

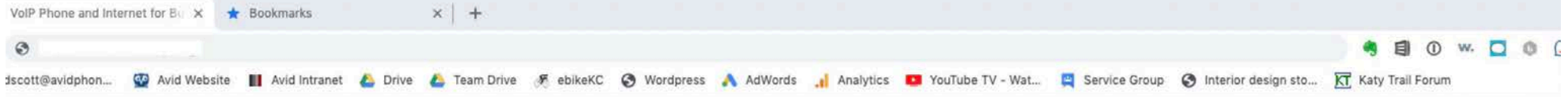
# Reset Admin Password

The screenshot shows a web browser window with the Avid Communications website. The browser's address bar is empty, and the bookmarks bar contains several links including 'Avid Website', 'Avid Intranet', 'Drive', 'Team Drive', 'ebikeKC', 'Wordpress', 'AdWords', 'Analytics', 'YouTube TV - Wat...', 'Service Group', 'Interior design sto...', and 'Katy Trail Forum'. The website header features the Avid logo and a navigation menu with links for 'Office Phones', 'Business Internet', 'CyberSecurity', 'Network Design | Cloud Migration', 'Contact Center', 'Client Login', and 'Call us'. Below the header, there are five colored boxes, each representing a service category with a title, a question, and a short description:

- 1. Office Phones**  
"Expensive phone plans, delays and echoes: are those my only choices?"  
We feel your pain. Let's talk...
- 2. Business Internet**  
All Internet providers are the same, right?  
We help customers find their best option. Compare...
- 3. CyberSecurity**  
How secure are my data and customers from cyber-criminals?  
Hackers hate Avid. Here's why...
- 4. Network Design | Cloud Migration**  
Am I dense because I really don't understand the Cloud?  
Put your network in the hands of experts...
- 5. Contact Centers**  
Ridiculously expensive seat licenses and impossible setup requirements. I just want my clients to easily reach us.  
We take the mystery out of Contact Center solutions...



1. Go to: [www.avidphone.com](http://www.avidphone.com)



Office Phones Business Internet CyberSecurity Network Design | Cloud Migration Contact Center Client Login Call us

1. Office Phones

**"Expensive phone plans, delays and echoes: are those my only choices?"**

We feel your pain. Let's talk...

2. Business Internet

**All Internet providers are the same, right?**

We help customers find their best option. Compare...

3. CyberSecurity

**How secure are my data and customers from cyber-criminals?**

Hackers hate Avid. Here's why...

4. Network Design | Cloud Migration

**Am I dense because I really don't understand the Cloud?**

Put your network in the hands of experts...

5. Contact Centers

**Ridiculously expensive seat licenses and impossible setup requirements. I just want my clients to easily reach us.**

We take the mystery out of Contact Center solutions...



March 10, 2020  
**How Avid Will Help Your Business Respond to COVID-19 Disruption**

Photo Courtesy: Alissa Eckert, MS; Dan Higgins, MAMS By

March 5, 2020  
**Customer Spotlight: H&K Smart Fence, Inc.**

[more ▶](#)

February 27, 2020  
**Avid and your Managed Service Provider**

[more ▶](#)



## 2. Under “Client Login” select “Open Admin Portal”

The screenshot shows a web browser window displaying the AVID Communications website. The navigation menu at the top includes: Office Phones, Business Internet, CyberSecurity, Network Design | Cloud Migration, Contact Center, Client Login, and Call us. The 'Client Login' link is circled in red. A dropdown menu is open under 'Client Login', listing: Open CommPortal, Open Admin Portal, Conference Bridge, SimpleHelp, and Pay Bill. A red arrow points to the 'Open Admin Portal' option. Below the navigation menu, there are five main content blocks:

- 1. Office Phones:** "Expensive phone plans, delays and echoes: are those my only choices?" We feel your pain. Let's talk...
- 2. Business Internet:** All internet providers are the same, right? We help customers find their best option. Compare...
- 3. Cyber:** How secure and custom cyber-cr... Hackers hate Avid. Here's why...
- 4. Network Design | Cloud Migration:** Am I dense because I really don't understand the Cloud? Put your network in the hands of experts...
- 5. Contact Centers:** Ridiculously expensive seat licenses and impossible setup requirements. I just want my clients to easily reach us. We take the mystery out of Contact Center solutions...

At the bottom of the page, there are two news items:

- March 10, 2020:** How Avid Will Help Your Business Respond to COVID-19 Disruption. Photo Courtesy: Alissa Eckert, MS; Dan Higgins, MAMS By [more](#)
- March 5, 2020:** Customer Spotlight: H&K Smart Fence, Inc. [more](#)
- February 27, 2020:** Avid and your Managed Service Provider [more](#)

### 3. Enter your work phone number and your CommPortal password

CommPortal Web

Please log in below.

Number:

Password:

[Login](#)

[If you have forgotten your password, please contact customer support.](#)

## 4. Select "Users"

The screenshot shows a web browser window displaying the Business Group Admin Portal. The browser's address bar shows the URL: `webcare.avidphone.net/commportal/session68325a80ca4474d9/bg/main.html?justLoggedIn=1583855299##department=`. The browser's bookmark bar includes various sites like Avid Website, Avid Intranet, Drive, Team Drive, ebikeKC, Wordpress, AdWords, Analytics, YouTube TV, Service Group, Interior design sto..., and Katy Trail Forum. The user's name, David Scott, is visible in the top right corner of the portal.

The main content area is titled "Business Group Admin Portal" and is divided into three sections:

- Groups:** This section explains that groups can be used to manage call handling. It includes four icons with labels: Hunt Groups (MLHGs), Sim-Ring Groups (MADNs), Call Pickup Groups, and Supervisor Dashboard.
- All Lines:** This section provides access to details of all lines in the business group, which can be filtered by User Lines, Attendants, and Group Access Lines. It includes four icons with labels: Users, Attendants, Group Access, and Phones.
- Services:** This section allows for configuring and managing further business services on lines. It includes four icons with labels: Departments, Short Codes, Extensions, and Call Analytics.

The left sidebar contains a navigation menu with the following items: Home, Groups, Hunt Groups (MLHGs), Sim-Ring Groups (MADNs), Call Pickup Groups, Supervisor Dashboard, All Lines, Users, Attendants, Group Access, Phones, Services, Departments, Short Codes, Extensions, Call Analytics, Music on Hold, Auto-Attendant, Misc. Settings, Help, and Send Feedback. A red arrow points to the "Users" item in the "All Lines" section of the sidebar.

## 5. Type in user name or phone number to find the line

The screenshot shows the Business Group Admin Portal interface. On the left is a navigation menu with categories: Home, Groups (including Hunt Groups, Sim-Ring Groups, Call Pickup Groups, and Supervisor Dashboard), All Lines, Users (highlighted), Attendants, Group Access, Phones, Services (including Departments, Short Codes, Extensions, Call Analytics, Music on Hold, Auto-Attendant, and Misc. Settings), and Help. The main content area is titled "Business Group Admin Portal" and shows "Users in Department:" with a "View All" dropdown. Below this is a "Move selected to:" section with a "Select department" dropdown and a "Move" button, alongside a "Download all Lines" button. A search table is displayed with columns: Telephone Number, Ext., Name, and Department. The search input field contains "David Scott" and the dropdown is set to "in any field". The table lists two users: (816) 994 7073, Ext. 073, David Scott Avid1 Admin, Department None; and (816) 994 7090, Ext. 090, David Scott, Department None. A red arrow points to the search input field.

Telephone Number	Ext.	Name	Department
(816) 994 7073	073	David Scott Avid1 Admin	None
(816) 994 7090	090	David Scott	None



## 6. Click on "Actions" drop down

The screenshot shows the Business Group Admin Portal interface. The left sidebar contains a navigation menu with categories: Home, Groups (including Hunt Groups, Sim-Ring Groups, Call Pickup Groups, and Supervisor Dashboard), All Lines, Users (highlighted), Attendants, Group Access, Phones, Services (including Departments, Short Codes, Extensions, Call Analytics, Music on Hold, Auto-Attendant, and Misc. Settings), and Help (including Send Feedback). The main content area is titled 'Business Group Admin Portal' and shows 'Users in Department: View All'. Below this, there is a 'Move selected to:' section with a 'Select department' dropdown and a 'Move' button, along with a 'Download all Lines' button. A table lists users with columns for Telephone Number, Ext., Name, and Department. The table contains two rows: one for 'David Scott' with extension 073 and department 'None', and another for 'David Scott' with extension 090 and department 'None'. Both rows have an 'Actions' dropdown menu. A red arrow points to the 'Actions' dropdown for the user with extension 073.

Telephone Number	Ext.	Name	Department	Actions
(816) 994 7073	073	David Scott Avid1 Admin	None	Actions ▼
(816) 994 7090	090	David Scott	None	Actions ▼

# 7. Select "View individual settings"

**Business Group Admin Portal** David Scott ▾

Users in Department:

Move selected to:

<input type="checkbox"/>	Telephone Number	Ext.	Name	Department
<input type="checkbox"/>	David Scott		in any field	
<input type="checkbox"/>	(816) 994 7073	073	David Scott Avid1 Admin	None
<input type="checkbox"/>	(816) 994 7090	090	David Scott	None

- View individual settings
- Edit personal details
- Add services
- Reset line
- Unlock account



## 8. Select "View Account Settings"

The screenshot shows a web browser window displaying the Avid Business Group Admin Portal. The browser's address bar shows the URL: `webcare.avidphone.net/commportal/session68325a80ca4474d9/bg/main.html?justLoggedIn=1583855299#/users#department=`. The page title is "Business Group Admin Portal" and the user is identified as "David Scott".

The main content area is partially obscured by a modal window titled "David Scott". This modal window contains the following elements:

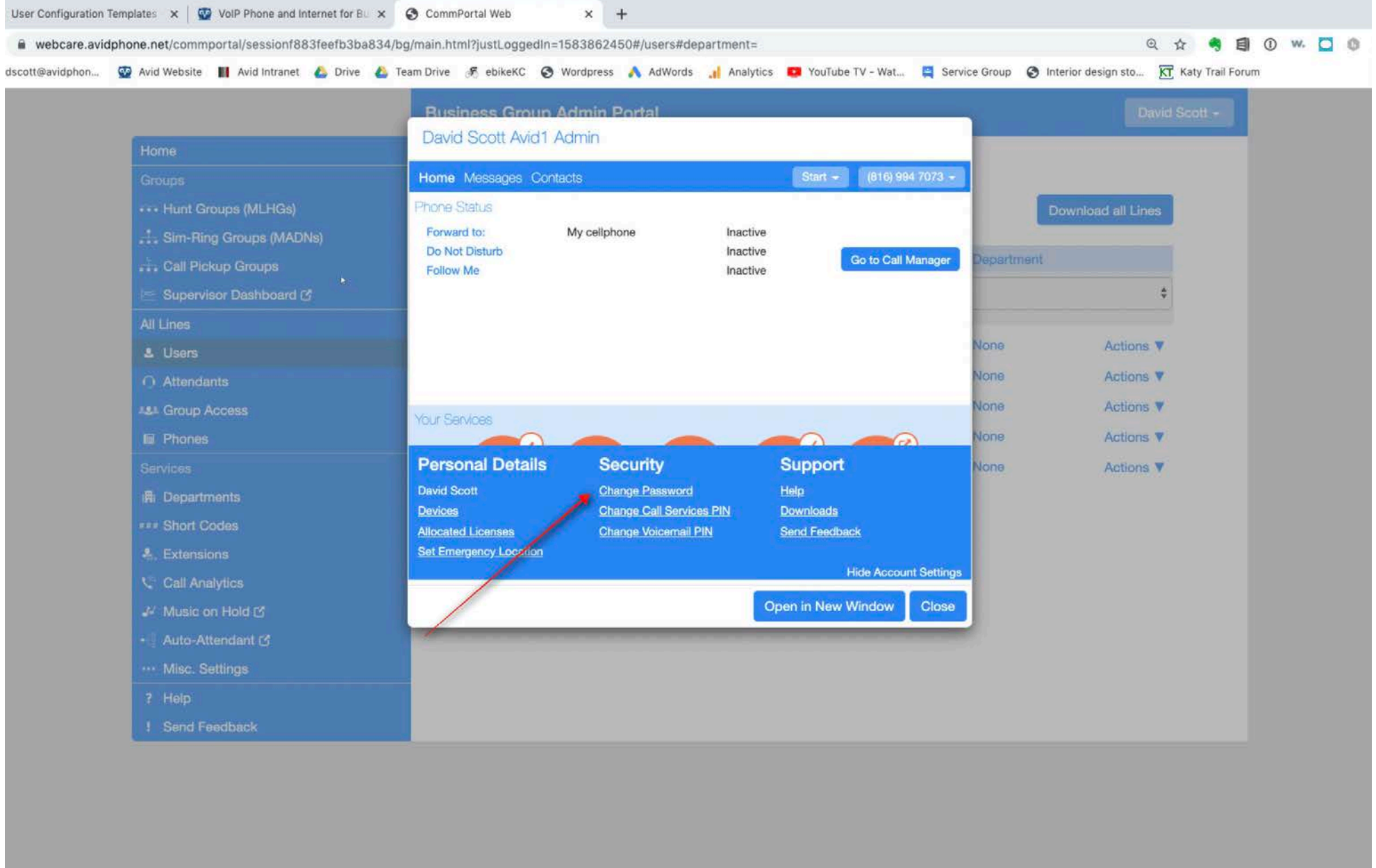
- Navigation tabs: Home, Messages, Contacts. A "Start" dropdown and a phone number "(816) 994 7090" are also visible.
- Phone Status section:

Forward	Inactive
Do Not Disturb	Inactive
Follow Me	Active

A "Go to Call Manager" button is located to the right of this section.
- Your Services section: Three circular icons for "Call Settings", "Message Settings", and "Notifications".
- A blue bar at the bottom of the modal with the text "View Account Settings". A red arrow points to this button.
- Buttons at the bottom of the modal: "Open in New Window" and "Close".

The background page shows a sidebar menu on the left with categories like Home, Groups, All Lines, Services, and Help. A "Download all Lines" button is visible in the top right of the main content area.

## 9. Select “Change Password”



The screenshot displays the Avid Business Group Admin Portal interface. The user is logged in as David Scott Avid1 Admin. The main navigation menu on the left includes sections for Home, Groups, All Lines, Users, Attendants, Group Access, Phones, Services, and Help. The 'Services' section is expanded, showing options like Departments, Short Codes, Extensions, Call Analytics, Music on Hold, Auto-Attendant, Misc. Settings, and Send Feedback. The user profile card is visible, showing the user's name, phone number, and various settings. A red arrow points to the 'Change Password' link in the 'Security' section of the profile card. The profile card also includes sections for Personal Details, Security, and Support, along with buttons for 'Open in New Window' and 'Close'.

Business Group Admin Portal

David Scott Avid1 Admin

Home Messages Contacts Start (816) 994 7073

Phone Status

Forward to:	My cellphone	Inactive
Do Not Disturb		Inactive
Follow Me		Inactive

Go to Call Manager

Your Services

Personal Details	Security	Support
<a href="#">David Scott</a>	<a href="#">Change Password</a>	<a href="#">Help</a>
<a href="#">Devices</a>	<a href="#">Change Call Services PIN</a>	<a href="#">Downloads</a>
<a href="#">Allocated Licenses</a>	<a href="#">Change Voicemail PIN</a>	<a href="#">Send Feedback</a>
<a href="#">Set Emergency Location</a>		

Hide Account Settings

Open in New Window Close

## 10. Enter and confirm the new password

The screenshot displays the Avid Business Group Admin Portal interface. A modal dialog box titled "Change Password" is centered on the screen. The dialog contains two input fields: "New password:" and "Confirm new password:", both filled with asterisks. Below the fields are "Confirm" and "Cancel" buttons. A red arrow points from the "Confirm" button to the "Groups" icon in the "Your Services" section of the background interface. The background interface includes a left-hand navigation menu with categories like Home, Groups, All Lines, Users, Attendants, Group Access, Phones, Services, Departments, Short Codes, Extensions, Call Analytics, Music on Hold, Auto-Attendant, Misc. Settings, and Help. The main content area shows "Your Services" with icons for Groups, Call Settings, Message Settings, Notifications, and Agent Dashboard. At the bottom of the dialog, there are "Open in New Window" and "Close" buttons.

Thank You!