

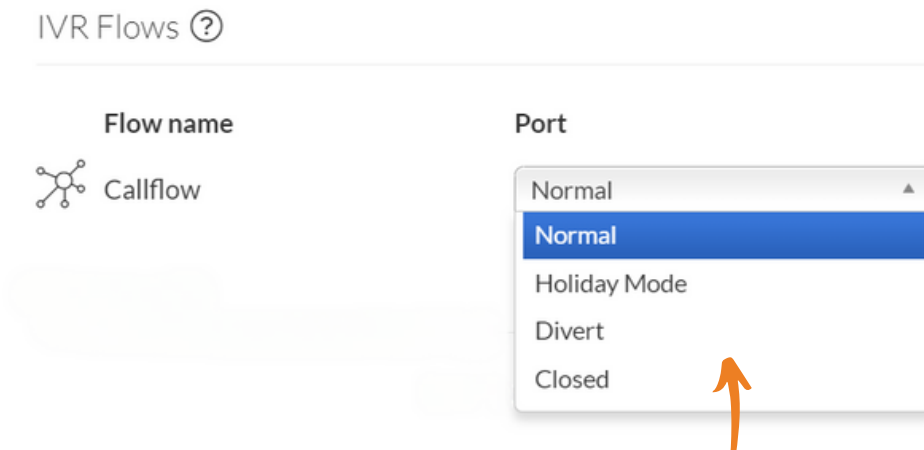
Your Dashboard and Universe User Profile

- 1.) Login to the Universe portal (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)
- 2.) Once logged in you will see your **Dashboard** which will be similar to the screenshot below:

The screenshot displays the Universe dashboard interface. At the top left is the 'Universe' logo. To the right, a dropdown menu shows 'Test User'. Below the logo is a navigation bar with icons for 'Me', 'Devices', 'Services', 'Phone book', and 'Software'. The main content area is split into two columns. The left column, titled 'Events', shows a vertical timeline of four outgoing calls, each with a call icon, a timestamp, and a call details box. The right column, titled 'Test User', shows the user's profile with 'Last Login Today 11:32' and a 'Pay as you go' status. Below this are sections for 'IVR Flows' (showing a 'Callflow' with a 'Normal' port) and 'Devices' (showing 'Device 191145' which is 'OFFLINE' with a '0333 023 7000' caller ID and a 'OneNumber' toggle). At the bottom, the 'Numbers' section shows '0330 164 2071' with a 'Route to device' dropdown set to 'OneNumber'. An orange arrow points from the top right towards the 'Test User' dropdown, and another orange arrow points from the bottom towards the call events section.

- 3.) Your dashboard allows you to see all of your **recent calls**, incoming or outgoing, the time, date and duration of the calls and the number / user the call was made to.

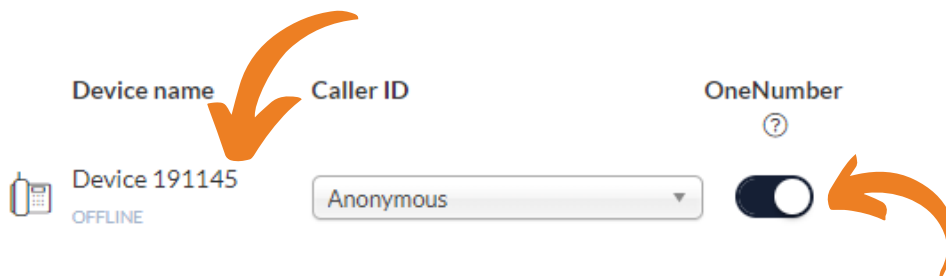
4.) You can also see any **IVR Callflows** you have set up which gives you quick access to change the Callflow like the below example. Here we have 4 modes set up which are **Normal, Holiday mode, Divert or Closed** :



5.) If you'd like to change the Callflow select the **drop-down menu** and choose one of the other options. If you are unsure how to **add or edit a Callflow** please view the userguide called "**Editing your Universe IVR**" using the link below:

<https://firstcomeurope.co.uk/resources/>

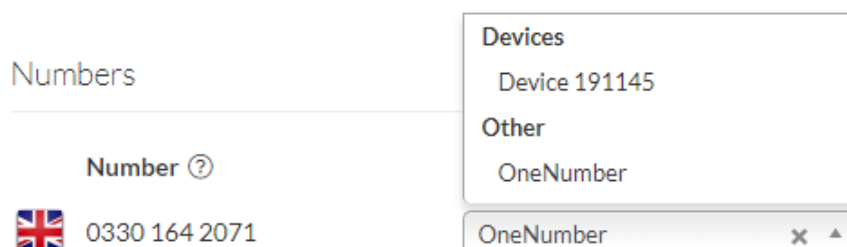
6.) You can also see any **devices** associated with your user



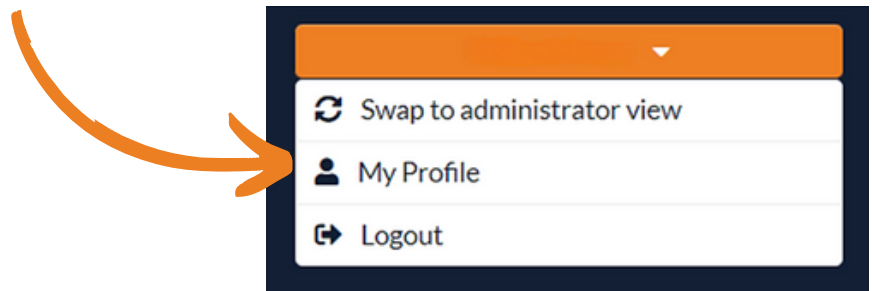
7.) You can change your **Caller ID** to a specific number such as a **Direct Dial** or to **Anonymous** and you can use the **toggle** to unlink this device from your **onenumber**

OneNumber is your main published telephone number. Select which devices ring when someone calls your OneNumber.

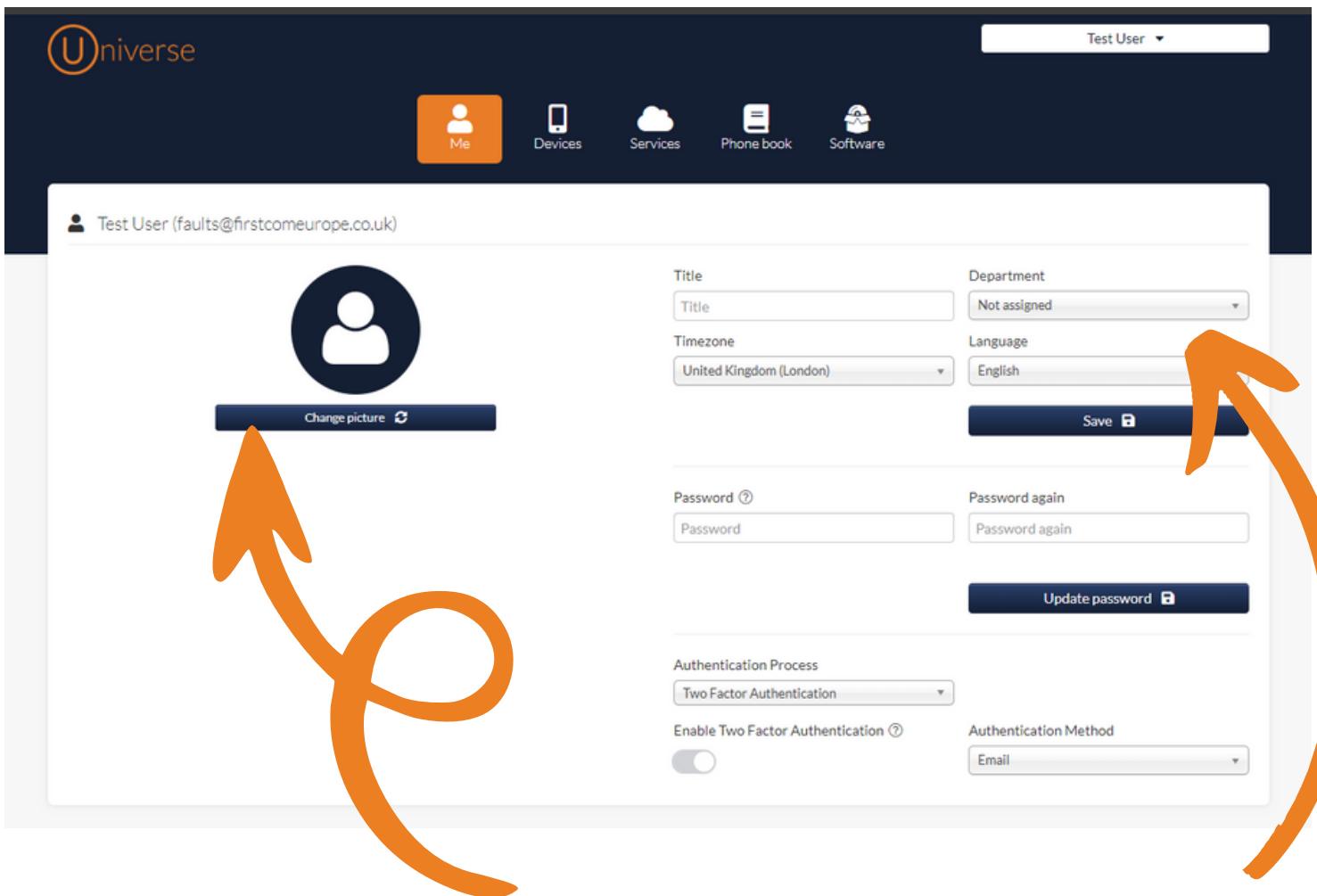
8.) The **Numbers** section allows you to **change the routing** of your numbers. You can select the **drop-down menu** next to any number linked to your user and choose if you'd like it to be part of your **onenumber** or set to ring a **specific device**



9.) If you'd like to view **your profile** and make any changes, look for your username on the **top right** of the Universe web portal, on the drop-down menu select "**My Profile**"



10.) Once Selected **your profile** will look like the example screenshot below:



11.) Here you can add a **Profile photo**

12.) You can also add in a **Title** and assign which **department** you are in

13.) You can also change the **Timezone** and **Language**

The screenshot shows the 'U'iverse user profile page for 'Test User (faults@firstcomeurope.co.uk)'. The page has a dark blue header with the 'U'iverse logo and a 'Test User' label. Below the header is a navigation bar with icons for 'Me', 'Devices', 'Services', 'Phone book', and 'Software'. The main content area is white and contains a profile picture placeholder with a 'Change picture' button. To the right of the profile picture are two columns of form fields: 'Title' (text input), 'Department' (dropdown menu), 'Timezone' (dropdown menu), and 'Language' (dropdown menu). Below these are 'Password' and 'Password again' (text inputs) with an 'Update password' button. At the bottom are 'Authentication Process' (dropdown menu), 'Enable Two Factor Authentication' (toggle switch), and 'Authentication Method' (dropdown menu). Orange arrows point to the 'Language' dropdown menu and the 'Authentication Method' dropdown menu.

14.) If you'd like to **Reset your password** then you can also do that here

15.) Lastly once you have set up the **Single Sign on** or **2 Factor Authentication** you will see your choice displayed here and you can also change it to another option if you'd like to by selecting the **drop-down menu** under authentication process

Please note: If you have no available user licenses or subscriptions, please get in touch with you're account manager

0333 023 7000