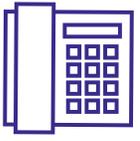




how to manage
emergency location information
FOR PHONE EXTENSIONS IN COMMPORTAL





managing emergency location information FOR PHONE EXTENSIONS IN COMMPORTAL



Please follow the steps below to review and update 911 emergency information for all of your business's telephone system equipment that is associated with a phone extension.

GROUP ADMINISTRATORS can manage this information in CommPortal for all phone extensions by following the Instructions for Group Admin Users.

INDIVIDUAL USERS of the telephone system can also manage the information for their individual phone extension by following the Instructions for Individual Users.

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P3

INSTRUCTIONS FOR GROUP ADMIN USERS

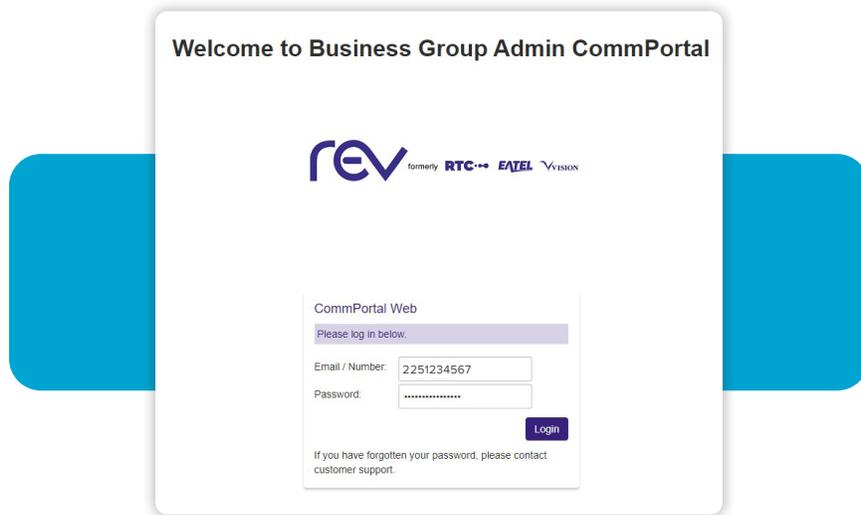
P7

INSTRUCTIONS FOR INDIVIDUAL USERS

P10

HOW TO CONFIGURE A USER'S ACCOUNT EMAIL ADDRESS

Instructions for Group Admin Users



STEP 1

Log into the Group Admin CommPortal at <https://webcare.eatel.net/bg>.

Email/Number

Enter the 10-digit phone number
{no spaces or dashes}.

Password

Enter your CommPortal Password.

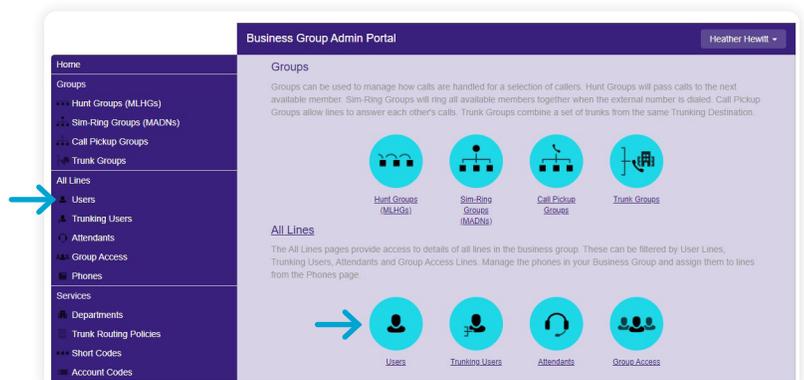
note

Group Administrators can only log into CommPortal with the 10-digit phone number that was assigned during the system installation.

If you cannot remember the 10-digit number and/or Password set up during the telephone system installation, please call 1-866-625-4100 for assistance.

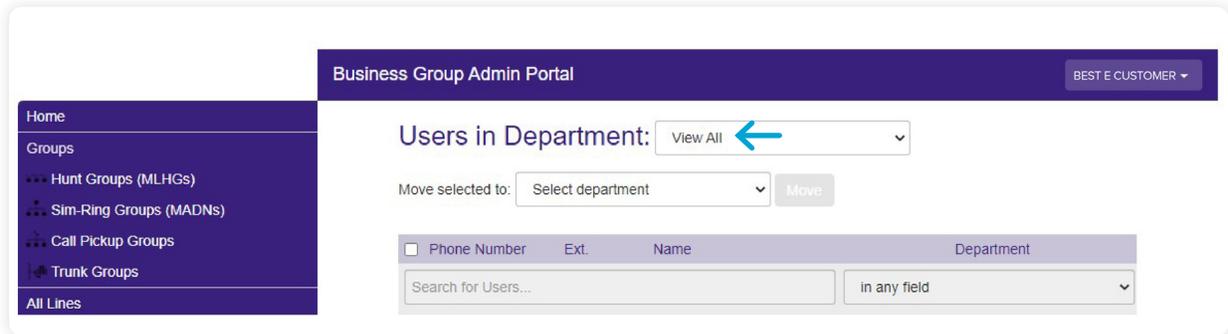
STEP 2

Click on the **USERS** tab on the left-side menu or the round icon in the center.



STEP 3

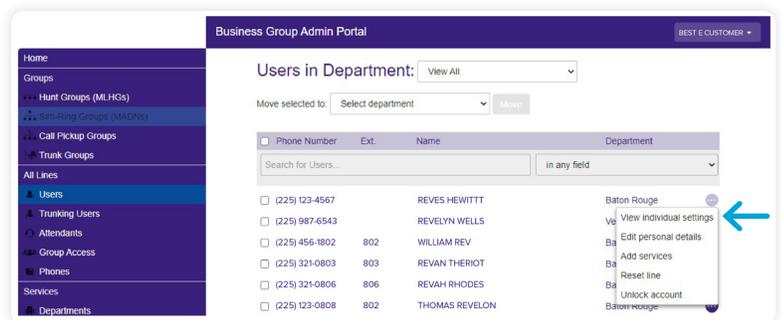
From the top drop-down menu, select the Users you would like to manage.
To see a list of all Users, select **VIEW ALL** from the drop-down menu {recommended}.



STEP 4

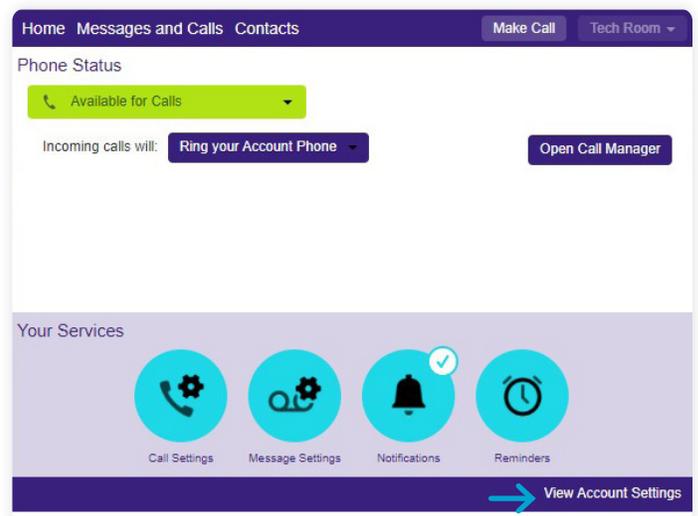
For each phone number, click the purple circle icon on the right and select **VIEW INDIVIDUAL SETTINGS**.

Group Administrators, you will need to click this purple circle icon to review/update the emergency location information for each phone number/extension.



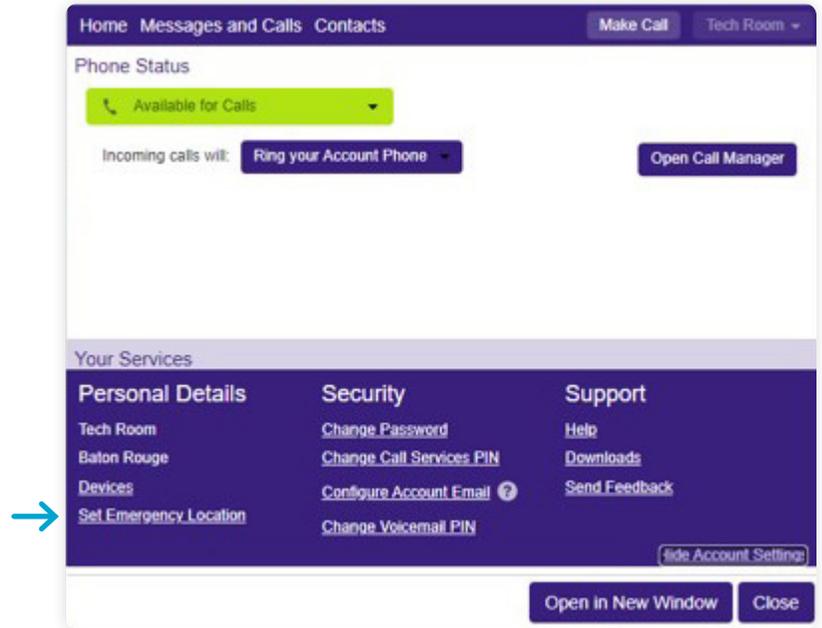
STEP 5

On the next window, select **VIEW ACCOUNT SETTINGS** in the lower right corner.



STEP 6

Select **SET EMERGENCY LOCATION** in the lower left corner.



STEP 7

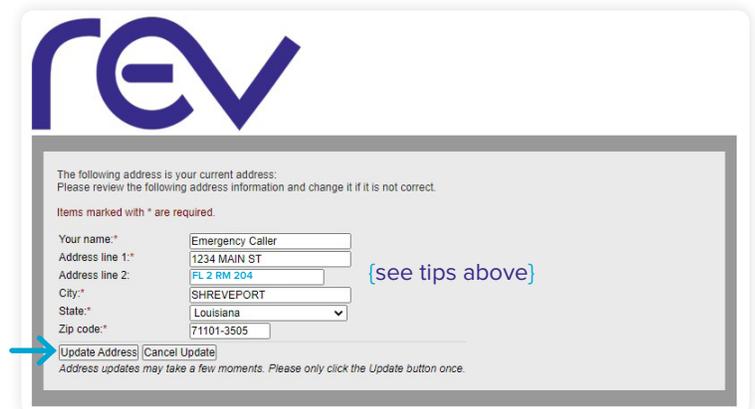
Edit or fill in the correct address information for the phone number/extension, and then click on **UPDATE ADDRESS**.

tips

ADDRESS LINE 1
Enter up to 32 characters (including spaces).

ADDRESS LINE 2
Enter up to 20 characters (including spaces).
If possible, it is advisable to enter the dispatchable location (e.g., floor, room number, suite number) in the Address line 2 field. Use the abbreviation recommendations shown below, as applicable.

recommended abbreviations	
Apartment	APT
Building	BLDG
Department	DEPT
Floor	FL
Front	FRNT
Lobby	LBYY
Lot	LOT
Lower	LOWR
Office	OFC
Rear	REAR
Room	RM
Side	SIDE
Space	SPC
Stop	STOP
Suite	STE
Trailer	TRLR
Unit	UNIT
Upper	UPPR



After clicking **UPDATE ADDRESS**, you will get a confirmation message letting you know the information has been successfully updated.

Your 911 address information has been successfully updated

Thank you for your submission.

If there is a problem with your update and records did not submit, you may get this screen.

For next steps, **please try the TIPS noted in STEP 7**, and if needed, call for additional support.

There was an error processing your request. Please try again.
If the problem persists, please contact customer support at

866-881-4REV

STEP 8 Repeat steps, starting with STEP 2, for all equipment associated with a phone number/extension.

Instructions for individual users

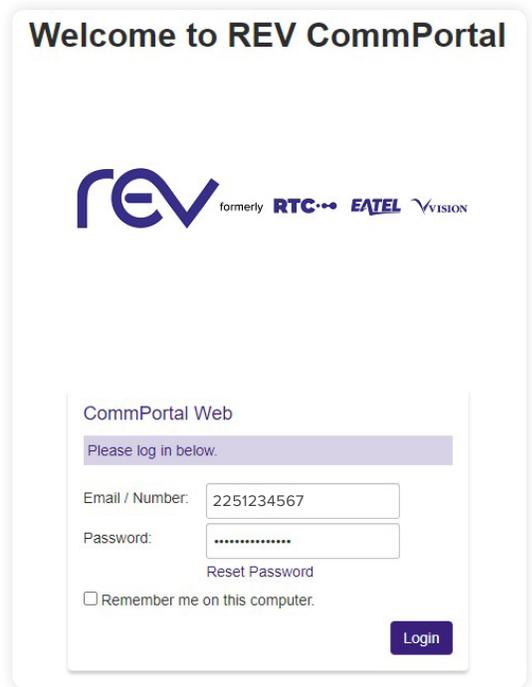
STEP 1

Log into CommPortal at
<https://webcare.eatel.net>

Email/Number*
Enter the 10-digit phone number
{no spaces or dashes}.

Password
Enter your CommPortal Password.

If you need help, click on **RESET PASSWORD**
and follow the instructions.

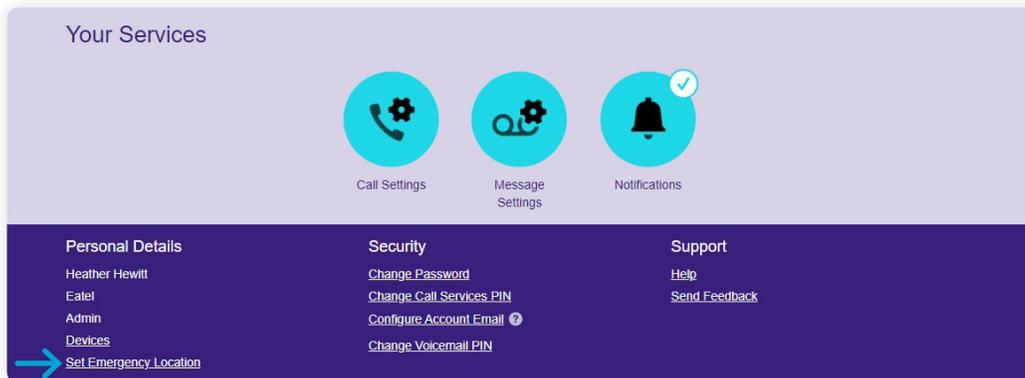


*note

You can only enter an email address to log into CommPortal if you've already set up an account email address. Until then, you must enter your 10-digit phone number to log into CommPortal. Refer to "How to Configure a User's Account Email Address" at the end of this document to set up an account email address. Doing this is recommended because it will also allow you to reset your password in the future, if needed.

STEP 2

Select **SET EMERGENCY LOCATION** in the lower left corner.



STEP 3

Edit or fill in the correct address information for the phone number/extension, and then click on **UPDATE ADDRESS**.

tips

ADDRESS LINE 1

Enter up to 32 characters [including spaces].

ADDRESS LINE 2

Enter up to 20 characters [including spaces].

If possible, it is advisable to enter the dispatchable location (e.g., floor, room number, suite number) in the Address line 2 field. Use the abbreviation recommendations shown below, as applicable.

recommended abbreviations

Apartment	APT
Building	BLDG
Department	DEPT
Floor	FL
Front	FRNT
Lobby	LBBY
Lot	LOT
Lower	LOWR
Office	OFC
Rear	REAR
Room	RM
Side	SIDE
Space	SPC
Stop	STOP
Suite	STE
Trailer	TRLR
Unit	UNIT
Upper	UPPR

The following address is your current address last updated on Mar 08, 2022 at 05:35PM.
Please review the following address information and change it if it is not correct.

Items marked with * are required.

Your name:* REV Customer
Address line 1:* 1234 MAIN ST
Address line 2: FL 2 RM 204
City:* SHREVEPORT
State:* Louisiana
Zip code:* 71101-3505

Your address is currently located as:
406 E WORTHEY ST
GONZALES, Louisiana (LA)
70737-4247

[Update Address](#) [Cancel Update](#)

Address updates may take a few moments. Please only click the Update button once.

[see tips above]

After clicking **UPDATE ADDRESS**, you will get a confirmation message letting you know the information has been successfully updated.

Your 911 address information has been successfully updated

Thank you for your submission.

If there is a problem with your update and records did not submit, you may get this screen.

For next steps, **please try the TIPS noted in STEP 3**, and if needed, call for additional support.

There was an error processing your request. Please try again.
If the problem persists, please contact customer support at

866-881-4REV

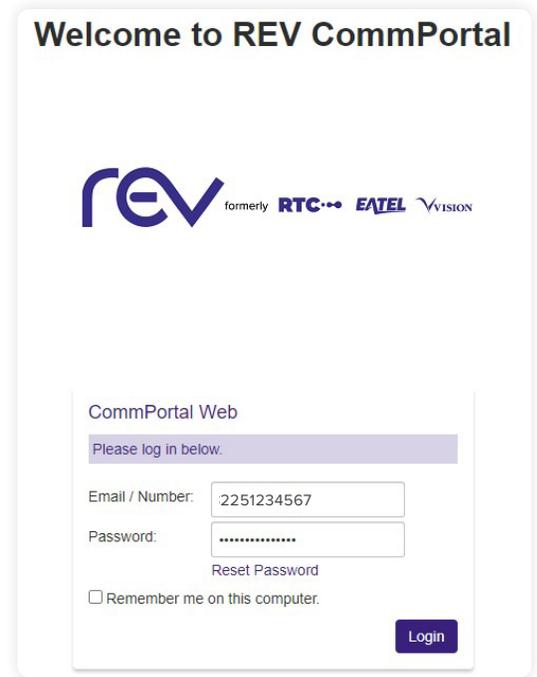
how to configure a user's account email address

Individual users may log into CommPortal using their 10-digit phone number or email address. If an email address is preferred, there are steps to follow to set it up in CommPortal first. Another advantage of setting up an email address is that an account email address is required for a user to be able to reset their password, if ever needed.

Follow the instructions below to set up your account email address.

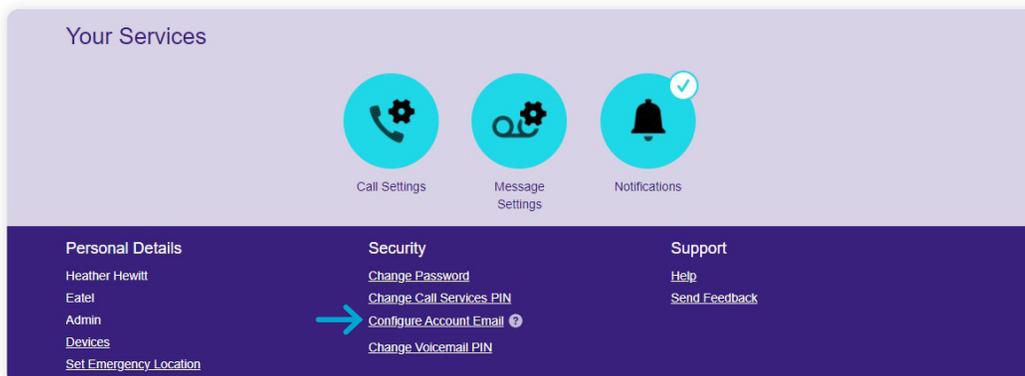
STEP 1

Log into CommPortal by entering your 10-digit phone number {no spaces or dashes} and password, then click on Login.



STEP 2

Scroll to the bottom of the CommPortal page and select **CONFIGURE ACCOUNT EMAIL**.



STEP 3

Fill in your Email Address and click on the optional check box if you also want to be able to enter your email address as your CommPortal login {as an alternative to your 10-digit phone number}.

Then click the **CONFIRM** button.

Configure Account Email

The account email may be used to reset the password or to log in using your email address instead of your phone number.

Email Address:

Current password:

Allow email login: 

STEP 4

Wait for the confirmation message and click **OK**.

If you selected the optional check box in STEP 3, you can now enter your 10-digit phone number OR email address in the Email/Number field each time you log into CommPortal.

A confirmation email has been sent, please check it arrives successfully.



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