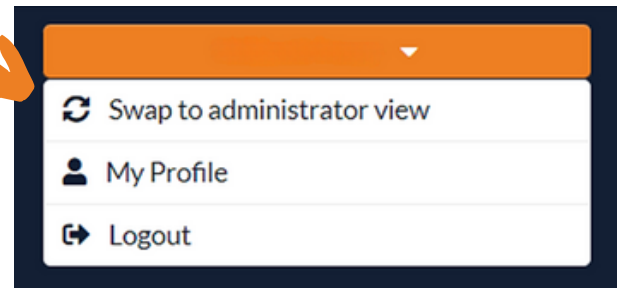


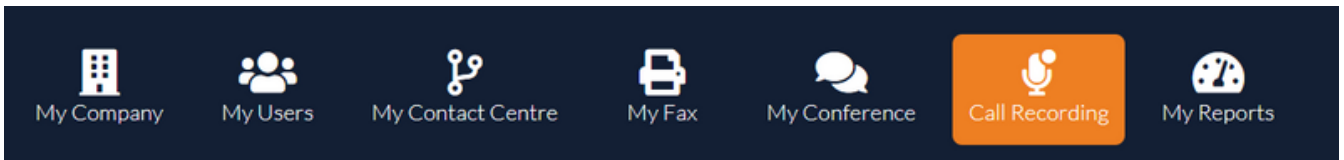
How to access your call recordings

1.) Login to the universe portal using this web address: <https://selfcare.thisisuniverse.io>
(if you're unsure of your username or password you can use the forgot password button on the login screen to get this reset or just get in touch)

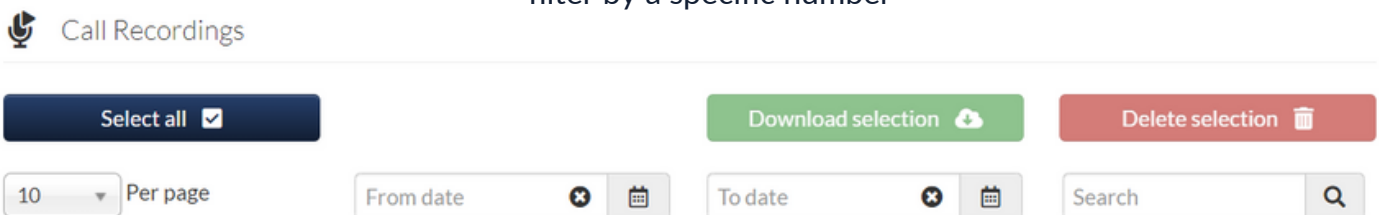
2.) Once logged in hover over the dropdown menu with your username on the top right and select **"Swap to administrator view"**



3.) Select **"Call Recording"**



4.) Use the below fields to filter **"From"** and **"To"** dates or use the end search field to filter by a specific number



As an example: If you would like to search all of today's date range, you would need to set today's date in the **"From"** box and then tomorrow's date in the **"To"** box

5.) If your searching for a specific number please note the following will pop up to ensure you get the correct results



Search with the following number format:
44xxxxxxxxxx
(+44 or 0 will not be accepted).

6.) Any call recordings will show like the example below



From	Destination	Recorded	Duration	Agent
01234567890	03330237000	11:15 01/01/2024	00:20	

7.) If you would like to listen to a recording simply select the “Listen” button



8.) You also have the option to download any you have selected from the search results or to delete one using the buttons shown below



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

0333 023 7000
faults@firstcomeurope.co.uk