

## How to get started on Universe

This is a Quickstart guide on getting set up on your Universe system, this will run through logging into the web portal, setting up 2FA, changing your password and adding the Universe softphone app to your chosen device if needed.

1.) First you'll need to login to the universe web portal via this link: <https://selfcare.thisisuniverse.io/>  
(We recommend bookmarking this so it's easy to access when needed)

2.) Add your credentials in and click login.

If you're unsure of your username or password you can use the forgot password button on the login screen to get this reset



Login

E-mail

Password

Login →

[Forgot password?](#)

or login with

 Google

 Microsoft



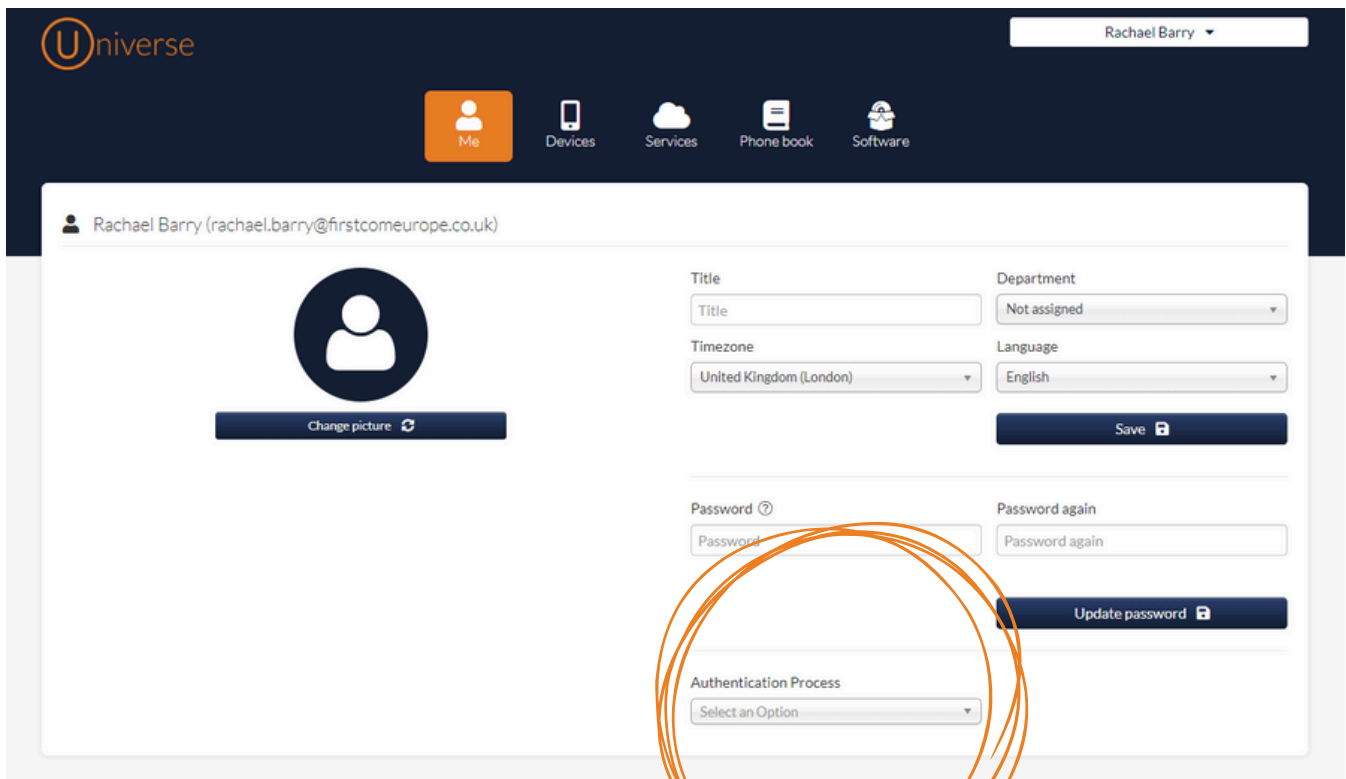
3.) If you have a **“Google”** or **“Microsoft”** email you normally use to login with then you can choose one of these options instead.

(If you have chosen this option and it is successful then you will not need to set up anything further with the 2-factor authentication as this is a built-in step for Google and Microsoft emails. If you have tried and it's looped back to the login page then this will mean it's not compatible so you will need to login as normal and set up the 2-factor authentication)

4.) Once logged in you will be notified by the following pop-up at the top of the page to set up 2 Factor Authentication. Click where it says “**Click here to configure**”



5.) You will then be redirected to your “**My Profile**” page where we can get this set up

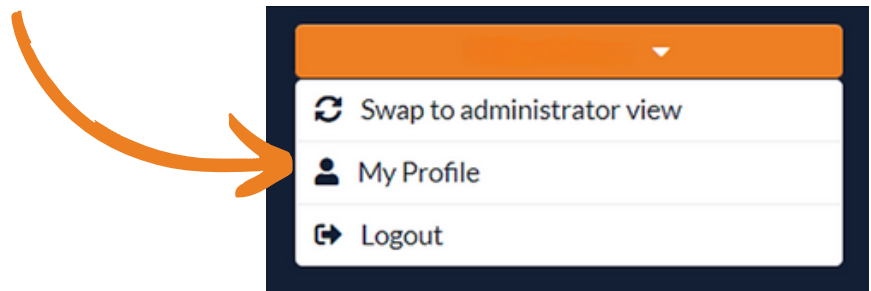


6.) If you struggle to set this up, we have a detailed step-by-step guide which can be found on our resources page or via this link :

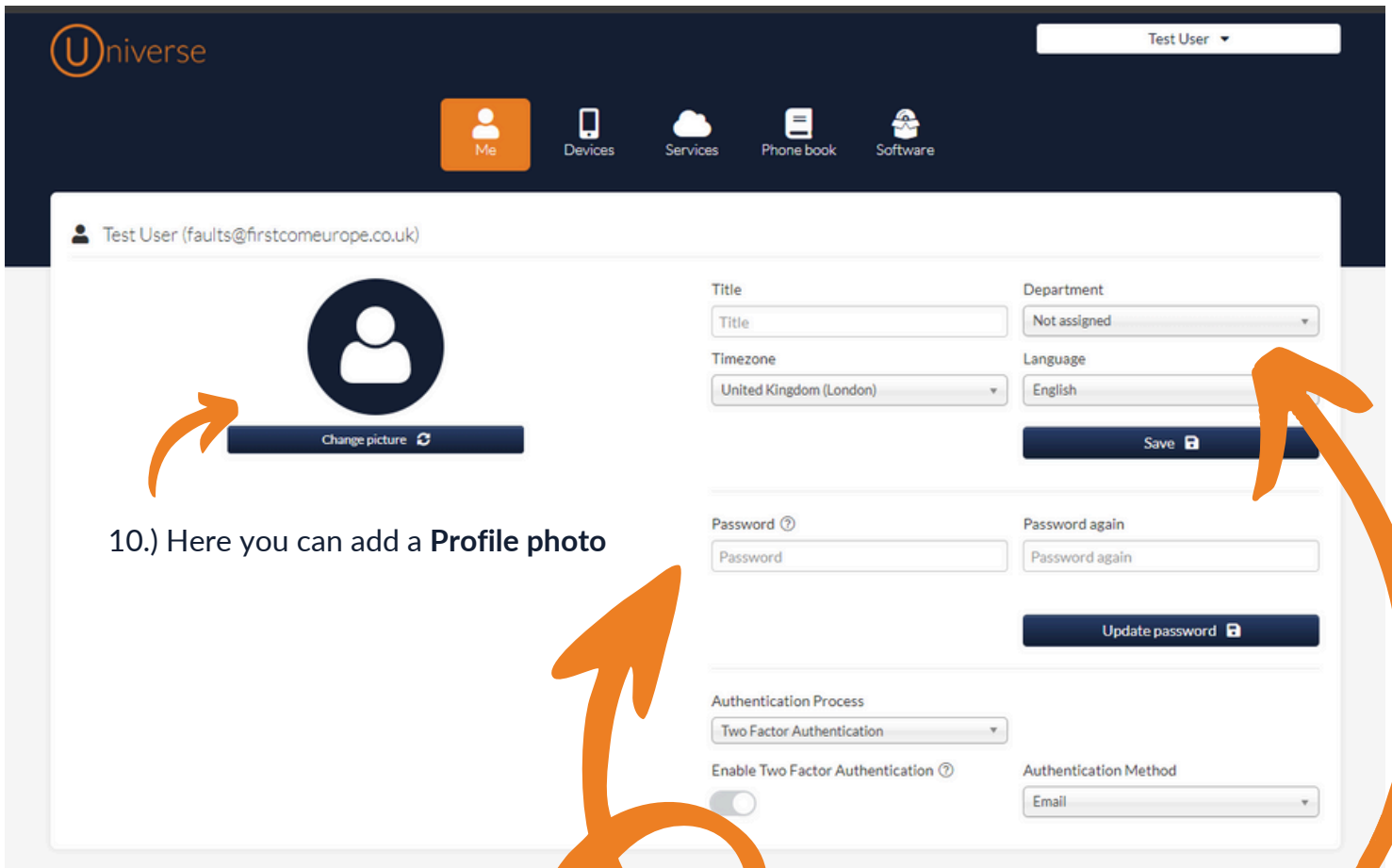
<https://firstcomeurope.co.uk/wp-content/uploads/2024/02/Universe-Userguide-2FA.pdf>

7.) Once 2-factor authentication has been set up and you have logged back into the web portal you can head to the “**My profile**” section to change your password.

8.) To view **your profile** and make any changes, look for your username on the **top right** of the Universe web portal, on the drop-down menu select **“My Profile”**



9.) Once Selected, **your profile** will look like the example screenshot below:



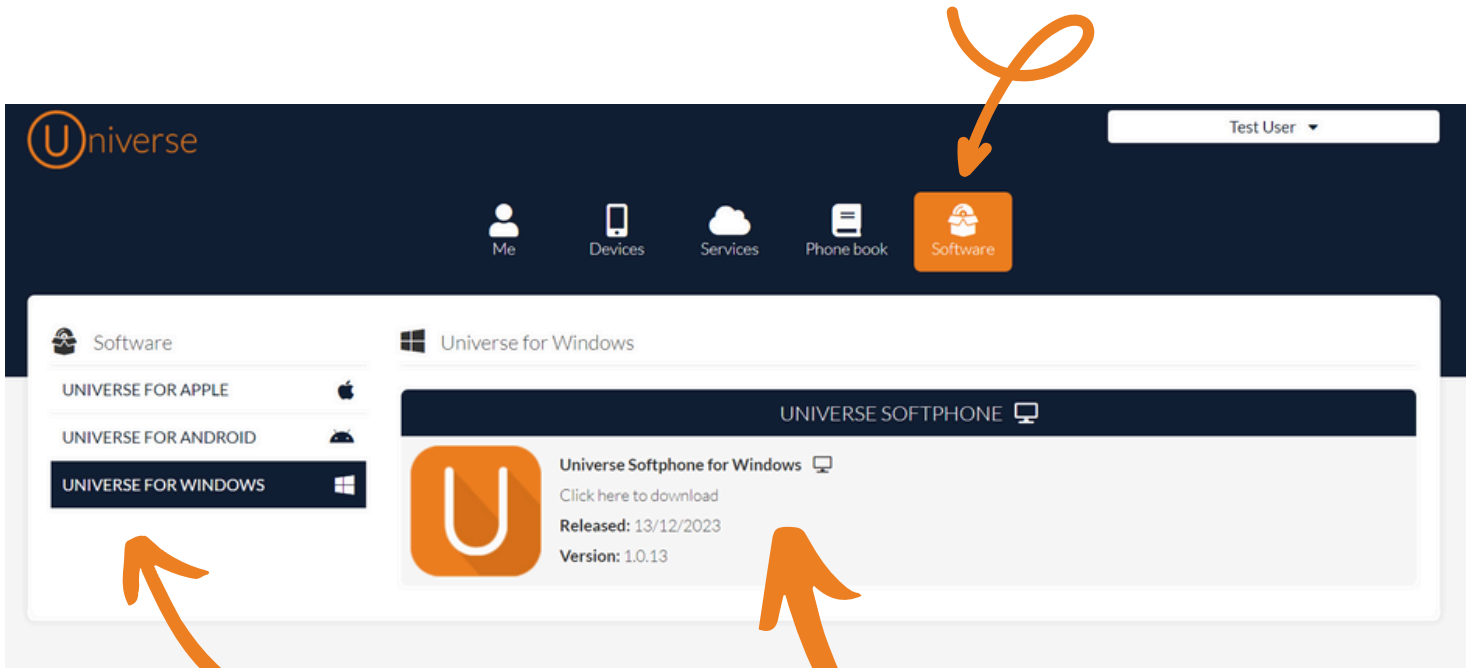
10.) Here you can add a **Profile photo**

11.) You can also add in a **Title** and assign which **department** you are in

12.) In the middle you can see a section which allows you to change your password too, (Please hover over the little question mark next to the password box to ensure you are using the correct requirements so your password is accepted)

13.) If you will be using a softphone application on your mobile device or PC / Mac then these links are all on the web portal.

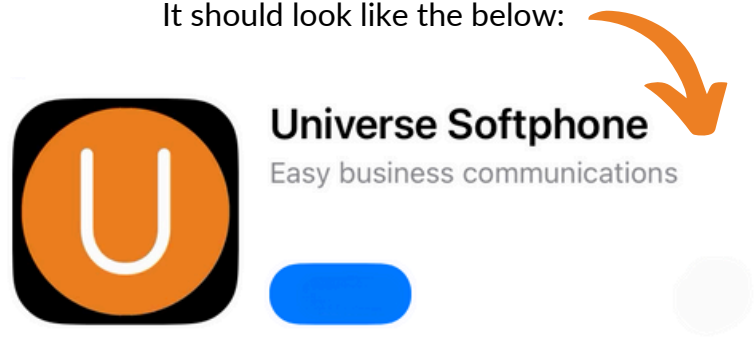
To find the links, click on the “Software” section



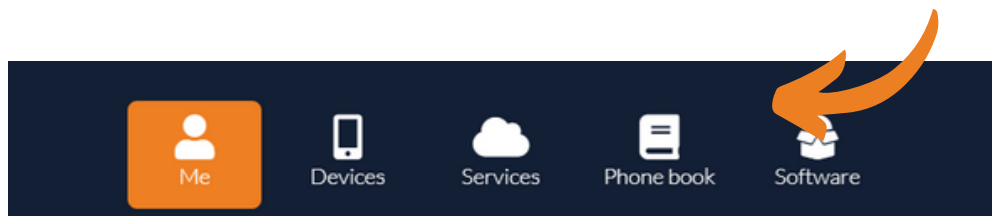
14.) On the left you can see 3 different device types, select the correct one for your device and click the download link to begin the download.

15.) If you are on a mobile device then you can also head to the app store for iPhone or Google Play store for Android and type in “Universe Softphone”

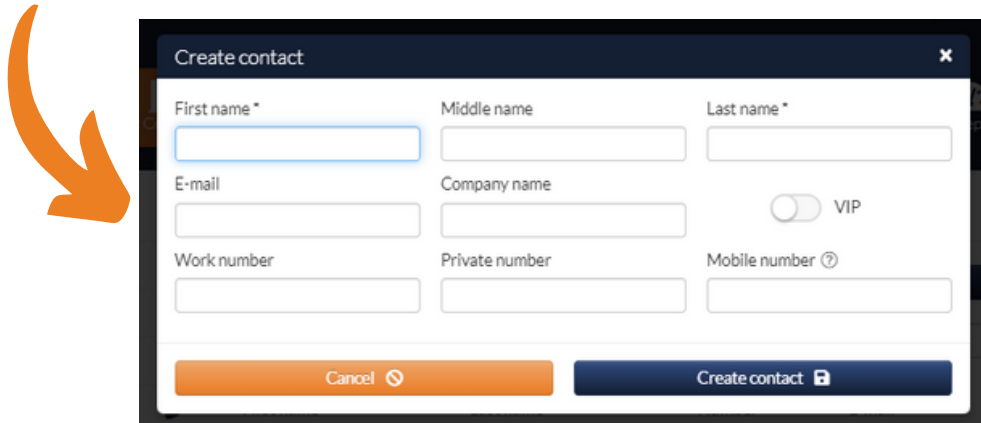
It should look like the below:



16.) Each user also has their own personal phonebook on their device and the web portal, if you'd like to add any contacts to this then once logged in, click “phonebook”



17.) Here you can add your own entries by clicking “create contact” and inputting the information into the pop up box as shown below. (Please note this will not appear in other users phonebooks in the company. To do this a company administrator must add them via the web portal in administrator mode. More information on how to do this is on our resources page.)



The image shows a screenshot of a web portal's "Create contact" form. The form is titled "Create contact" and has a close button (X) in the top right corner. It contains several input fields: "First name \*" (with an asterisk indicating it's required), "Middle name", "Last name \*" (with an asterisk), "E-mail", "Company name", "Work number", "Private number", and "Mobile number" (with a help icon). There is also a "VIP" toggle switch. At the bottom, there are two buttons: "Cancel" (with a circular arrow icon) and "Create contact" (with a lock icon). An orange arrow points from the left towards the "First name" input field.

18.) If you are using a physical handset or a softphone you can see which devices are assigned to your user by clicking “**Devices**” at the top of your user view on the web portal.

Any physical handsets will be pre-programmed by us and either set up on-site with an engineer or shipped out ready for you to use. If you’re using a softphone app then you’ll need to follow the above steps to install the software on your device.

If you’d like to learn more about the Universe system we have multiple detailed guides and step-by-step videos on our resources page and YouTube channel linked below:

<https://firstcomeurope.co.uk/resources/>

<https://www.youtube.com/@firstcomeuropeuk6344/videos>

If you have any technical questions or problems regarding your universe system please get in touch and a member of our faults team will be able to assist you

0333 023 7000

faults@firstcomeurope.co.uk