**OfficeSuite GoKinetic Standard User Portal Training**



* **Web Portal Access**
	+ - Login to [**https://mybusiness.gokinetic.com**](https://mybusiness.gokinetic.com)
		- *You will receive a Welcome email that contains instructions to access your web portal*
		- *The email subject line will read “****Complete Your Go Kinetic Business Account Setup”.****”*
			* **Your username is typically your email address.**
			* **You will create your portal passcode from the Welcome email referenced above**
				+ **If you forget your passcode, click on “Having Trouble signing in” to reset your passcode.**
	+ **Dashboard**

Your Dashboard can be modified to contain the tiles you use most. (Click Add Widgets)

* + **Individual User Settings**
		- Click **Services** then **My Services** from the menu at the top
			* + **My Call Handling**

Call Forwarding (Immediate)

Do Not Disturb

Call Waiting Tone

Selective Call Routing

Call Forwarding (No Answer Call Coverage)

Default should be set to 4 rings then forward to voicemail

* + - * + **My Call Groups**

Lists the Call Groups that you are a member.

* + - * + **My Extensions**

**Modify your directory first and last name.**

**Enable or disable features** (voicemail, multi-desking, call twinning etc…)

**Change your Extension PIN** (if your desk phone is logged out)

**Change your Voicemail PIN**

**Set your Outbound Caller ID**

This needs to show a number instead of “Site” if using a softphone.

**Program phone keys**

Change the programmable buttons on your desk phone.

Click the key you want to program *(a new window will open)*

* **To Program a One Touch Speed Dial**
	+ Feature: Select One Touch Speed Dial
	+ Label: Type the description you want to display on your phone label
	+ Details: Enter 9 & the 10-digit phone number
* **To Program a Monitor Key**
	+ - * + Feature: Select Monitor Phone
				+ Label: Type the description you want to display on your phone label
				+ Details: Select the User that you will monitor

**\*\* Before programming a Monitor Key, follow these steps\*\***

* + - * Click Call Monitor Group (step 10 below)
			* Select the Monitor or Answer key for each user to be monitored
			* Save

**Set your Music on Hold**

User level MOH can be different than Company-wide MOH setting.

**Record your Directory Name**

Your name must be recorded if using a dial by name directory.

**Call Handling** (same link as above)

**Call Monitor Group**

Settings to allow your extension to monitor or answer other extensions.

**Voicemail Settings**

* + - * **To setup Voicemail to Email**

*Sends an audio file of the voicemail message to your email inbox*

Check **Enable Voicemail Notifications >** Enter Notification Email

Notification Type = **Audio File Only or Audio File with Transcript**

**Audio File Only**sends the message as a .wav file.

**Audio File w/ Transcript**sends the .wav file & types out the msg.

Select “Delete voicemail from the system…” to suppress the vmail indicator light on your phone.

Click **SAVE**

* + - * **To setup Zero out option from Voicemail Box**

*Each mailbox has the option of forwarding the caller to an alternate number when the caller presses “0” before hearing the tone to leave a message. If the caller presses 0, they will be transferred to the destination programmed below. If the caller does nothing, they will be given the option to leave a message.*

Select box for **Enable Dial Zero**

Select **My Coworker**, **Call Group** or **Auto Attendant**

Use Drop-Down Menu beside your selected option to pick the destination.

Click **SAVE**

* + - * + **My Phones**
				+ Displays your programmable phone keys.

 \*See program phone keys above for instructions

* + - * + You can also configure your ring tone.
				+ **My Voicemail Settings**

 \*Same page as #11 above

* **Help & Trouble Reporting**
	+ **Open a Phone Related Trouble Ticket from your Go Kinetic Portal**
		- **Open a New Trouble Ticket**
			* Click **Support** > **Service Ticket Requests**
			* Click **Create New Service Ticket Request**
			* Complete sections 1-4
			* Click **Submit**
		- **Check Status of existing Service Ticket Request**
			* Click **Support >** **Service Ticket Requests**
			* Click the arrow on the desired trouble ticket to see status.
		- **Escalate an open Service Ticket Request** *(appears 1 hr after opening a ticket)*
			* Click **Support >** **Service Ticket Requests**
			* Click the arrow on the desired trouble ticket.
			* Escalate option will be on the top right side of the ticket.
			* Enter notes in Escalate pop up and submit.
	+ **To report** **OfficeSuite phone related issues or Windstream Internet Trouble**
		- * Call **833.241.0100**