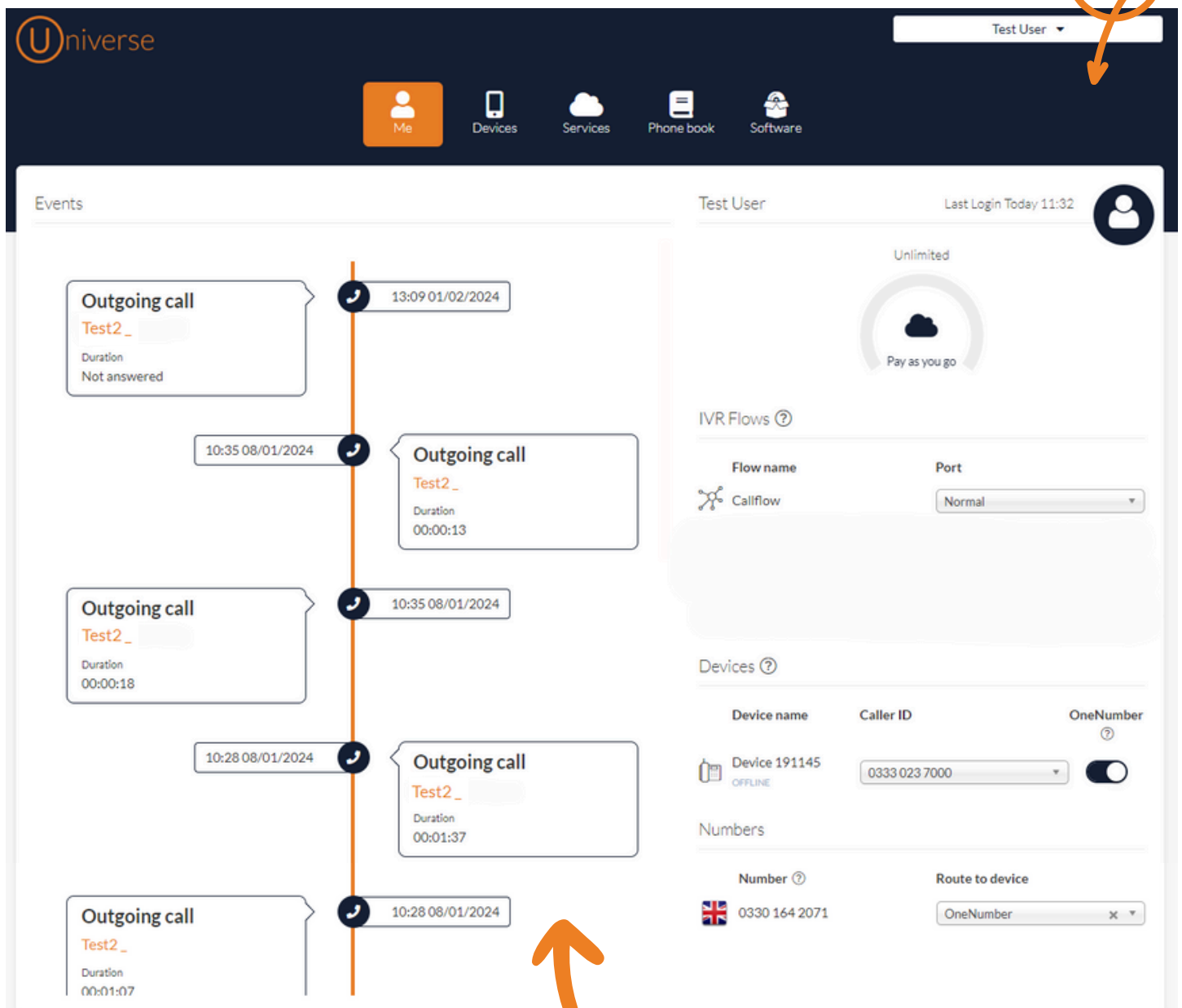


Your Dashboard and Universe User Profile

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)

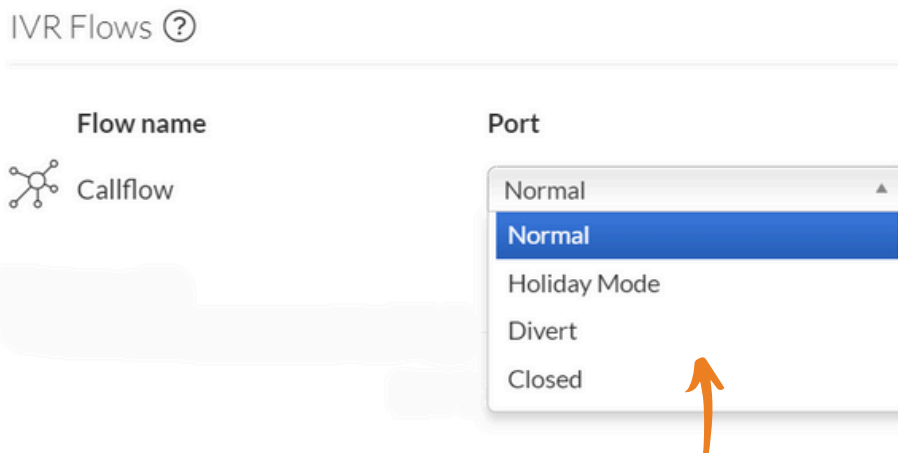
2.) Once logged in you will see your **Dashboard** which will be similar to the screenshot below:



The screenshot displays the Universe dashboard interface. At the top left is the Universe logo. The top right shows the user name 'Test User' with a dropdown arrow. Below the logo is a navigation bar with icons for 'Me', 'Devices', 'Services', 'Phone book', and 'Software'. The main content area is split into two sections. The left section, titled 'Events', shows a vertical timeline of call events. Each event is an 'Outgoing call' made by 'Test2_'. The events are: 1. 13:09 01/02/2024, Duration: Not answered. 2. 10:35 08/01/2024, Duration: 00:00:13. 3. 10:35 08/01/2024, Duration: 00:00:18. 4. 10:28 08/01/2024, Duration: 00:01:37. 5. 10:28 08/01/2024, Duration: 00:01:07. The right section, titled 'Test User', shows the user's profile. It includes a 'Last Login Today 11:32' indicator, a 'Pay as you go' status, and a 'Port' dropdown set to 'Normal'. Below this is the 'IVR Flows' section with a 'Callflow' flow and a 'Normal' port. The 'Devices' section shows a device named 'Device 191145' which is 'OFFLINE', with a 'Caller ID' of '0333 023 7000' and a 'OneNumber' toggle switch. The 'Numbers' section shows a number '0330 164 2071' with a 'Route to device' dropdown set to 'OneNumber'.

3.) Your dashboard allows you to see all of your **recent calls**, incoming or outgoing, the time, date and duration of the calls and the number / user the call was made to.

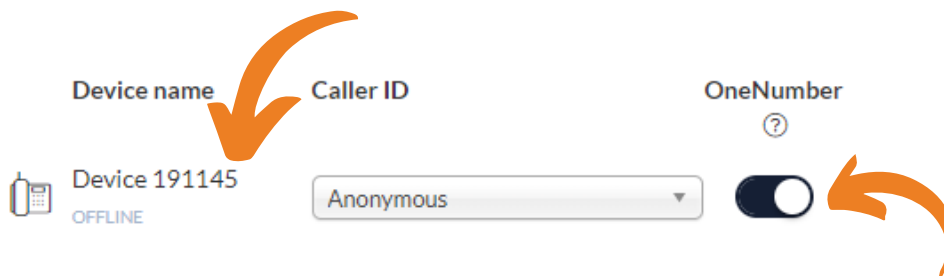
4.) You can also see any **IVR Callflows** you have set up which gives you quick access to change the Callflow like the below example. Here we have 4 modes set up which are **Normal, Holiday mode, Divert or Closed** :



5.) If you'd like to change the Callflow select the **drop-down menu** and choose one of the other options. If you are unsure how to **add or edit a Callflow** please view the userguide called "**Editing your Universe IVR**" using the link below:

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

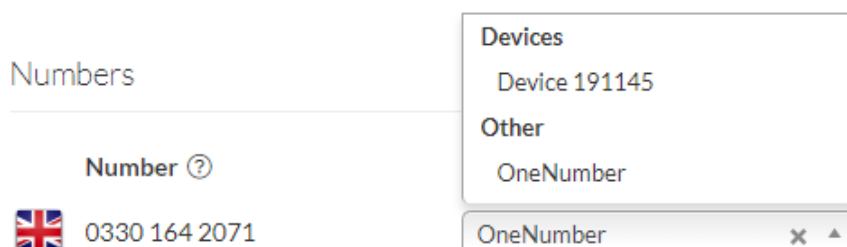
6.) You can also see any **devices** associated with your user



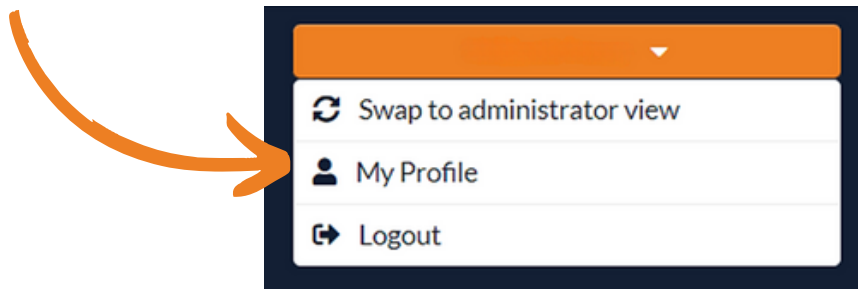
7.) You can change your **Caller ID** to a specific number such as a **Direct Dial** or to **Anonymous** and you can use the **toggle** to unlink this device from your **onenumber**

OneNumber is your main published telephone number. Select which devices ring when someone calls your OneNumber.

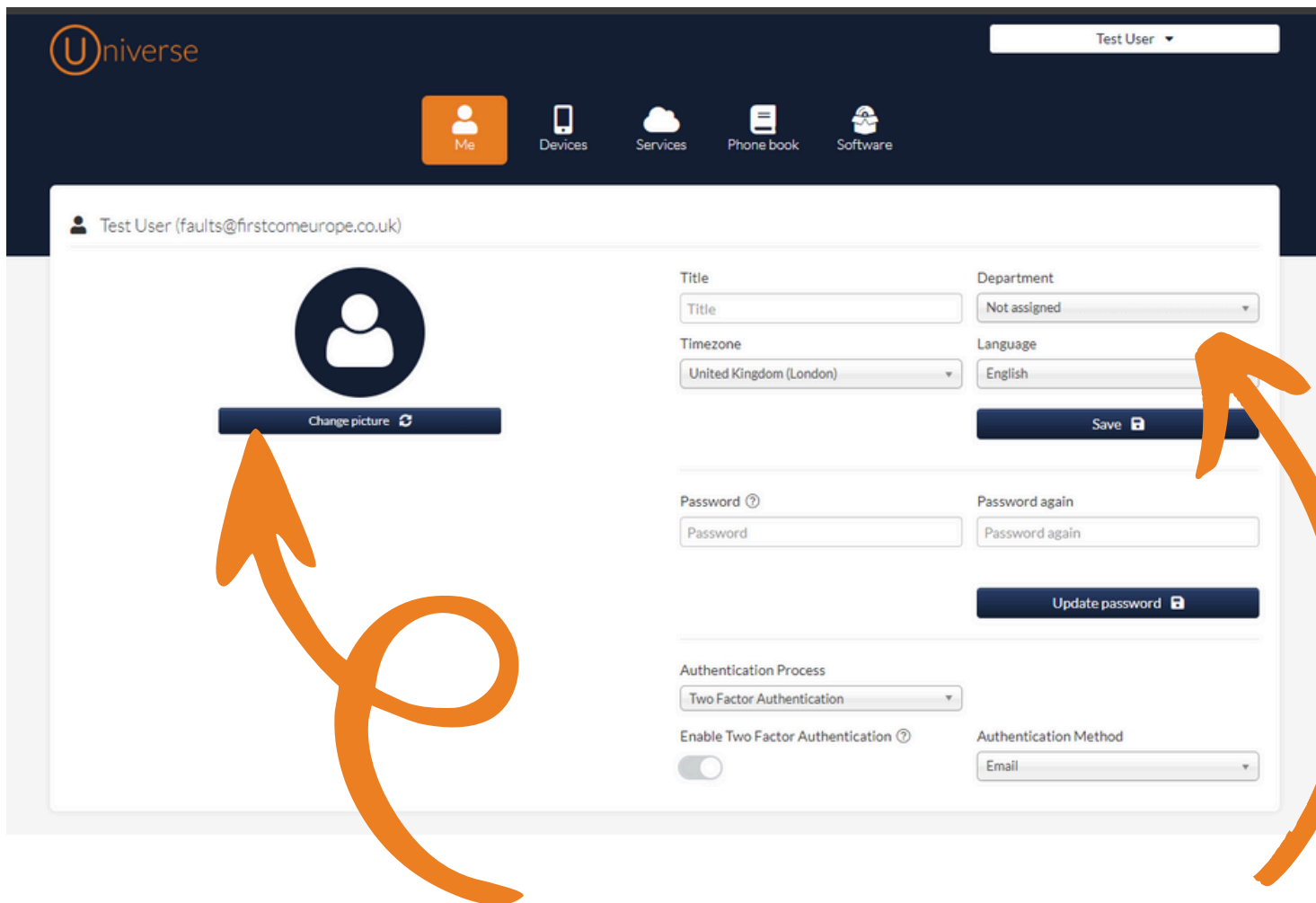
8.) The **Numbers** section allows you to **change the routing** of your numbers. You can select the **drop-down menu** next to any number linked to your user and choose if you'd like it to be part of your **onenumber** or set to ring a **specific device**



9.) If you'd like 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**"



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



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

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

13.) You can also change the **Timezone** and **Language**

The screenshot shows the 'Universe' user profile page for 'Test User (faults@firstcomeurope.co.uk)'. The page includes a navigation bar with 'Me', 'Devices', 'Services', 'Phone book', and 'Software'. The profile section contains a 'Change picture' button and a 'Save' button. The 'Timezone' is set to 'United Kingdom (London)' and 'Language' is set to 'English'. The 'Authentication Process' is set to 'Two Factor Authentication' and 'Enable Two Factor Authentication' is turned on. The 'Authentication Method' is set to 'Email'. Orange arrows point to the 'Language' dropdown menu and the 'Authentication Process' dropdown menu.

14.) If you'd like to **Reset your password** then you can also do that here

15.) Lastly once you have set up the **Single Sign on** or **2 Factor Authentication** you will see your choice displayed here and you can also change it to another option if you'd like to by selecting the **drop-down menu** under authentication process

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

0333 023 7000
faults@firstcomeurope.co.uk