CLOUD SERVICES PORTAL USER

Vyve Business Services ™

Sign In

1. Open a browser and enter the URL https://businessvoice.vyvebroadband.com

2. Enter your Username (xxxxxxxxx@domain.xx) and Password credentials, as requested.
   Use the Forgot Password? link to retrieve your information via email, where enabled.

3. Click the Sign In button and the Portal opens. Once you have signed into the portal, all the tools you need to manage your features and account settings are right at your fingertips. If left idle for too long, the portal closes and brings you back to the Sign In page to keep your information safe.

Portal Menu

» **My Services** - Lists links to the Home Page/Dashboard for any numbers or extensions on the account. Click on a link to view the dashboard for the selected item.

» **My Tools** - Access to the Documents and Contact Directory (Enterprise Common) pages.

Quick Access Tools

The drop-down menu (top right) offers access to open the Profile and Log Out.

Hi, Jessica ▾
My Profile
Log Out
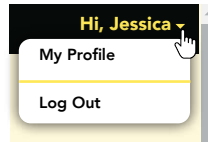
My Services Dashboard Features

Profile
View/Edit your profile info - password, notification emails, temporary e911 location, and your directory information - right from here.

Voicemail
Listen to and manage your voicemails, reset your voice-mail PIN, manage greetings, edit your voicemail settings, even block callers - all from this section.

Call Logs
Quickly see your latest calls. This section displays your most recent call activity and offers tools to filter the information. Click View all Call Logs & Details to see and even export the details of up to 1000 of your calls over the past 90 days.

Contact Directory
Add/Manage non-system contact listings that sync to your phone's Personal Directory.

Applications
Easy dashboard access to open the Sign in/Landing page of any add-on web services or applications on your account.

Basic Features
Your On/Off feature settings are displayed right here for easy access, along with a link to View All Features so you can manage all of the voice services feature settings on your account.
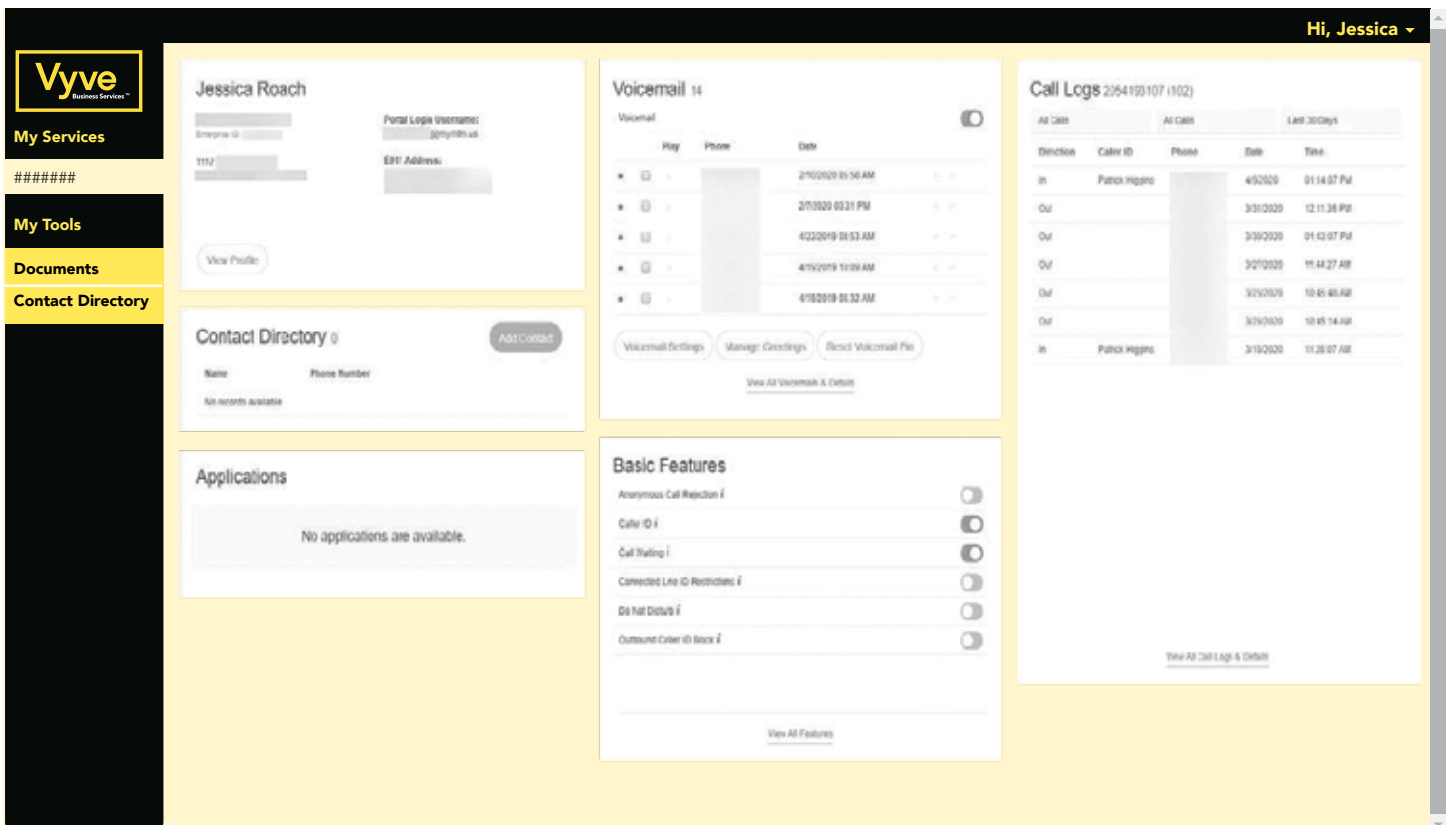
Dashboard Features

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 all 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.