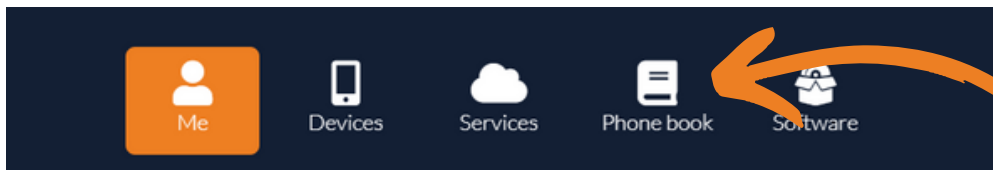


Your Universe Phonebook

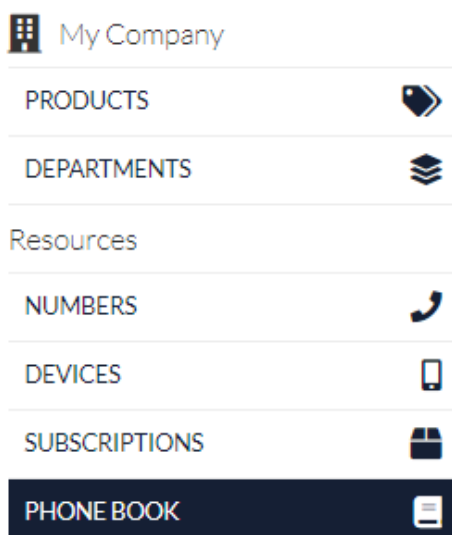
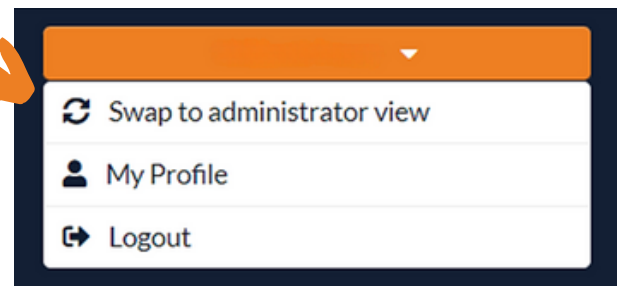
Each user has their own personal phonebook on their devices but there is also a Universe phonebook which can be shared across all devices in the company. This is used for company contacts for all staff to have access to.

1.) To find the Phonebook, Login to the universe web portal: <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 with one of our team)



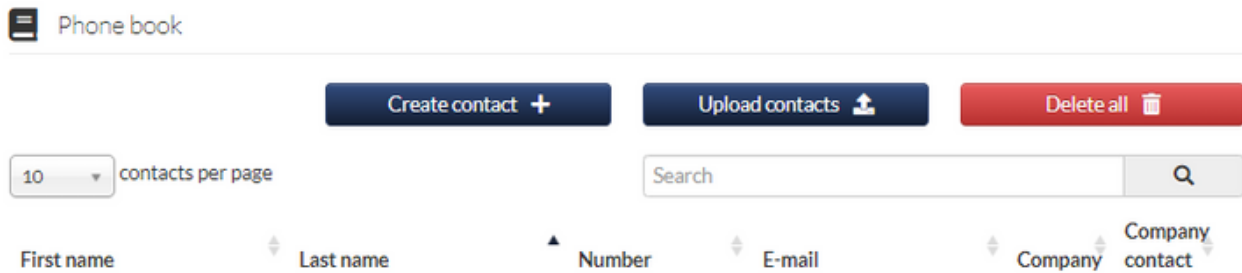
2.) At the top of the web portal once logged in you will see something like the above screenshot. As you are logged into your user view this phonebook is your personal phonebook. If you have any specific contacts you'd like to add you can do so through your device or using this phonebook option but please note this will not sync with other users phonebooks.

3.) If you'd like to add to the company phonebook then hover over the dropdown menu with your username on the top right and select **"Swap to administrator view"**



4.) On the left of your **"My Company"** page select **"Phone Book"**

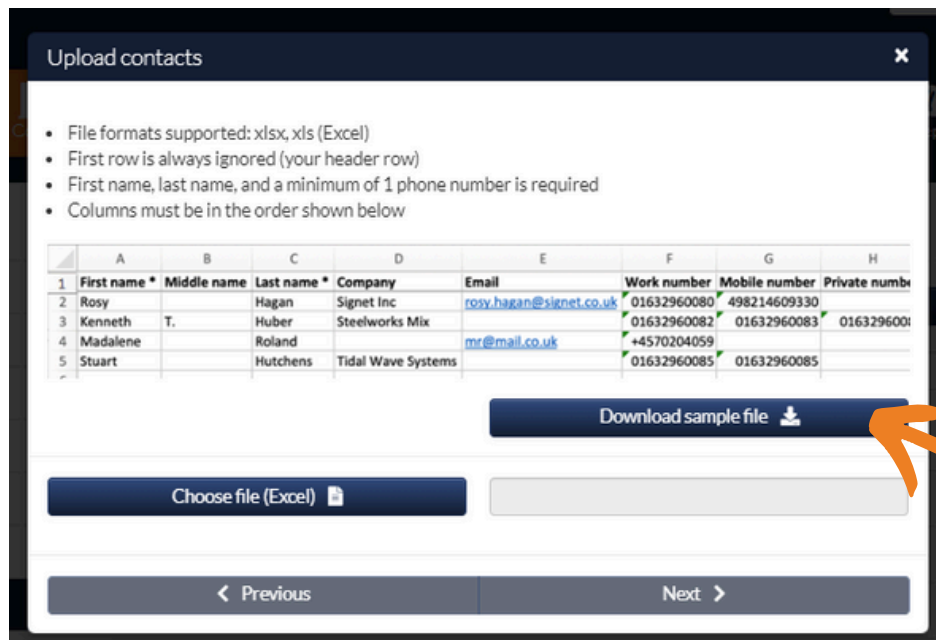
5.) Here you will find any contacts already added which you can edit by simply **clicking** the contact entry



6.) At the top, you can choose “Create contacts”, “Upload contacts” or “Delete all”.

Please note that if you choose the **Delete all** button here then we would not be able to recover this information

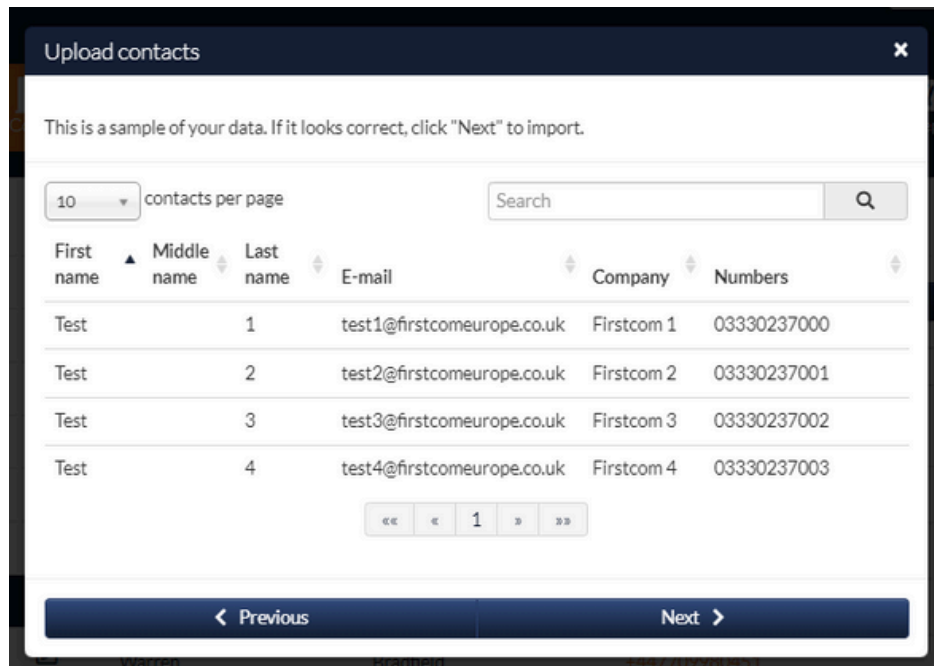
7.) If you'd like to do a bulk upload of any contacts then it will have to be in a specific format in order to import the information correctly. When you click the “Upload contacts” button you will be presented with the below message which will include all the formatting specifications.



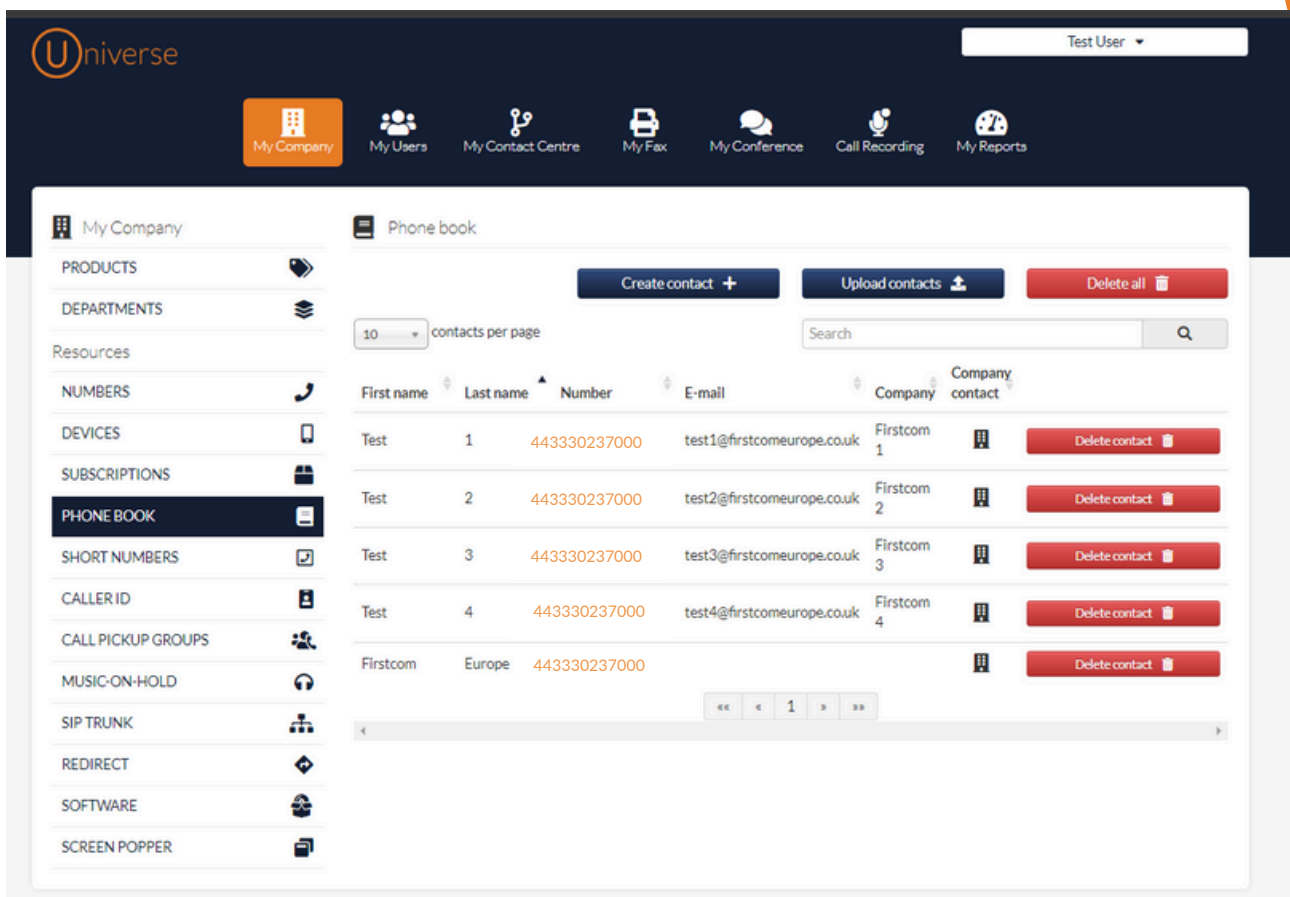
8.) You can download a **sample file** if you're unsure of the format, you can then use this to create your own Excel spreadsheet of contacts.

Once you have created your file you then click the “Choose File (Excel)” button, find the file on your device and click “Next”

9.) Once you have clicked “Next”, you will see this screen with any contacts from your spreadsheet. Here you can see how they will be inputted to the Phonebook and if any are incorrect you’d have to go back into the **Excel file** and edit it using **Excel**. If you are happy with the displayed contacts then click “next” again



10.) Once added you will see the Phone book contacts displayed like the image below:



Create contact

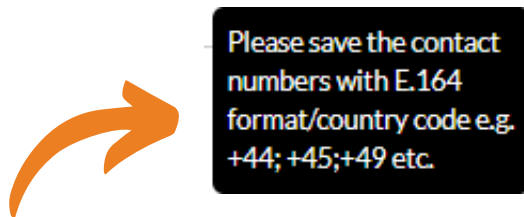
First name * Middle name Last name *

E-mail Company name VIP

Work number Private number Mobile number ?

Cancel Create contact

11.) If you want to manually add a contact in, click **“Create Contact”** then fill the information in on the pop up box



12.) If you hover over the question mark next to the **“Mobile number”** box, it will display this pop-up to inform you of the correct format for each entry.

Please note the **“Work number”** box must be populated to display correctly on the phone book. If the contact only has a mobile number then please add the same number into the Work number box.

When inputting contacts using the Excel spreadsheet please note special characters can not be used

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

0333 023 7000
faults@firstcomeurope.co.uk