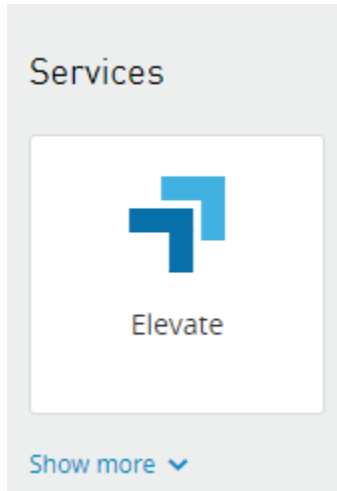
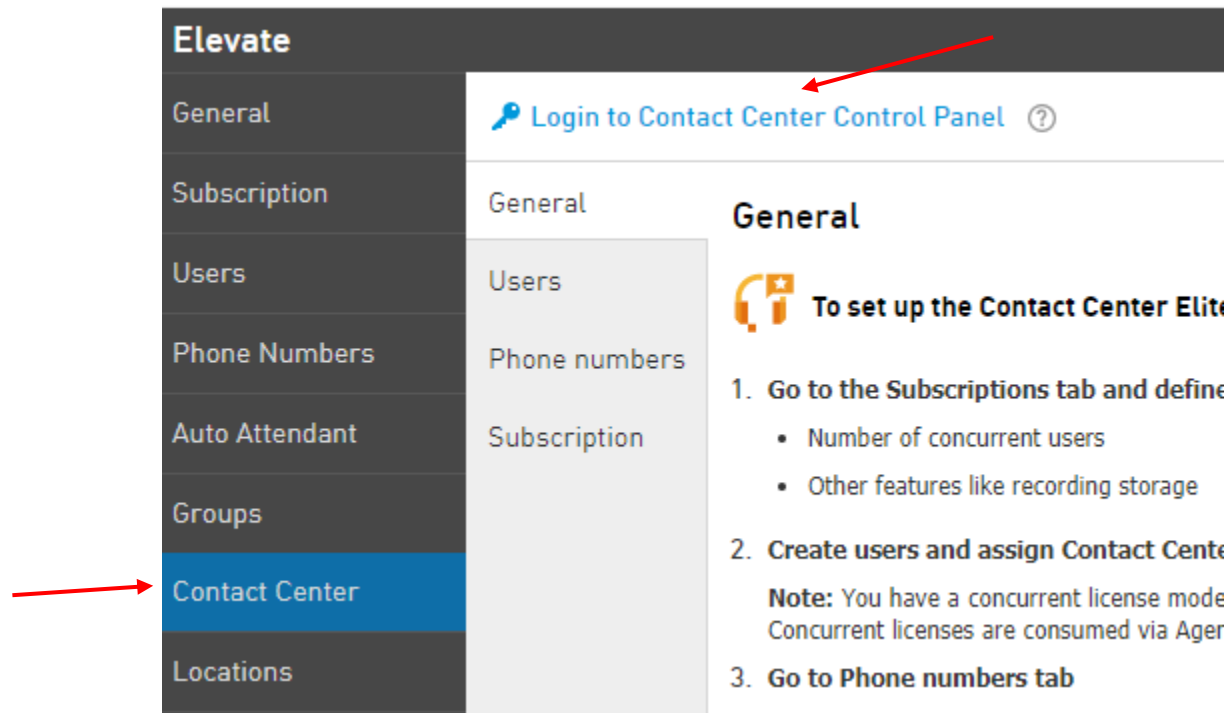


Logging into Intermedia Contact Center from your Desktop:

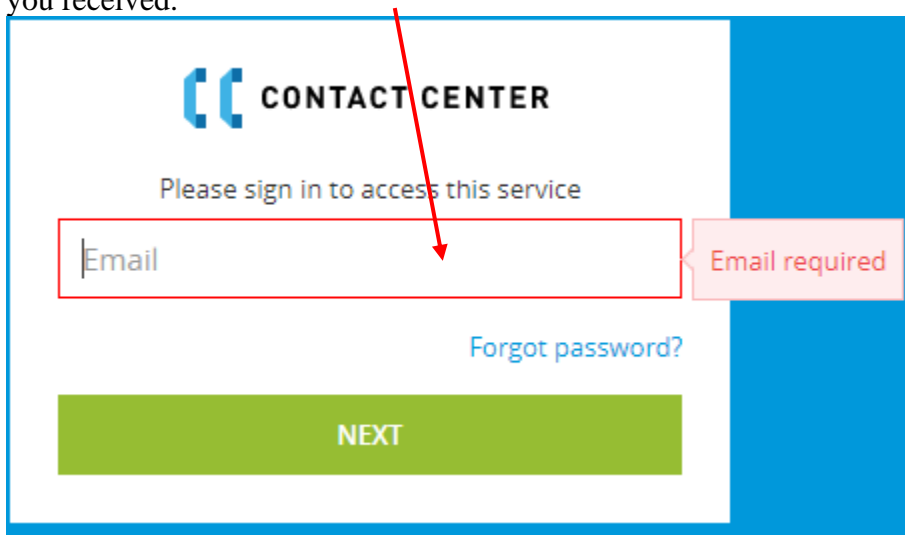
1. Open up a web browser on your desktop. Go to this website:
<https://controlpanel.serverdata.net/Portal/User/Login>
2. Log into the control panel with username and password you set up with CTS when added as Account Contact.
3. Go to Elevate.



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

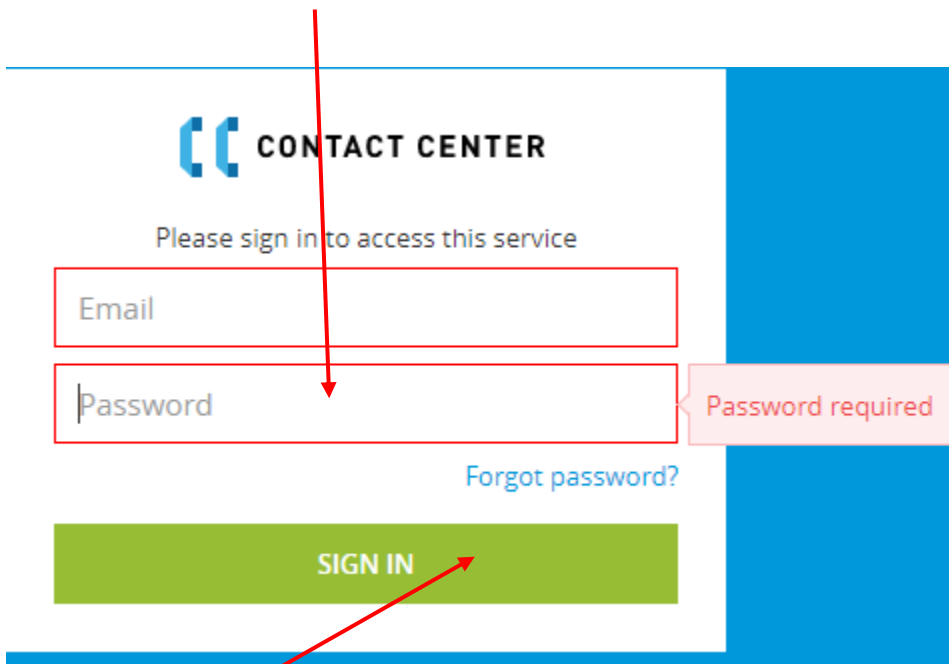


- Please contact CTS or your on-site administrator for the URL to your contact center. Each one is Unique. Open up a separate browser tab and type that URL in to get to step 6.
- Type in your **email address** associated with your agent login credentials from the welcome email you received.



7.

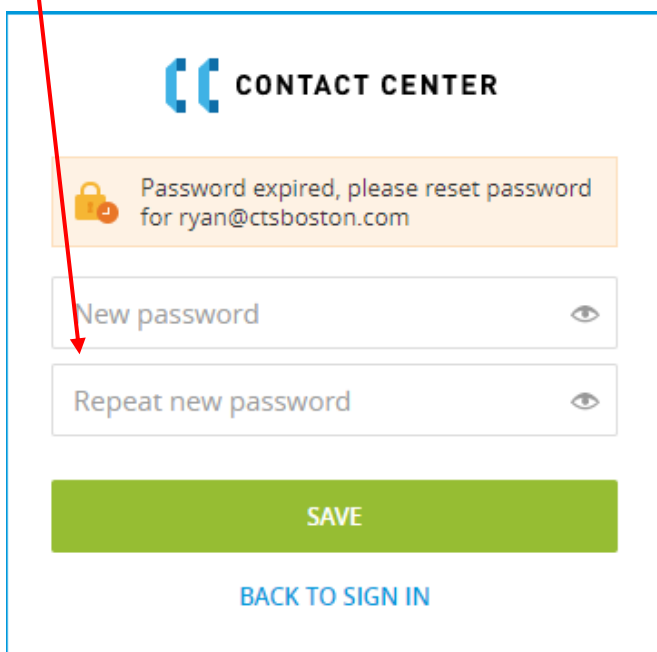
8. Type in your **temp password** from the welcome email you received.



9.

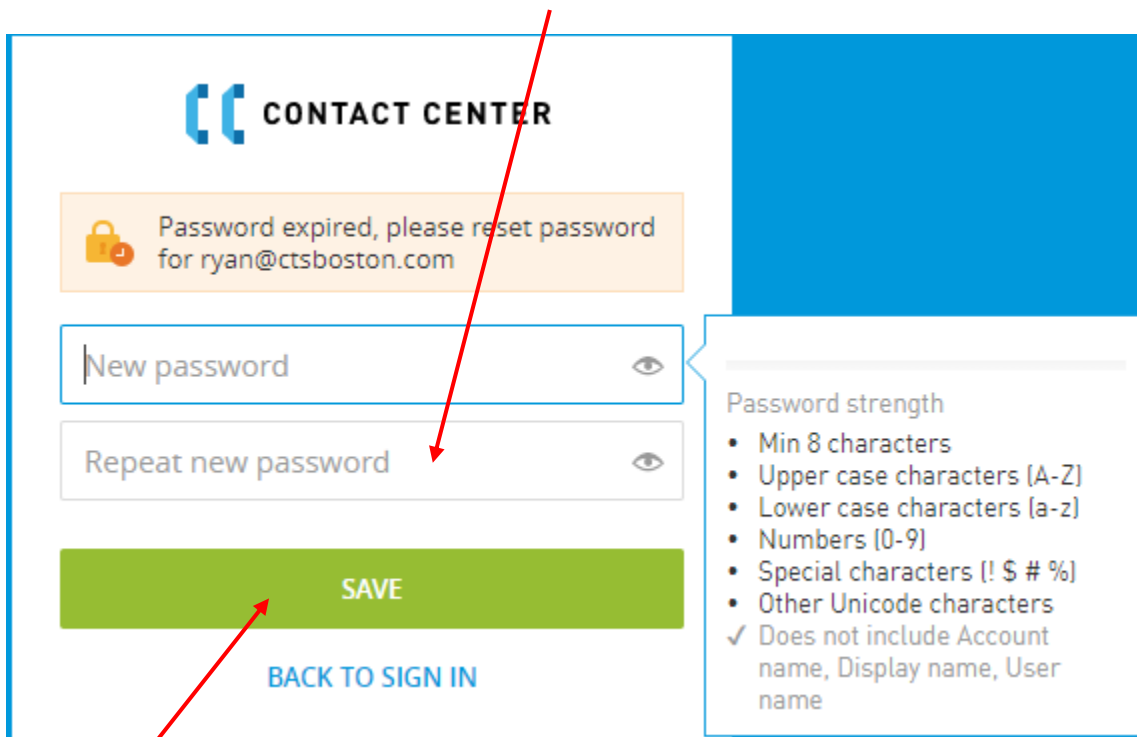
10. Click **Sign in**.

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



12.

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 2nd field.



CONTACT CENTER

Password expired, please reset password for ryan@ctsboston.com

New password

Repeat new password

SAVE

[BACK TO SIGN IN](#)

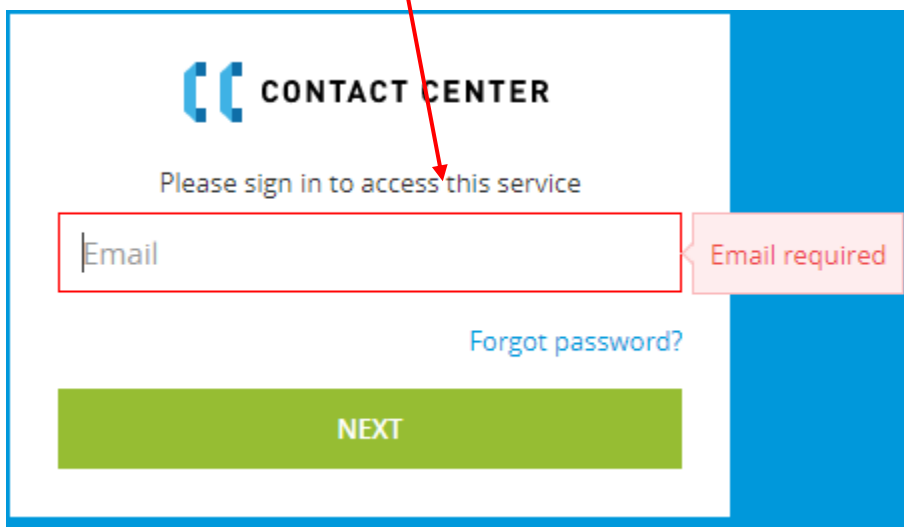
Password strength

- Min 8 characters
- Upper case characters (A-Z)
- Lower case characters (a-z)
- Numbers (0-9)
- Special characters (! \$ # %)
- Other Unicode characters
- ✓ Does not include Account name, Display name, User name

- 15.
16. Click **save**, and you will be brought back to the first login page.

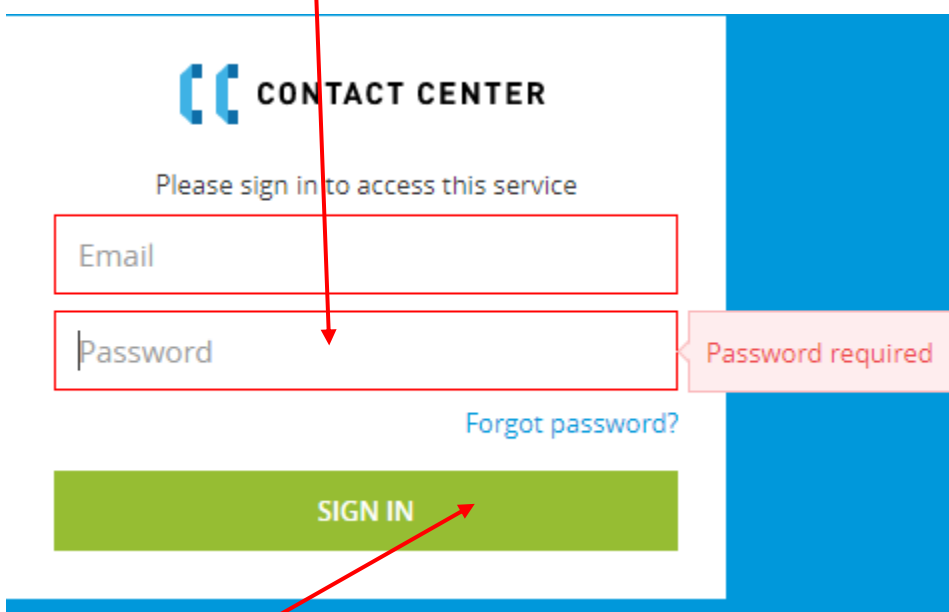
17. Type in your **email address** associated with your Samaritan agent login credentials from the welcome email you received.

18.



19.

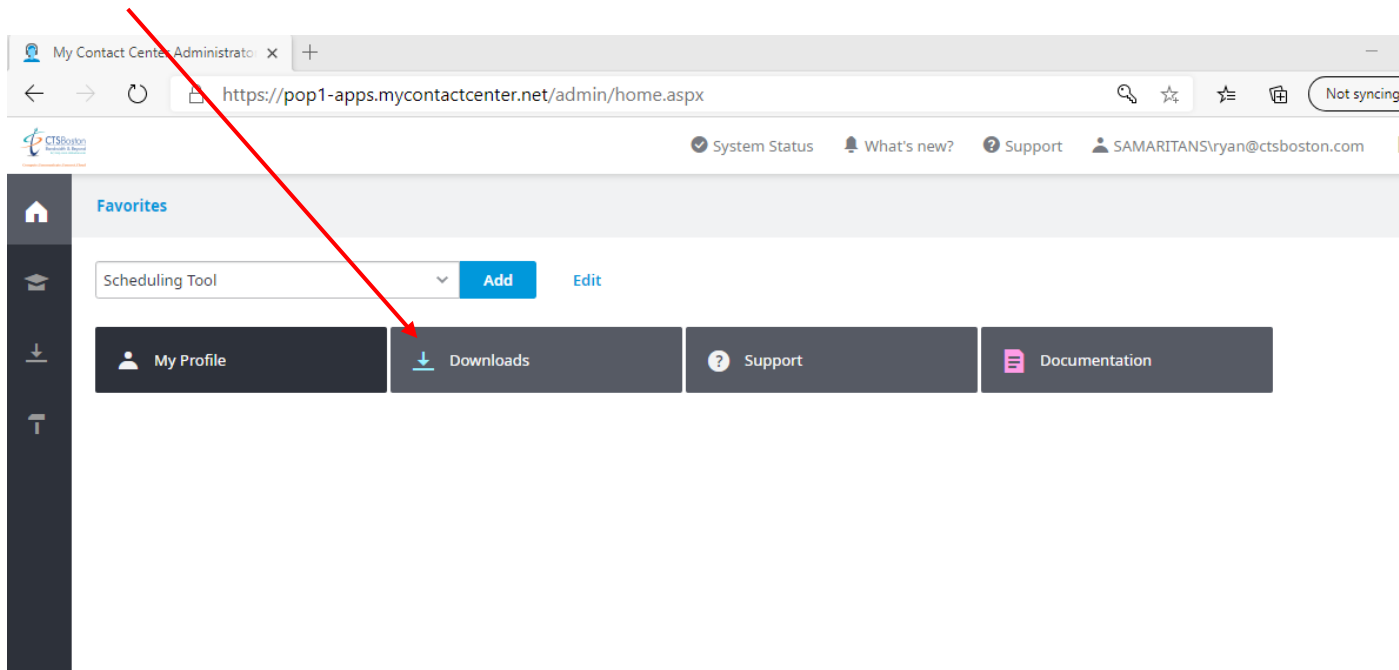
20. Type in your **password** you just created.



21.

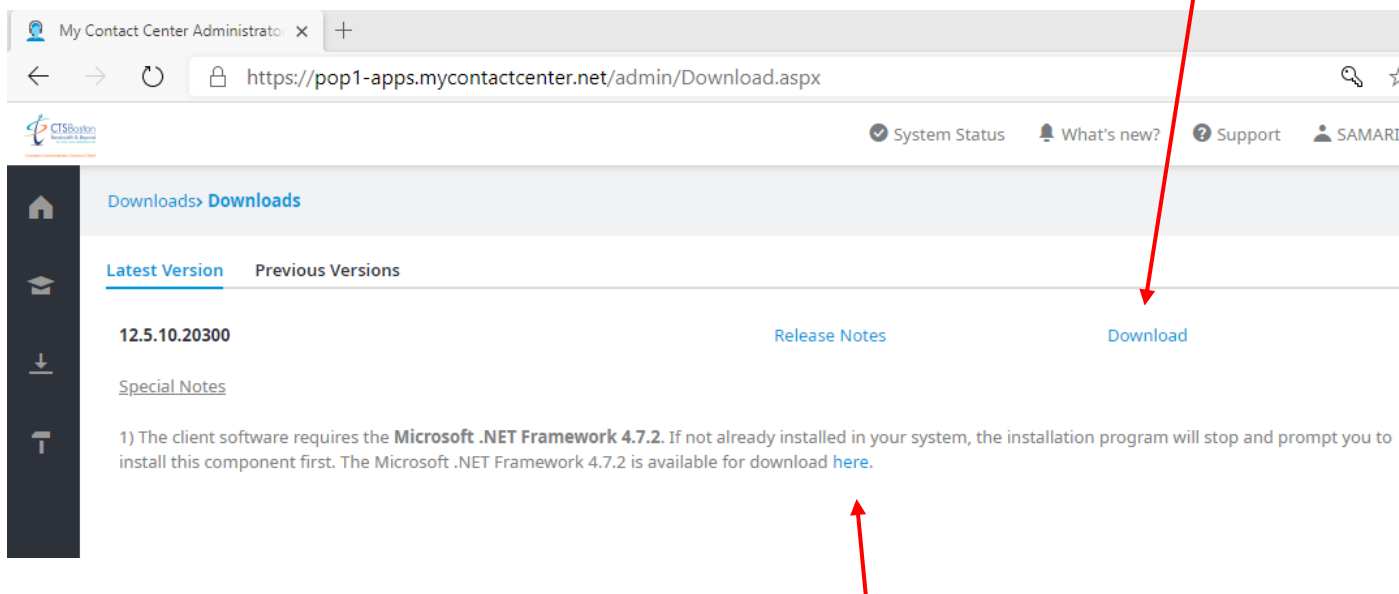
22. Click **Sign in**.

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



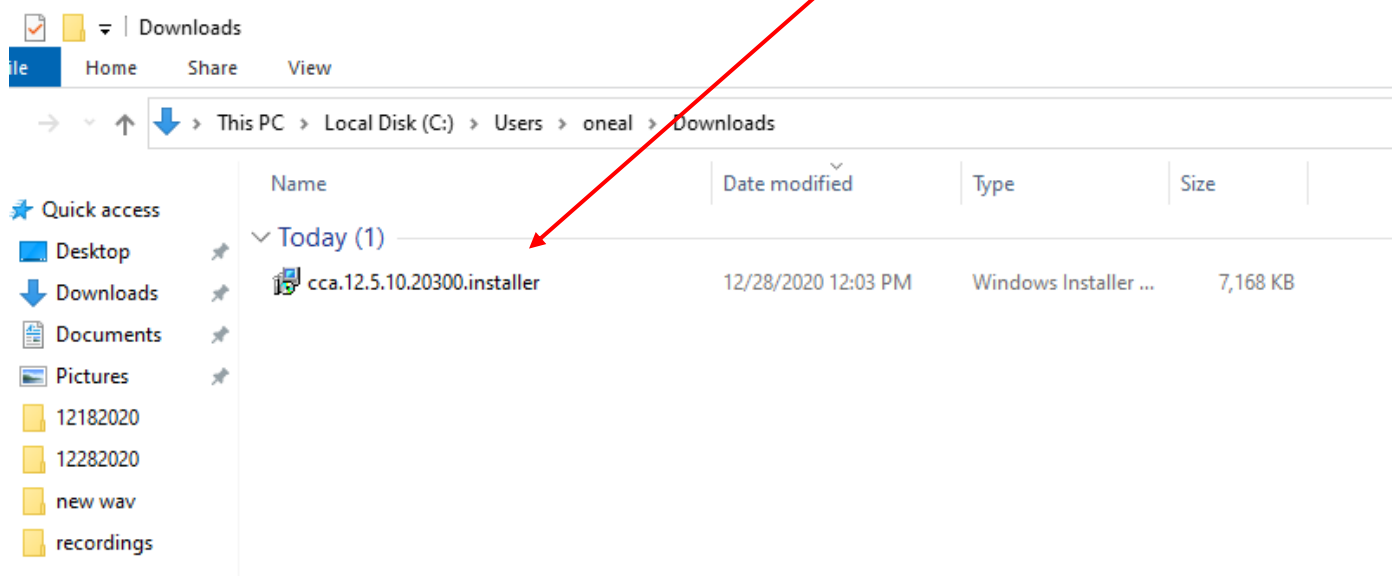
24.

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

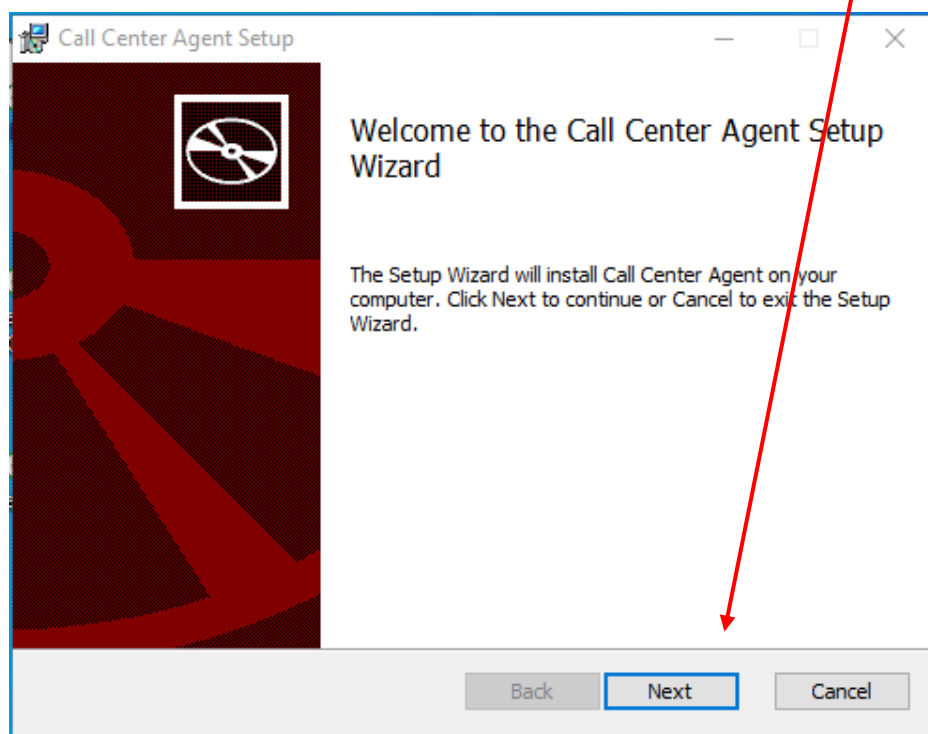


26.

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.

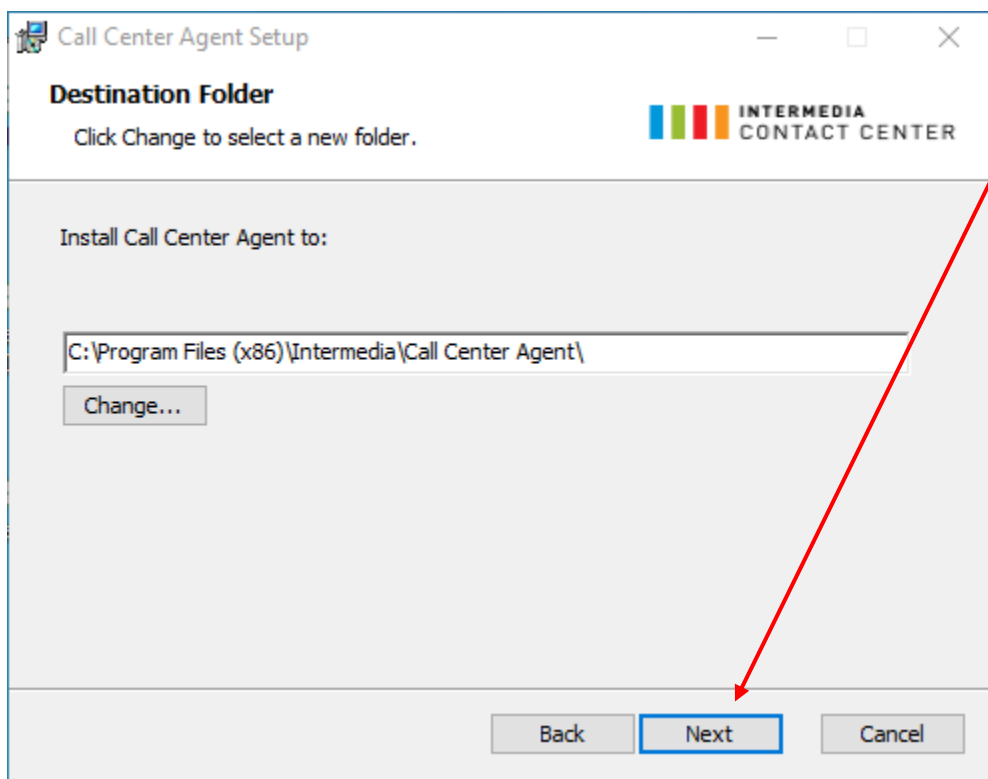


- 29.
30. You will see the call center agent set up wizard appear, click the **next** button.



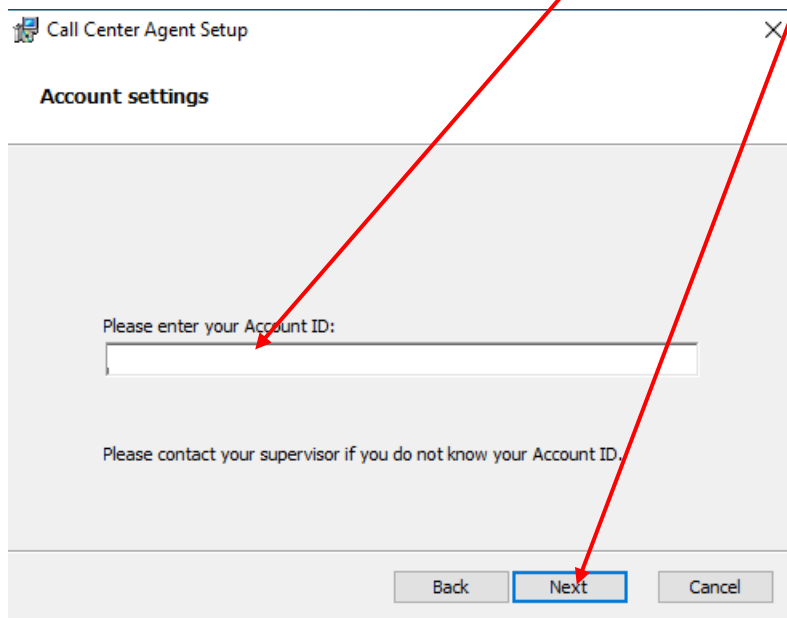
- 31.

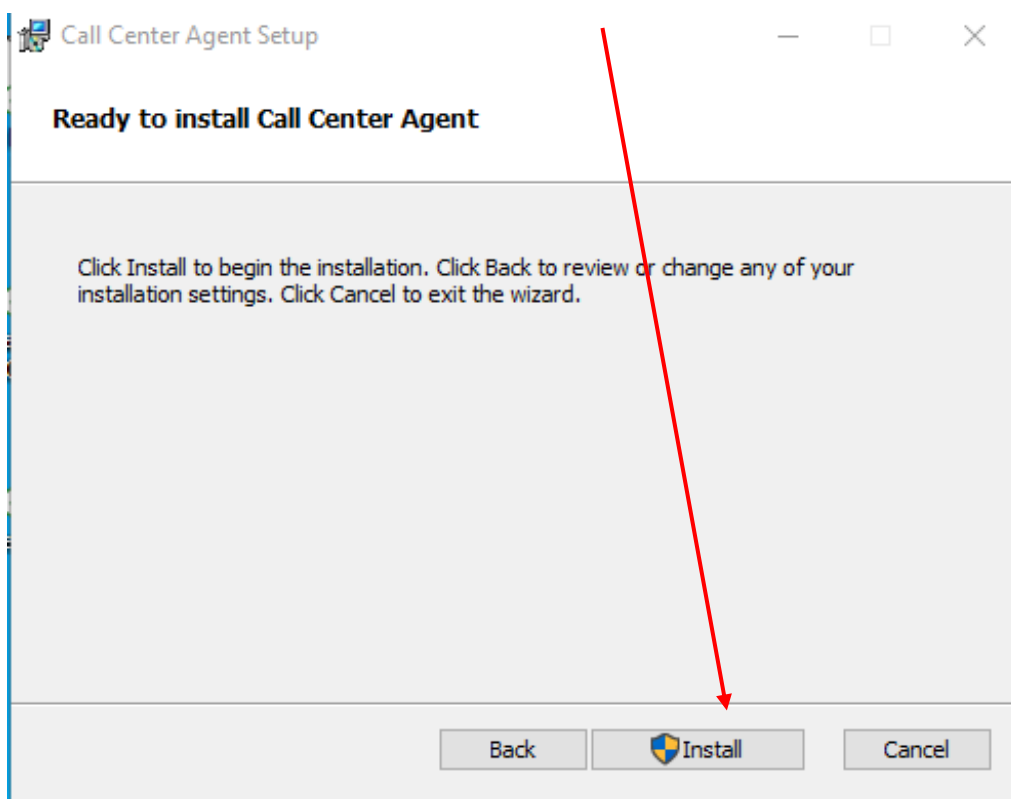
32. When you get to the destination folder leave everything as is and click **next**.



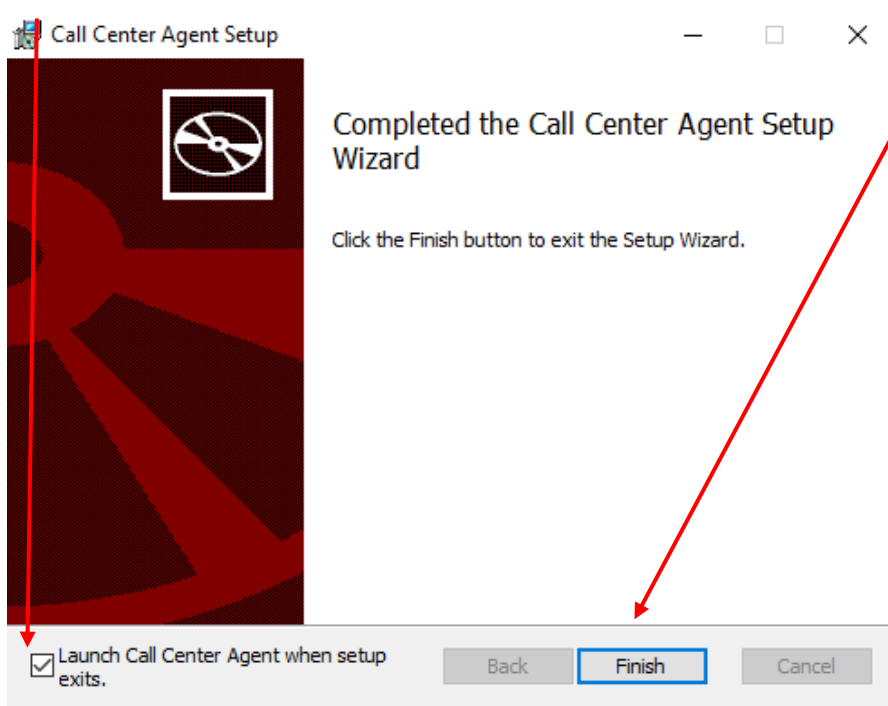
33. Setup will now ask you to enter in your Account ID. Type in **your company name** and click **next**.

34. Click the **install** button to begin the installation.





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



36.

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