

Logging into Intermedia Contact Center from your Desktop:

- 1. Open up a web browser on your desktop. Go to this website: <u>https://controlpanel.serverdata.net/Portal/User/Login</u>
- 2. Log into the control panel with username and password you set up with CTS when added as Account Contact.
- 3. Go to Elevate.



4. Click on Contact Center. Then click on Login to Contact Center Control Panel.



Elevate			
General	Login to Contact Center Control Panel (?)		
Subscription	General	General	
Users	Users	To set up the Contact Center Elite	
Phone Numbers	Phone numbers	1. Go to the Subscriptions tab and define	
Auto Attendant	Subscription	Number of concurrent users	
Groups		Other features like recording storage Create users and assign Contact Center	
Contact Center		Note: You have a concurrent license mode Concurrent licenses are consumed via Ager	
Locations		3. Go to Phone numbers tab	

- 5. Please contact CTS or your on-site administrator for the URL to your contact center. Each one is Unique. Open up a separate browser tab and type that URL in to get to step 6.
- 6. Type in your **email address** associated with your agent login credentials from the welcome email you received.





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8. Type in your temp password from the welcome email you received.



11. Now it will ask you to create a new password. Click on the first field and start to create a new password.





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 - 13. Once you start typing a few letters a pop up appears next to the password field. The new password must be a minimum of 8 characters. You must have an upper-case character (A-Z), a lower case character (a-z) and a number and a special character. The requirements in the list will automatically be check marked when you have created a password that has met these parameters.
 - 14. Type the new password in again in the 2^{nd} field.



16. Click save, and you will be brought back to the first login page.



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17. Type in your email address associated with your Samaritan agent login credentials from the welcome email you received.



20. Type in your **password** you just created.



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23. You will be brought right to the admin portal. Once you see the screen below you can click on **downloads.**



25. Another screen comes up and you will see latest version 12.5.10.20300, stay on that page, **click Download.**





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 - 27. The client software requires the Microsoft .NET Framework 4.7.2. If not already installed in your system, the installation program will stop and prompt you to install this component first. The Microsoft .NET Framework 4.7.2 is available for download by clicking the here button.
 - 28. Go to your browsers download folder, click on the file cca.12.5.10.20300.installer to begin installing the app.

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	→ 💉 🛧 → This PC → Local Disk (C:) → Users → oneal → Downloads						
	🖈 Quick access		Name	Date modified	Туре	Size	
	Desktop Downloads	* *	行 cca.12.5.10.20300.installer	12/28/2020 12:03 PM	Windows Installer	7,168 KB	
	 Documents Pictures 	*					
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29.	new wav						

30. You will see the call center agent set up wizard appear, click the **next** button.





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32. When you get to the destination folder leave everything as is and click **next**.

🛃 Call Center Agent Setup	– 🗆 X	/
Destination Folder Click Change to select a new folder.	CONTACT CENTER	
Install Call Center Agent to:		
C:\Program Files (x86)\Intermedia\Call Center Agent\		
Change		
Back	Next Cancel	

- 33. Setup will now ask you to enter in your Account ID. Type in **your company name** and click **next.**
- 34. Click the **install** button to begin the installation.

		/
🖟 Call Center Agent Setup		×
Account settings		
Please enter your Account ID):	-
Please contact your supervise	or if you do not know your Account IE	
	Back Next	Cancel



Call Center Agent Setup Ready to install Call Center Agent		_		×
Click Install to begin the installation. Click Back installation settings. Click Cancel to exit the wi	to review or chang zard.	ge any of yo	ur	
Back	- O Ins	tall	Cano	el

35. Checkmark the Launch Call Center Agent when set-up exits, and click finish.



You are now ready to login to your new call center agent app.