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:

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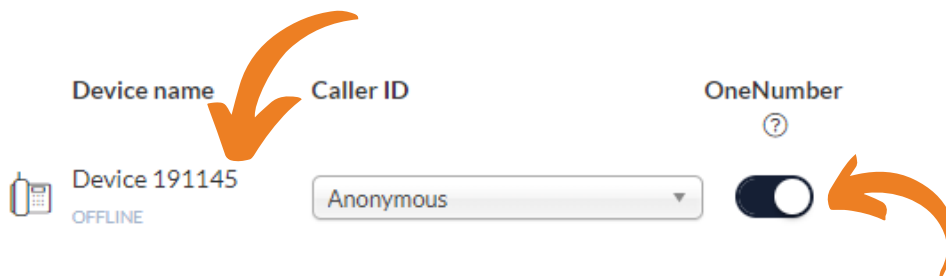
4.) You can also see any **IVR Callflows** you have set up which gives you quick access to change the Callflow like the below example. Here we have 4 modes set up which are **Normal, Holiday mode, Divert or Closed** :

IVR Flows ⓘ

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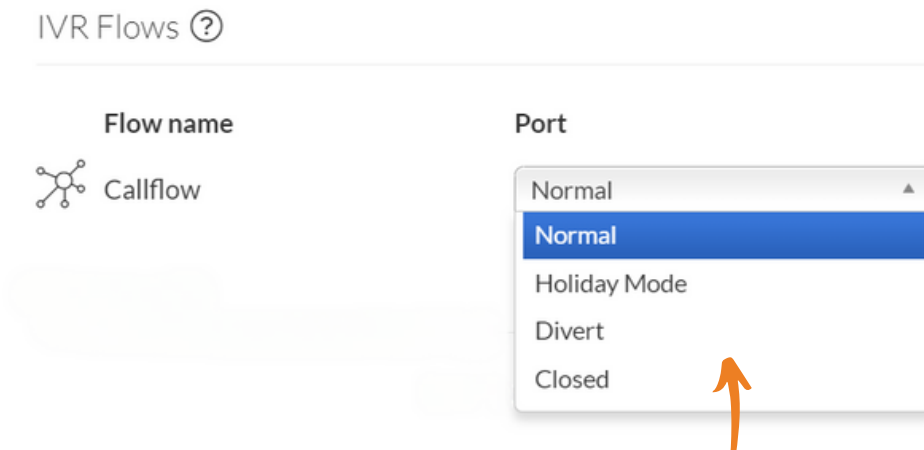
5.) If you'd like to change the Callflow select the **drop-down menu** and choose one of the other options. If you are unsure how to **add or edit a Callflow** please view the userguide called **"Editing your Universe IVR"** using the link below:

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

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

| Device name	Caller ID	OneNumber ⓘ
Device 191145 OFFLINE	Anonymous ▼	⬤

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**

Numbers

Devices
  Device 191145
Other
  OneNumber

Number ⓘ	
🇬🇧 0330 164 2071	OneNumber ✕ ▲
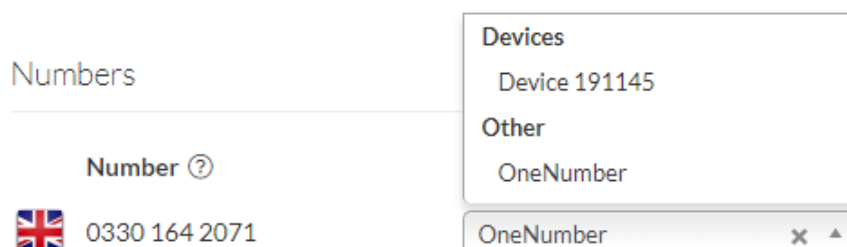
9.) If you'd like to view **your profile** and make any changes, look for your username on the **top right** of the Universe web portal, on the drop-down menu select **"My Profile"**
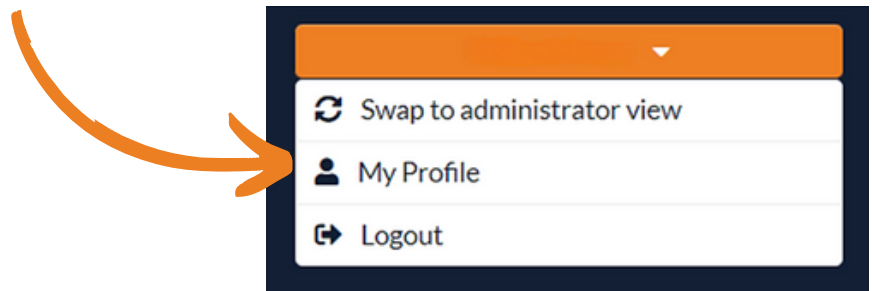
10.) Once Selected **your profile** will look like the example screenshot below:
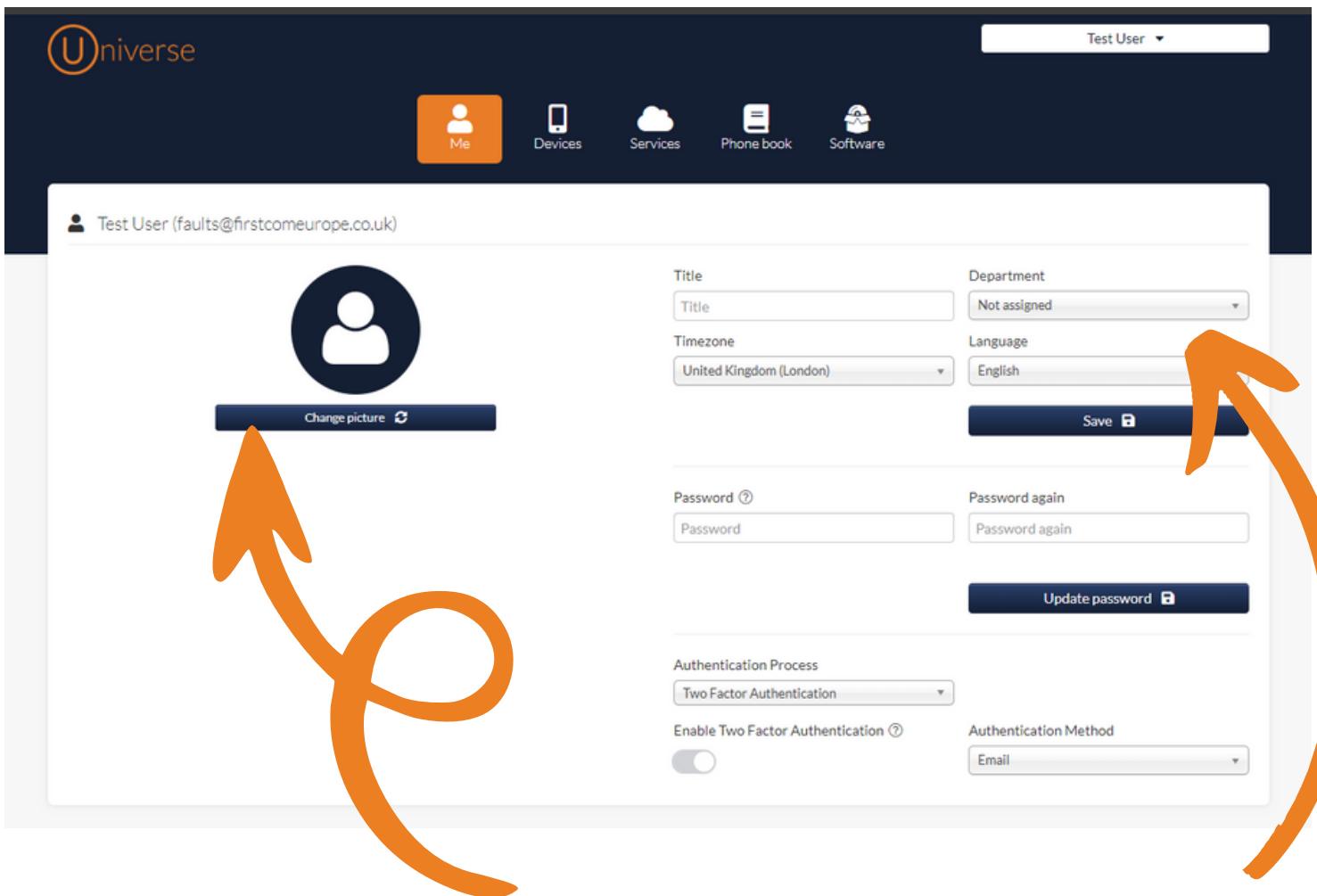
11.) Here you can add a **Profile photo**

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

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

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

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