

Steps to be followed after Platform Migration

STEP 1. Please login to Comportal (<https://my.uc-view.com>)

Email / Number: Please enter your 10 digit phone number (DID)
(Note: email address will not work as login)

Default First Time Login Password: [Sent in email]

CommPortal Web

Please log in below.

Email / Number:

Password:

[Reset Password](#)

Remember me on this computer.

Login

STEP 2. You will be redirected to a screen where you must reset your password. Going forward you should use the newly created password for all logins.

Please change your password.

Your password has expired. Please change your password.

Old password:

New password:

Confirm new password:

[Change Password](#)

If you have forgotten your password, please contact customer support.

Password sent in notification email

The password must:

- Be between 8 and 20 characters long.
- Not have a single digit repeated more than 2 times in a row.
- Have at least 1 digit.
- Have at least 1 letter.
- Have at least 1 special character.
- Not be a numeric sequence, e.g. 12345 or 54321.
- Not contain, or match part of, a telephone number or email associated with this account.

STEP 3. After resetting your password you will be asked to setup your email address. Notifications, password resets etc. will be sent to this email address. Please hit "Continue" after entering your corporate email address :

No Account Email Set

To improve security you must add an email address before accessing your account.

This is required in order to keep you informed of password changes and to send forgotten password links.

[Continue](#)

[Log Out](#)

You are now successfully connected to CommPortal.

To set up Call Forwarding, Simultaneous Ring, Find me / Follow Me, Change Physical Phone Soft / Line Keys, Set Busy Lamp Fields, Change Message settings, Call Screening and much more please refer to CommPortal User Guide:

User Guide CommPortal:

<https://www.firstcomm.com/products/cloud-ip-pbx/user-guides/>

STEP 4. Next, please setup your Voicemail by dialing in ***98** from your physical phone and set up voicemail PIN, greeting the very first time you login.

Please refer to voicemail user guide for more information on how to forward voicemail messages, voice main menu options, etc.

User Guide Voicemail:

<https://www.firstcomm.com/products/cloud-ip-pbx/user-guides/>

STEP 5. Next if you previously used desktop client UC Communicator, you can install Accessions Desktop (new desktop client) by following the Installation Guide Accession Desktop.

Please contact your network administrator before installation for admin rights (if applicable)

Installation Guide Accession Desktop:

<https://www.firstcomm.com/products/cloud-ip-pbx/user-guides/>

Login Details: Remain same as CommPortal

Phone / Email: 10 digit phone number used to login on CommPortal

Password: Newly created password on CommPortal in STEP 2

You can refer to the Accessions Desktop User Guide for detailed information on how to use desktop client.

User Guide Accession Desktop:

<https://www.firstcomm.com/products/cloud-ip-pbx/user-guides/>

STEP 6. Next if you previously used mobile app, you can install Accessions Mobile (new mobile app) by following the User Guide Accession Mobile.

You can refer to the Accessions Mobile User Guide for detailed information on how to use mobile app.

User Guide Accession Mobile:

<https://www.firstcomm.com/products/cloud-ip-pbx/user-guides/>

Login Details: Remain same as CommPortal

Phone / Email: 10 digit phone number used to login on CommPortal

Password : Newly created password on CommPortal in STEP 2

STEP 7. Next, if you are the business admin you can make changes by logging into CommPortal Business Group Admin Portal here (<https://my.uc-view.com/bg>).

Login Details: Remain same as CommPortal

Phone / Email: 10 digit phone number used to login on CommPortal

Password : Newly created password on CommPortal in STEP 2

To set up Auto Attendant, Short Codes, Create Departments, Account Codes, Set Music on Hold, Modify Phones, Setup Extensions, Create Call Analytics Reports you can refer to the CommPortal Business Admin Guide.

CommPortal Business Admin Guide:

<https://www.firstcomm.com/products/cloud-ip-pbx/user-guides/>

You can also checkout a basic tutorial video here on Commportal Business Admin Login.

How to Videos : CommPortal BG Admin:

<https://www.firstcomm.com/products/cloud-ip-pbx/tutorial-videos/>

STEP 8. Please uninstall UC Communicator desktop client and mobile app from your devices. If you have any issues please contact your local network administrator (only if applicable)

Mobile App



Desktop Client



Contact Business Care at businesscare@firstcomm.com or **(800) 860 2934**