

# CTS Cloud – Administrator User Voicemail PIN & Portal Password Change Instructions

This is for the Administrator to change User Mailbox PIN's and/or Web access password for Administrators and Users.

## 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

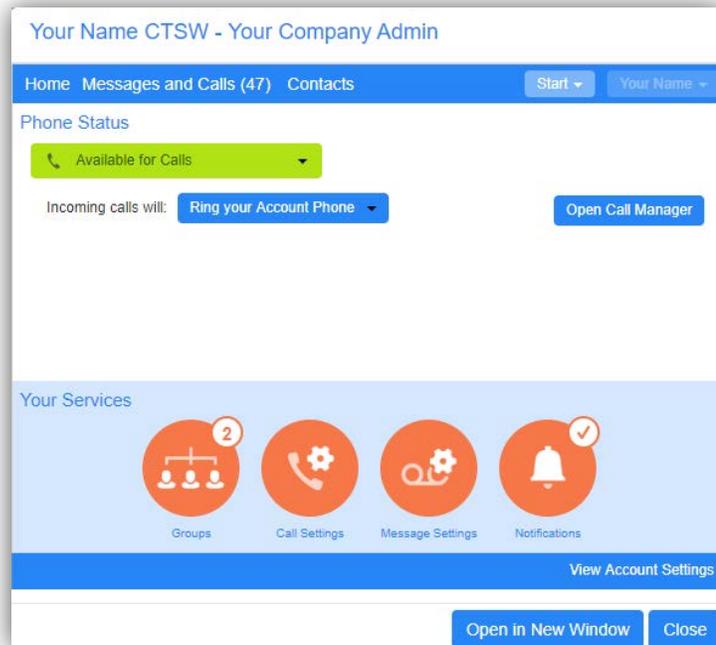
The screenshot displays the Business Group Admin Portal interface. The top navigation bar is blue and contains the text "Business Group Admin Portal" and a user profile dropdown labeled "Your Name". A left-hand sidebar menu is also blue and lists various system components: Home, Groups (with sub-items: Hunt Groups (MLHGs), Call Pickup Groups, Supervisor Dashboard), All Lines (with sub-items: Users, Attendants, Group Access, Phones), and Services (with sub-items: Departments, Short Codes, Account Codes, Extensions, Call Analytics, Music on Hold, Auto-Attendant, Misc. Settings, Help, and Send Feedback). The main content area is light blue and features three sections: "Groups" with a descriptive paragraph and three icons for Hunt Groups (MLHGs), Call Pickup Groups, and Supervisor Dashboard; "All Lines" with a descriptive paragraph and four icons for Users, Attendants, Group Access, and Phones; and "Services" with a descriptive paragraph and four icons for Departments, Short Codes, Account Codes, and Extensions.

For additional assistance please  
contact our service Department at  
248-451-1234



## Navigate

1. Select Users in left column
2. In the Users screen, on the right side select the Actions menu of the user. Choose – View Individual Settings
3. This opens the Individual Commportal for that User shown in the next screen



4. Choose View Account Setting in lower right
5. Select 'Change Voicemail PIN' in the center lower column. A small window will open Change Voicemail Pin

6. Enter the same new 4 digit PIN # in both fields and select confirm. Provide this number to the user

You can follow this same process to change Individual Commportal Password as well – In step #5 select Change Password instead. This would change the Password from the default password on your Admin or Individual Commportals.