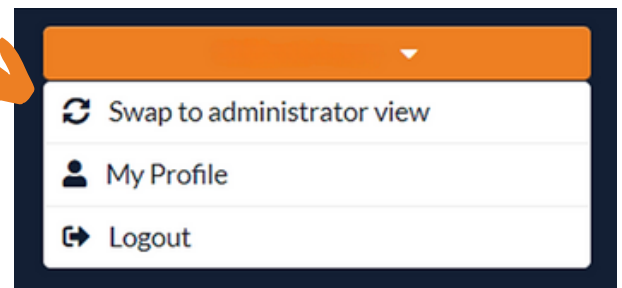


## How to change short numbers

Short numbers or Extension numbers are a useful addition to the universe system which allows you to set a specific short number for your staff members

- 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)

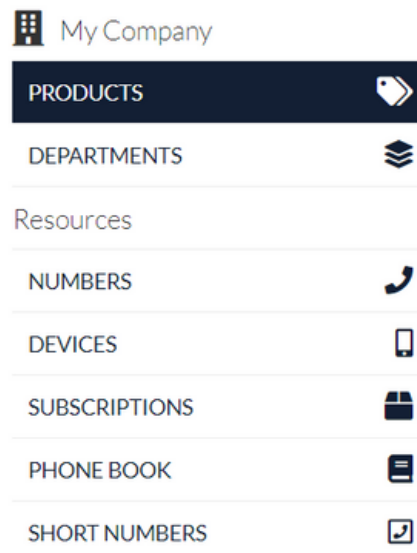
- 2.) Once logged in hover over the dropdown menu with your username on the top right and select **"Swap to administrator view"**



- 3.) Select **"My Company"**



- 4.) Select **"Short Numbers"** from the left






5.) Here you can view all short numbers already made and who they are assigned to

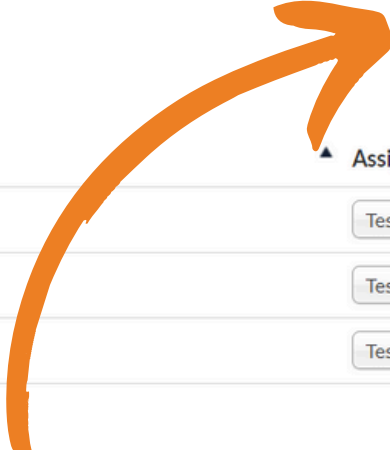
Short numbers

10 short numbers per page

Add shortnumber +

Search

Number	Assigned to
201	Test1_ 
202	Test2_ 
203	Test3_ 






6.) To add new ones, simply type what you'd like in this box and hit the + button


Short numbers

10 short numbers per page

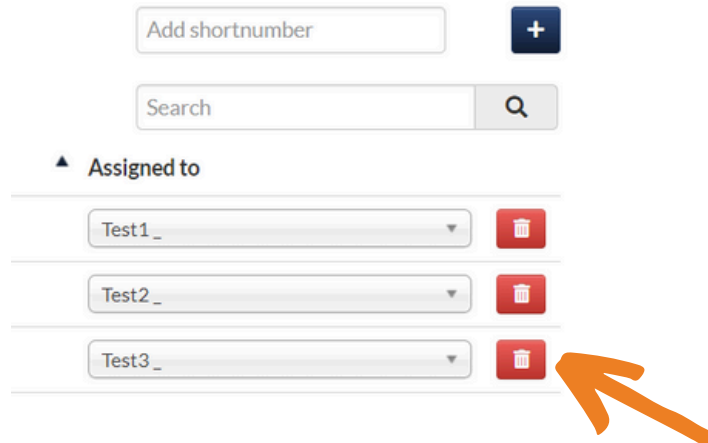
Add shortnumber +

Search

Number	Assigned to
201	Test1_ 
202	Test2_ 
203	Test3_ 



7.) To change who a short number is assigned to, click the drop down box next to the number and select a different user from the list



8.) If you'd like to delete any, simply click the Bin icon

9.) Once you have added a short number, you can simply type this into your phone or softphone app and it will directly call the user assigned. Most of our customers choose 3 or 4 digits depending on the company size.

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

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faults@firstcomeurope.co.uk

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