for account settings. At the top, there is a header with the name 'Test' and navigation links for 'Home', 'Messages and Calls', and 'Contacts'. Below this, there is a 'Phone Status' section with a dropdown menu set to 'Available for Calls' and a button for 'Open Call Manager'. The main content area is titled 'Your Services' and is divided into three columns: 'Personal Details', 'Security', and 'Support'. The 'Security' column contains several options, with 'Change Security Email' highlighted by a red rectangle. Other options in the 'Security' column include 'Change Password', 'Change Call Services PIN', and 'Change Voicemail PIN'. The 'Support' column includes 'Help', 'Downloads', and 'Send Feedback'. At the bottom right of the 'Your Services' section, there is a 'Hide Account Settings' link. Below the main content area, there are two buttons: 'Open in New Window' and 'Close'.

Finally, you will be able input the email address associated to the line.

The screenshot shows a dialog box titled 'Change Security Email'. It has a white background and a blue border. Inside the dialog, there is a label 'Email Address:' followed by an empty text input field. At the bottom right of the dialog, there are two buttons: 'Confirm' and 'Cancel'.