

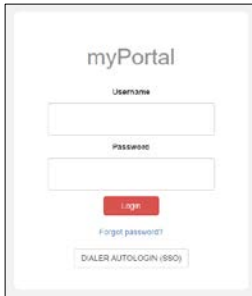
myPortal for Hosted PBX

First Time Login

Login with Your Assigned Credentials

All users and administrators have access to myPortal to change their Hosted PBX settings, upload greetings, and activate features. To login for the first time:

1. Open your browser and go to <https://myportal.masteraccess.com>.
2. At the Login page, enter the Username and Password supplied to you by your administrator, and click Login.



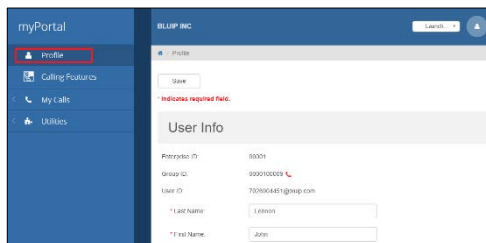
myPortal Login Page

3. Once you have successfully logged in using the administrator provided credentials, proceed to the next step, and Update your Profile's Email Address.

Update Your Profile's Email Address

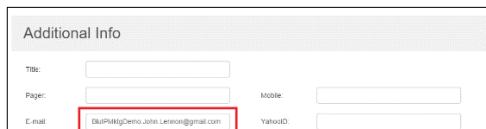
In the event that you forget or lose your password, myPortal can automatically reset it for you. However, to do this, your Profile must include an email address. To update or confirm your Profile's email address:

1. Select the *Profile* menu item under *myPortal*.



myPortal Profile Page

2. Scroll down to the Additional Info section, and enter your full email address in the E-mail field:



myPortal E-mail Field

3. Scroll down to the bottom of the section and click *Save*. You can then proceed to Changing Your Assigned Password.

Change Your Assigned Password

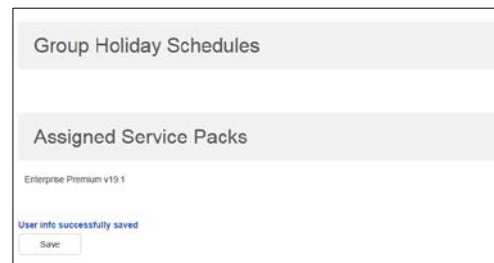
BLUIP recommends changing your default myPBX password when you Login for the first time. To change your password after you have logged in:

1. Select the *Profile* menu item under *myPortal*.
2. Scroll down to the *Password reset* section.



myPortal Password Reset Section

3. Enter in your current, assigned password in the *Old User Password* field.
4. Enter a password of your choosing into the *New User Password* field, and confirm that you entered it correctly by repeating it in the *Re-type Password* field. The password must be at least six characters long and contain at least 1 digit.
5. Alternatively, you can have myPortal generate a new password for you by clicking the *Generate* button. You can then click the *Show/Hide* button to view the password that myPortal generated.
6. When done, scroll down to the bottom of the page and click the *Save* button. myPortal will then display the following:



myPortal Profile Save

Resetting Passwords

Reset Your myPortal Password

If you forget, lose, or accidentally lock yourself out of myPortal, and your Profile has an email address, you can automatically reset it. To reset your password:

7. Open your browser and go to <https://myportal.masteraccess.com>.
8. At the Login page, click the *Forgot Password?* link.



MYPORTAL FOR HOSTED PBX

9. Enter your current *user ID*, the short Captcha presented on the screen, and click *Reset*. myPortal will generate a new password and send it to the email address in your Profile.



myPortal Successful Password Reset

10. Check your email for a new message From *MyPortal* with a Subject of *VoIP password change*. The myPortal generated password will be in the message.
11. Click the Login link on myPortal, and enter the newly generated password.
12. BluIP recommends that you immediately change the password, using the same procedure defined above in [Changing Your Assigned Password](#).

Change Your Voice Portal Passcode

Your Voice Portal is an interactive voice prompt system that allows you to retrieve voice messages, record greetings, and change user settings from a telephone. This passcode is unique from your myPortal password. If you have lost or forgotten this passcode, please contact your administrator, and they will assign you a new passcode. However, if you need to change this passcode, you can do this from myPortal.

1. Login to myPortal.
2. Click on the *Profile* menu item.
3. Scroll down to the *Password reset* section.
4. Enter your existing password in the *Current Voice Portal Passcode* field.
5. Enter a password of your choosing into the *New Voice Portal Passcode* field, and confirm that you entered it correctly by repeating it in the *Re-type Passcode* field. This passcode must be at least 4 digits in length, and must contain only numbers.
6. Alternatively, you can have myPortal generate a new passcode for you by clicking the *Generate* button. You can then click the *Show/Hide* button to view the password that myPortal generated.
7. When done, scroll down to the bottom of the page and click the *Save* button.