



New ONEplace Portal Navigation Guide

If after referring to this guide you're still having problems with your account, please contact **technical support at (907) 565-2556**.

USER NAVIGATION

Login to User Account

1. Go to alaskacomcommunications.com, click **SUPPORT** then select **ONEPLACE LOGIN** or visit: www.alaskacomcommunications.com/Support/ONEplace-Login
2. Login with your 10-digit telephone number and current password. *(If you have forgotten your password, please contact technical support).*

Starting February 2018, you'll be able to login to your user account with your current 6-digit password. You'll then be prompted to reset your password to an 8-character password (with at least 1 number, 1 upper case letter, and 1 lower case letter).

Watch an introductory video for setting your new ONEplace password.

Homepage

The user homepage provides easy navigation to set and customize your phone features.

1. Locate the blue bar on the top.
2. Click on **home**.
3. Gain access to your phone status, services, personal details, security, and more.

Set Emergency Response Location

Making calls over the internet means the emergency services may not be able to trace a 911 call to your location. Use this feature to set the current location for your lines.

1. Scroll to the bottom of the page on your user homepage and press **set emergency location** under personal details *(a new window will open)*.
2. Enter your current address in the empty field and select your correct address. The address will update with valid street addresses as you type.
3. Verify the address is correct on the street map then scroll down and enter your business name information.
4. Read the important information then press the **save** button located at the bottom of the page.
5. A confirmation box will open. Press the **close** button then close the browser window tab to return to the user homepage.
6. Repeat this process until all lines have an emergency location entered.

Set Your Pin

Your current 6-digit voicemail PIN will continue to work when accessing voice messages. If at any time, you would like to change your pin, follow the steps below.

1. Locate the blue column to the left.
2. Click on **users**.
3. Select the phone number you would like to make changes to *(a new window will open)*.
4. Click on **view account settings**.
5. Under the security column, select **change voicemail pin** *(a new window will open)*.
6. Enter your new pin and select the **confirm** button to save.

7. Hit the **close** button to return to the user page.

Help Tool

The new user help feature will automatically display information that's relevant to the settings you're currently viewing. To access the help feature follow the steps below.

1. Scroll to the bottom of the page and locate the support section on the right.
2. Click on **help** (*a new window will open*).

ADMINISTRATOR NAVIGATION

Login to Administrator Account

1. Go to alaskacomunications.com, click **SUPPORT** then select **ONEPLACE LOGIN** or visit:
www.alaskacomunications.com/Support/ONEplace-Admin-Login
2. Log in with your 10-digit telephone number and password. If you've reset your password through the user portal, your password will be the same as the new password set. (*If you have forgotten your password, please contact technical support*).

Homepage

The administrator homepage provides easy navigation to set and customize your phone features.

1. Locate the blue column to the left.
2. Click on **home**.
3. Gain access to groups, lines, and services all in one place.
 - a. Groups can be used to manage how calls are handled for a selection of callers.
 - b. The All Lines pages provide access to details of all lines in the business group.

- c. The services section allows you to configure and manage additional business services on your lines.

Set User Passwords

As an administrator, you have the option of setting or changing passwords for associated users. Follow the steps below to set user passwords.

1. Locate the blue column to the left.
2. Click on **users**.
3. Select the phone number you would like to make changes to (*a new window will open*).
4. Click on **view account settings**.
5. Under the security column, select **change password** (*a new window will open*).
6. Enter the new password and select the **confirm** button to save.
7. Hit the **close** button to return to the user page.
8. Repeat this process for all lines.

Help Tool

The new administrator help feature will automatically display information that's relevant to the settings you're currently viewing. To access the help feature follow the steps below.

1. Locate the blue column to the left.
2. Click on **help** (*a new window will open*).