CLOUD SERVICES PORTAL USER

Sign In

To Access the Cloud Services Portal:

- Open a web browser and enter the URL (https://bizvoice.liveoakfiber.com) provided to you via email for online account management. Note: Contact your account administrator to ensure you have the correct website address and to retrieve your <u>initial</u> sign in credentials.
- Enter your Username (e.g.; 1234567890@domain.xx) and Password. If enabled, the <u>Forgot Password?</u> link provides the way to retrieve your portal sign in credentials via email.
- 3. Click the Sign In button and the Cloud Services Portal opens. The first time the portal is accessed, a Terms and Conditions dialog displays requiring manual acknowledgment. Review the document using the tools provided, click to place a check in the box, and then click **Save** to proceed.

Cloud	I Services Po	ortal	
Username			
1235551212@drive	uc.us		-
Password			
	Sign in		
	Forgot Password?		

Menu



Once the site is open and the T&Cs are acknowledged, you have access to manage all your communications services.

The **Menu** on the left offers access to the My Services Dashboard (Home) page for any Number/ Extension(s) on the account as well as the **Documents** and the **Enterprise Contact Directory** pages.

The Quick Access drop-down provides links to the Profile view and Log Out.

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r	My Profile	U
	Log Out	
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Dashboard

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locuments	1112 E911 Address:	• 2/10/2020 05:58 AM	In Patrick Higgins 4/9/2020 01:14:07 PM
ontact Directory		• 📄 > 2/7/2020 03:31 PM	Out 3/31/2020 12:11:36 PM
		• 🔲 > 4/22/2019 08:53 AM	Out 3/30/2020 01:43:07 PM
	View Profile	• 📄 > 4/19/2019 10:09 AM	Out 3/27/2020 11:44:27 AM
		• 🔲 > 4/19/2019 08:32 AM	Out 3/23/2020 10:45:48 AM
			Out 3/23/2020 10:45:14 AM
		Voicemail Settings Manage Greetings Reset Voicemail Pin Message Deposit	In Patrick Higgins 3/18/2020 11:28:07 AM
	Name Phone Number	View All Voicemails & Details	
	Applications	Basic Features	
		Caller ID #	
	No applications are available.	Call Waiting i	
		Connected Line ID Restrictions i	
		Do Not Disturb i	
		Outbound Caller ID Block i	
			View All Call Logs & Details
		View All Features	

Dashboard Features

The **My Services Dashboard** (Home page) displays important account information in section widgets (cards) that offer quick access to view and manage the features and settings included with your account.

Profile

The **Profile** card offers everything you need to manage your profile. It displays a summary of your account information (Name, Address, Phone Number, User ID, Device model, etc.), and provides a **View Profile** link to manage the account Password, Temporary e911 address, notification email(s), and directory information.

Applications

The **Applications** card displays links to the sign in page for any add-on applications included with the account.

Voicemail

The Voicemail Card provides easy access to voicemail messages and feature management tools right from the Dashboard. The most recent messages are listed on the Dashboard for review. A red dot highlights unheard messages. The tools needed to play, delete, and forward voicemails, block future calls, manage all the voicemail settings and greetings, review and manage any additional messages, and reset the access PIN are provided here.

Contact Directory

The **Contact Directory** card displays a list of the personal custom contacts the user has created to include in their hosted voice phone directories. It offers tools to add, edit, and delete these contacts quickly and easily.

Call Logs

The **Call Logs** card displays a list of the latest incoming and outgoing calls on the account, with filters to review specific call types and date ranges. It also provides easy access to review and create a report of up to 1000 calls within the past 90 days.

Basic Features

The **Basic Features** card provides instant access to the account's **On/Off** feature settings with information about each one listed. This section also provides a View All Features link that opens the **Settings** page where users may review and manage the setup for ALL of the voice services features on the account.



Applications	+ .*
Voice Analytics is a powerful call reporting require that anothins pack to size real-time statistics, availance to analy schedule reports.	Crewel
Interactive Voice Response (IVR) advers a asserted values for complex integrated call handing and messaging.	Connel
Receptionist molities users to family manage and rooks it high volume of calls investigh an inform web family manages.	Connect

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2	outgoing	Char	Forwarded	822 659	1/13/18
9	incoming	Maro		585 947	1/13/18
9	outgoing	Wyn:		714 635	1/13/18
0	incoming	Shen		391 594	1/13/18
3	outgoing	Anna		321 332	1/13/18
9	outgoing	Aishe		345 780	1/13/18
9	outgoing	Alenz		674 870	1/13/18
9	outgoing	Sung		522 410	1/13/18
8	incoming	Ivery		612 407	1/13/18
9	incerning	Jeog		758 694	1/13/18
5	gnimooni	Deed		953 282	1/13/18
3	outgoing	Del F		965 201	1/13/18
8	incoming	Duar		570 584	1/12/18
9	gniagtua	Sharl		647 235	5/13/18
9	outgoing	Carin		682 850	1/13/18
ą	gnimooning	Betty		920 758	1/12/18
3	gnimagni	Rash		555 527	1/12/18
3	incoming	Kimb		769 365	1/13/18
в	outgoing	Charl		008 021	1/13/18

Basic Features	- ***
Anonymous Call Rejection i	
Barge-In Exempt i	
Caller ID i	
Call Waiting i	
Connected Line ID Restrictions i	
Do Not Disturb i	
Music On Hold i	
Outbound Caller ID Block i	
View All Features	