Manuals+ — User Manuals Simplified.

Telesystem Hosted PBX Password and Voicemail PIN Reset Instructions

Contents

Telesystem Hosted PBX Password and Voicemail PIN Reset

Product Information: Hosted PBX

The Hosted PBX is a platform provided by Telesystem for its customers to manage their call settings and features. The Blue Platform is a specific version of the Hosted PBX platform. This guide instructs Telesystem customers on how to reset their own password or how to reset the password and voicemail PINs for their team members. The passwords referred to are for end users to login to the Call Management Portal or for their Webex Client. The PIN numbers referred to specifically refer to Voicemail PINs for Blue Hosted PBX platform users.

Product Usage Instructions: Password & Voicemail PIN Reset Guide

End User Password Reset

1. Open your web browser and go to the Call Management Portal at **https://admin.euserportal.com**.
2. On the login page, click the FORGOT PASSWORD? link.
3. On the Password reset page, enter your registered email address in the Current E-mail address field. In the field labeled Please enter your userID:@combuckeye.com. Example: **4197249898@combuckeye.com**.
4. Enter the numbers or letters from the image into the field labeled Enter symbols you see above for human verification.
5. Click the RESET button to continue.
6. You should receive a confirmation screen that the Password reset has occurred and an email will be sent to the address entered within 24 hours.
7. Check your email for an email from noreply@euserportal.com with the subject line of VoIP password change. If you do not receive the email in your inbox, check your spam filter/folder.
8. Click on the link in the email or copy the link and paste it into your web browser's address bar to get to the Change Password page.
9. Enter a new, strong password into the New Password field, and then re-enter the same password into the Retype New Password field.
10. Click the CHANGE PASSWORD button.
11. If your new password does not meet the requirements outlined, you will receive a notification in red letters and be forced to try a different password.
12. Once a qualified password has been entered, you will receive a page stating the password has been successfully changed and that you may now login.

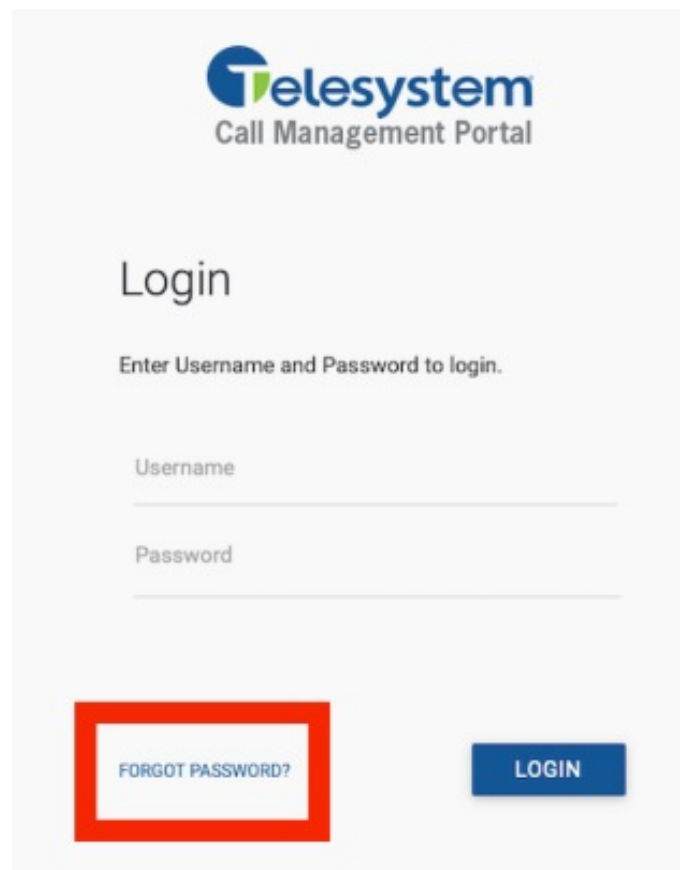### Enterprise/Group Administrators Updating End User Passwords

1. Log into the Dashboard provided by Telesystem.
2. In the Users section, scroll through the list to find the user you wish to update, or use the search box to search by telephone number or extension.
3. Update the password and voicemail PIN for that user as necessary.

Hosted PBX Password & Voicemail PIN Reset Guide

The purpose of this guide is to instruct Telesystem customers on the Blue Hosted PBX platform through resetting their own password or for Enterprise or Group level administrators on how to reset the password and voicemail PINs for their team members. The passwords referred to through this guide are for end users to login to the Call Management Portal where they can access their call settings and features (Call Forwarding, Do Not Disturb, Find Me/Follow Me, etc.) or for their Webex Client. The PIN numbers referred to throughout this guide refer specifically to Voicemail PINs for Blue Hosted PBX platform users.

End User Password Reset
End Users may reset their own passwords if they have an email address associated with their account. To reset your password, go to the Call Management Portal at **https://admin.euserportal.com** from your web browser.
At the login page, click the "FORGOT PASSWORD?" link

On the "Password reset" page, enter your registered email address in the "Current E-mail address" field.
In the field labeled "Please enter your user ID":

- If you have an active Webex account from Telesystem, enter your email address again
- If you do not have an active Webex account, enter your phone number @combuckeye.com. Example:

  4197249898@combuckeye.com

Then enter the numbers or letters from the image into the field labeled "Enter symbols you see above" for human verification.
Click the "RESET" button to continue.

Password reset

Please enter the information below to reset your password.

* indicates required field.

Current E-mail address *

username@emailaddress.com

Please enter your user ID *

4197249898@combuckeye.com

595or7

Enter symbols you see above *

595or7

RESET

You should receive a confirmation screen that the Password reset has occurred and an email will be sent to the address entered within 24 hours.

Password reset

Please enter the information below to reset your password.

A password reset link has been sent to your email address.
This link must be used within 24 hours. If you cannot find the email in your inbox, check your junk mail, spam folder or try again.

The email will be sent from the address **noreply@euserportal.com** with the username of Telesystem Portal and the subject line of "VoIP password change". Please check your spam filter/folder if you do not receive the email in your inbox. It should look similar to the example below:

From: Telesystem Portal <noreply@euserportal.com>
Date: Thursday, January 12, 2023 at 1:50 PM
To: Telesystem User <username@emailaddress.com>
Subject: VoIP password change

John Doe ,

We received a request to change your password.

Click the link below to set a new password:
https://admin.euserportal.com:443/auth/change_password?
token=117d36d929175b1f7ce8a53efd4b158bd968c6592e41060f7f738679fa7e5
The link is valid for 24 hours.

If you did not request a password reset for your account, please ignore this message.

All the best,
Your Portals Team

Click on the link in the email or copy the link and paste it into your web browser's address bar to get to the Change Password page.
The new password must meet the following criteria:

- Minimum of 12 characters long

- Must contain at least 1 digit

- Must contain at least 1 uppercase letter

- Must contain at least 1 non-alphanumeric character (!@#$%)

Enter a new, strong password into the "New Password" field, and then re-enter the same password into the "Retype New Password" field. Then click the "CHANGE PASSWORD" button.
If your new password does not meet the requirements outlined above your will receive a notification in red letters to remind you of the requirements and be forced to try a different password.

Once a qualified password has been entered you will receive a page stating the password has been successfully changed and that you may now login. The "login" is a link to take you back to the Call Management Portal login page or you can proceed to **https://admin.euserportal.com** or retry your login at the Webex app to login.

Enterprise/Group Administrators Updating End User Passwords

Customers with Enterprise or Group Administrator Access to the Call Management Portal may use their access to reset passwords for their end users as well as the voicemail PINs for their end users. To do this, start by logging into the Call Management Portal (**https://admin.euserportal.com**) with your Enterprise or Group administrator credentials. Once you are logged, there are two places you can go to reset a user's password/voicemail PIN Resetting the Password/Voicemail PIN through the Dashboard Enterprise Admins will need to navigate to the Group Level of your organization using the dropdown menu on the left side of the screen under the "Group" section. (Group admins will automatically be loaded into Group Level and can proceed to the next step.
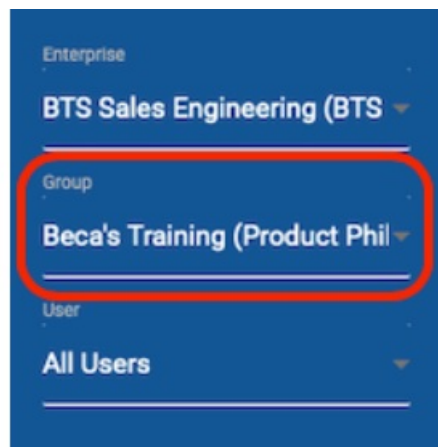
Once you are at the group level you should be presented with the Dashboard. The Dashboard provides a quick access to Users, Auto Attendants, Call Centers, Hunt Groups, etc. In the Users section, scroll through the list to find the user you wish to update, or use the search box to search by telephone number or extension.

Once you have located the user you wish to modify, click on their name which will expand the selection and provide more settings.

If you wish to update the user's password which provides them with the access to login to their own Call Management Portal to update their calling features (Call Forwarding, Do Not Disturb, Find Me/Follow Me, etc.) enter a strong password into the "New password" field and then reenter the same password into the "Confirm password" field, then click the "SAVE" button. The new password must meet the following criteria:

- Minimum of 12 characters long
- Must contain at least 1 digit
- Must contain at least 1 uppercase letter
- Must contain at least 1 non-alphanumeric character (!@#$%)

If you wish to update the user's voicemail PIN, enter a 4-8 digit PIN in the "New passcode" field and then re-enter the same PIN into the "Confirm passcode" field then click the "SAVE" button.

Resetting the Password/Voicemail PIN at the User Level From the Call Management Portal (**https://admin.euserportal.com**) login with your Enterprise or Group administrator credentials. Using the search field or the "User" drop-down box on the left side of the page, locate the user you wish to update.

NOTE: End users who already have their own password may follow these steps to change their password or update their own voicemail PINs as well. When an end user logs into the Call Management Portal they will already be at the User level.
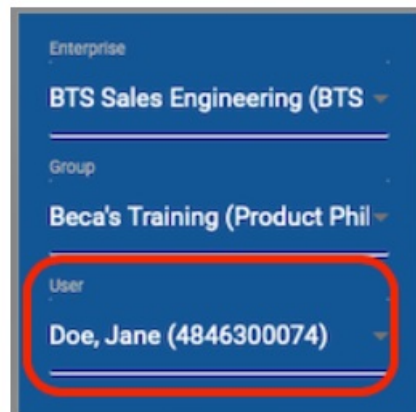
The portal will present the user's Calling Features page at first. Use the navigation pane on the left side of the page and go to "Profile". Once the Profile page, at the top of the page under the "Password reset" heading is where you can enter a new password for the user. This password is what the end user will need to login to the Call Management Portal to update their own calling features (Call Forwarding, Do Not Disturb, Find Me/Follow Me, etc.) or for login into the Webex app. Enter a strong password into the field labeled "User Password:" and then re-enter the same password into the field labeled "Re-type Password:" then click the "SAVE" button at the top of the page.

The new password must meet the following criteria:

- Minimum of 12 characters long
- Must contain at least 1 digit
- Must contain at least 1 uppercase letter
- Must contain at least 1 non-alphanumeric character (!@#$%)

To update the user's voicemail PIN, enter a new 4-8 digit PIN in the field labeled "Voice Portal Passcode:" and

then re-type the same PIN into the field labeled "Re-type Passcode" then click the "SAVE" button at the top of the page.

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Documents / Resources

	Telesystem Hosted PBX Password and Voicemail PIN Reset [pdf] Instructions Hosted PBX Password and Voicemail PIN Reset, PBX Password and Voicemail PIN Reset, Password and Voicemail PIN Reset, Voicemail PIN Reset, PIN Reset, Reset

References

- 🔵 Home
- 🟡 admin.euserportal.com