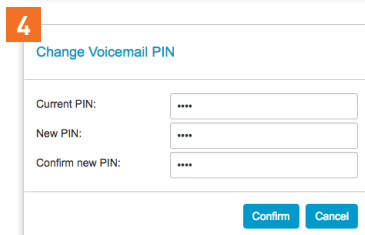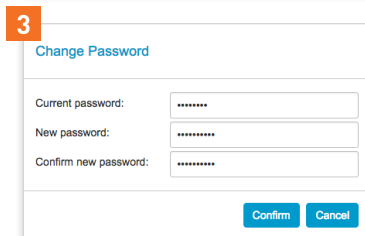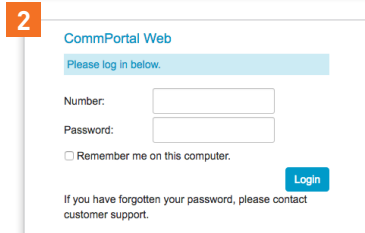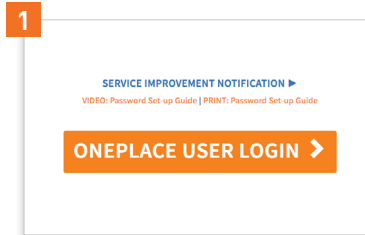# AKVoice User Setup

## STEP 1 – SET ONEplace PASSWORD AND VOICEMAIL PIN

You will receive a new telephone number for your AKVoice line(s).

Using the 10-digit telephone number and temporary password (included in your welcome email), you can log in and set your permanent ONEplace password.

**1**

**SERVICE IMPROVEMENT NOTIFICATION ▶**

VIDEO: Password Set-up Guide | PRINT: Password Set-up Guide

**ONEPLACE USER LOGIN ❯**

**2**

**CommPortal Web**

Please log in below.

Number: _____

Password: _____

☐ Remember me on this computer.

**Login**

If you have forgotten your password, please contact customer support.

**3**

**Change Password**

Current password: ••••••••

New password: ••••••••••

Confirm new password: ••••••••••

**Confirm** **Cancel**

**4**

**Change Voicemail PIN**

Current PIN: ••••

New PIN: ••••

Confirm new PIN: ••••

**Confirm** **Cancel**

**5**

**Personal busy**

▾ Record/Listen Greeting

00:00 / 00:00 ⚠

● ▶ ────────── 🎤 🔊

▸ Upload Greeting

**Save** **Cancel**

1. Go to alaskacommunications.com, click **Support**, click **ONEplace Login**. Or click here.

2. Log in with your 10-digit telephone number (e.g., 9075551212) and temporary password provided by email.

3. The Setup Wizard will prompt you to change your temporary password
   8-character minimum and must consist of one letter, number, and special character

4. Set a voicemail PIN code
   6-digit minimum

5. Record your name and greeting
   (optional)

6. Click **Finish** and you will be taken to the ONEplace user home page.

Click here for a how to video.

# AKVoice User Setup

You must set the emergency response e911 location for AKVoice lines before dialing outbound calls.
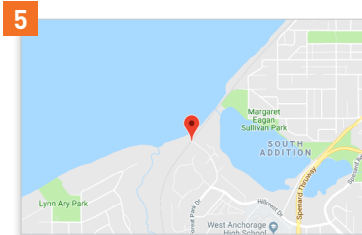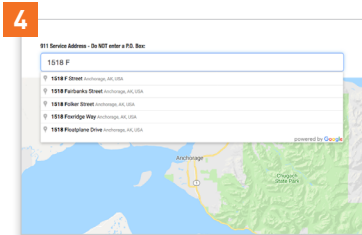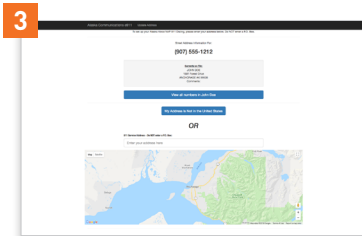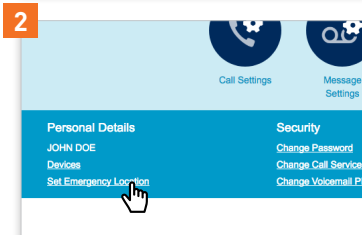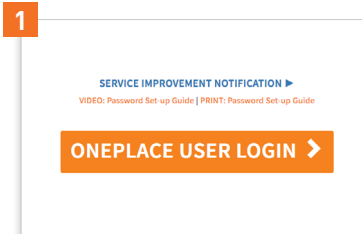










1. Log into the **ONEplace USER portal**.

2. Scroll to the bottom of the page to **Personal Details** section and click the **Set Emergency Location** link.

3. A new window will open to the my911 system.

4. As you type your address, select the correct address once it is displayed.

5. The location map will update with your address. Verify the red pin location is accurate, then continue scrolling down to verify the address details. Enter the name and comment you would like displayed to the 911 operator, in the event of an emergency.

6. Review the "Important Information" then select **Save**.

Click **here** for a how to video.