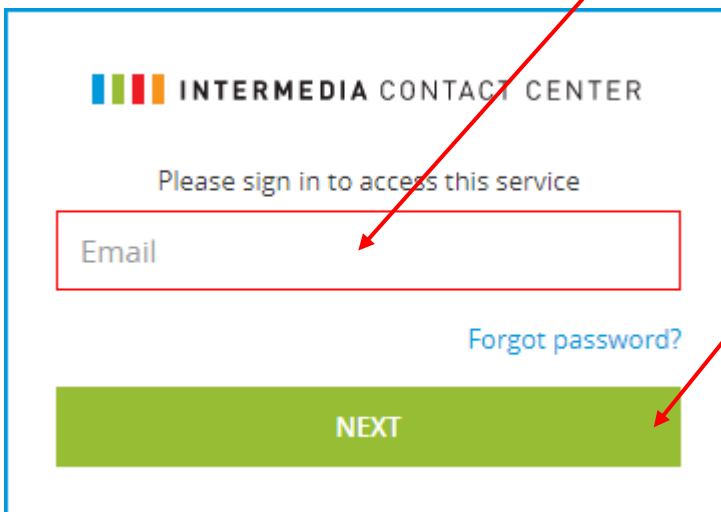


How to log into the Cloud/Web-Based Contact Center App on your Windows PC or Macintosh computer

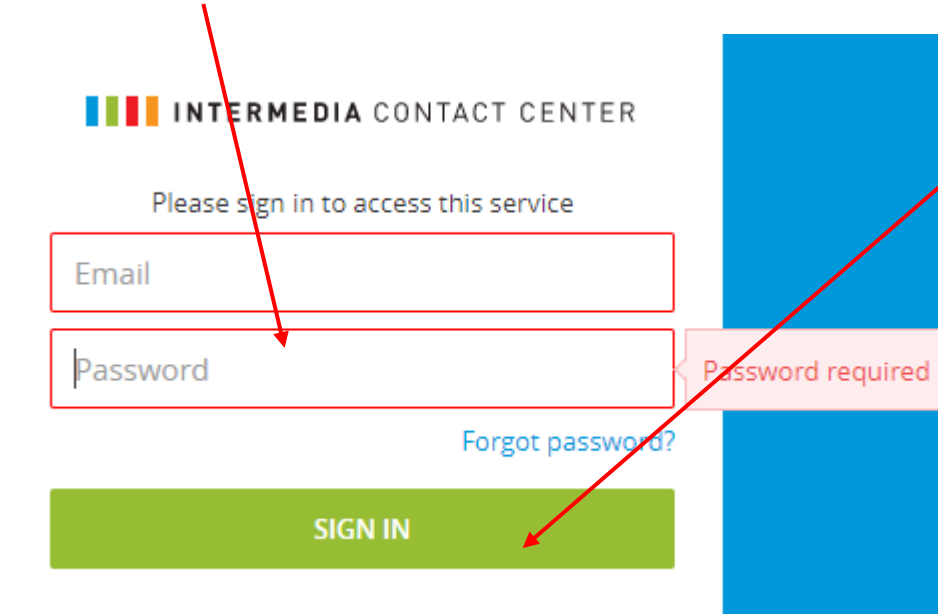
1. If you wish to only use the Cloud/Web-based Contact Center App on your Windows PC or Macintosh Computer please contact CTS or your on-site administrator for the URL to your contact center. Each one is unique. It will look like this:

“company name”.mycontactcenter.net/cca

2. The following screen will appear. Enter your **Email** in the email field and click **Next**.

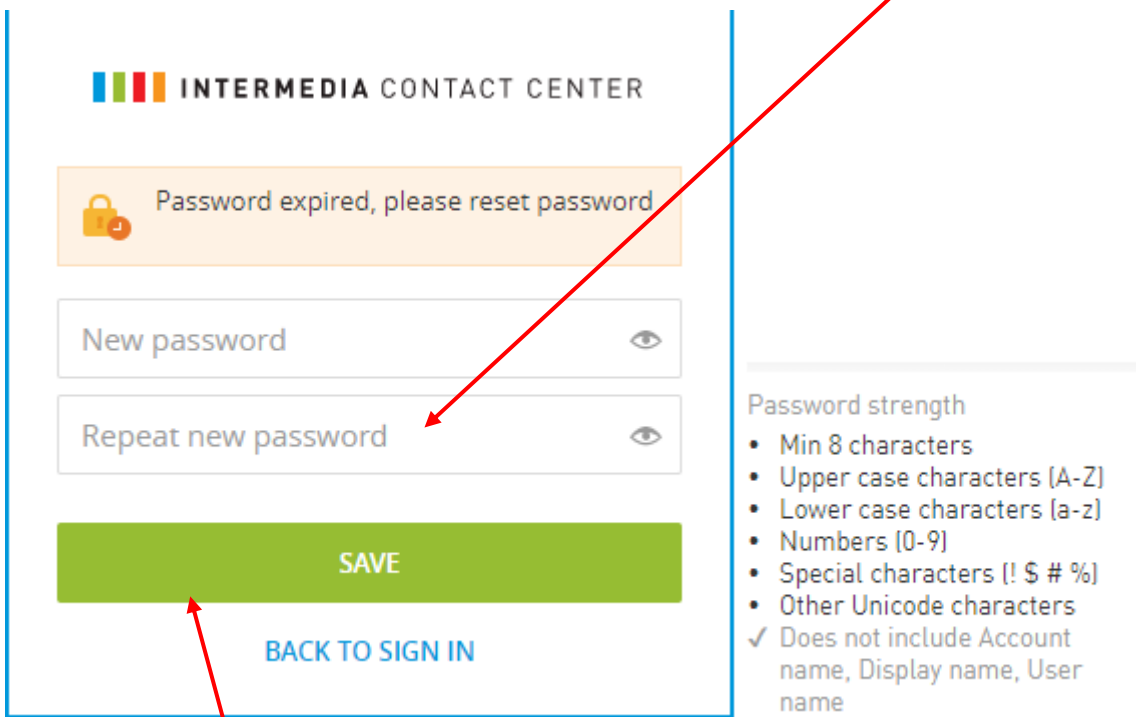


3. Enter your **password** which was provided in the Welcome Email you received and click **Sign In**.



You must create new personal password. 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. Type the new password again in the **2nd field.**

4.



INTERMEDIA CONTACT CENTER

Password expired, please reset password

New password

Repeat new password

SAVE

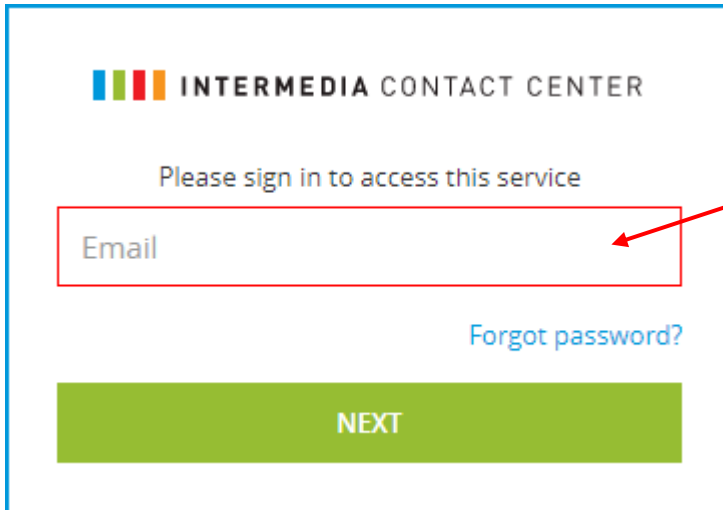
[BACK TO SIGN IN](#)

Password strength

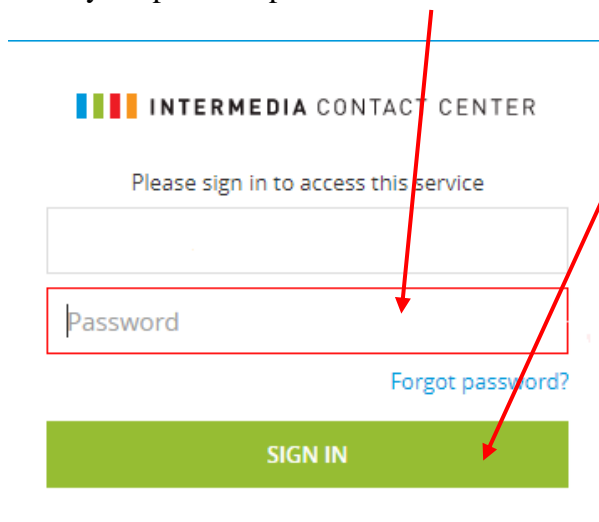
- Min 8 characters
- Upper case characters (A-Z)
- Lower case characters (a-z)
- Numbers (0-9)
- Special characters (! \$ # %)
- Other Unicode characters
- ✓ Does not include Account name, Display name, User name

5. Click **Save**, and you will be brought back to the first login page.

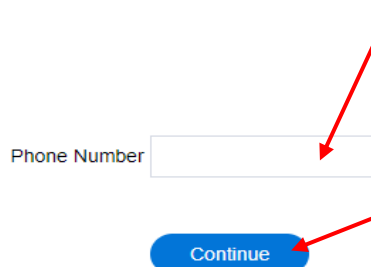
6. Every time you log into the Contact Center you will see the following screen, enter your **email**.



7. Enter your personal password **here**. Then click **Sign In**.



8. Enter the **phone number** where you want your calls to ring and click **Continue**.



9. You are now logged into the Contact Center as an Agent. You should see your **main email** and **phone number**. You will also see two groups/queues called "**Frequent Caller**" and "**Help Line**". To learn

more about dialing out, starting a chat, or changing options please read the document labelled **“How to use the Cloud-Web Contact Center Agent App”**.

name@email.com@5555555555  Available 00:00:51

Name	Type
Frequent Caller	Voice
Help Line	Voice