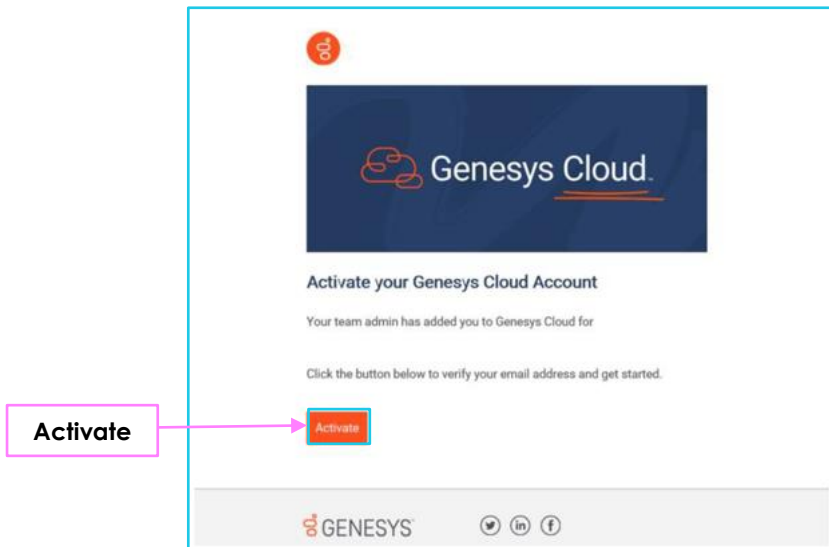


Genesys Cloud contact centre lets you connect with customers by phone, chat, text, or social media.

Logging into Genesys Cloud for the first time

You will receive an e-mail to activate your Genesys Cloud account, there may be instances where they filter to your Junk Folder.

Click on **Activate** button on the e-mail to verify your e-mail address.



Set your password.

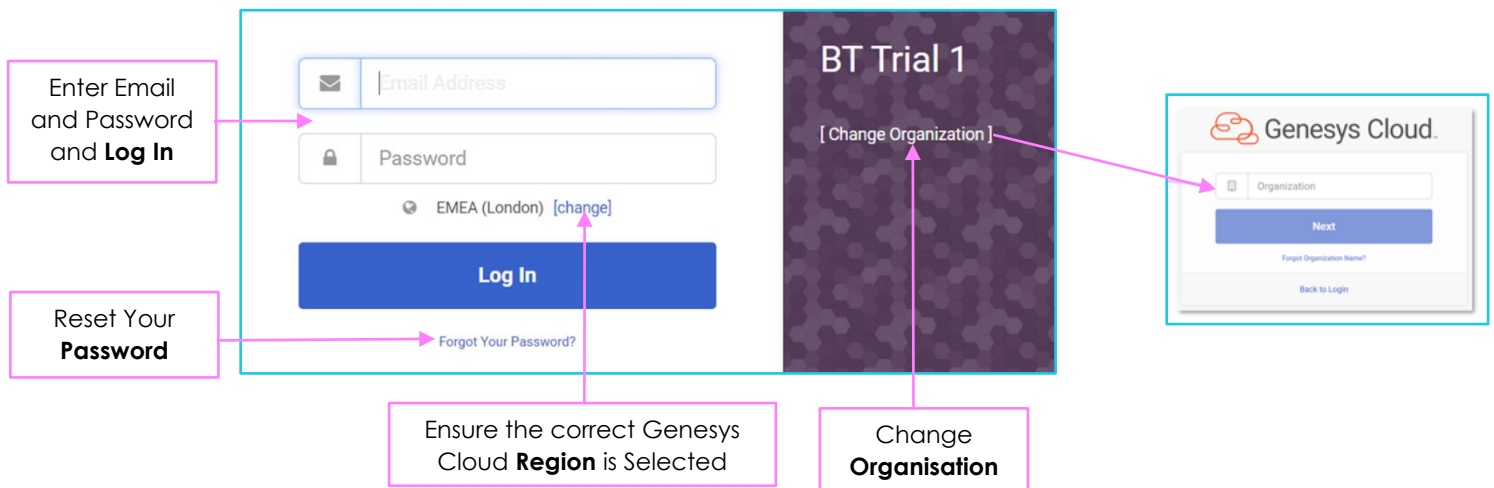
You will need to create a password for your account. Enter your e-mail address and enter your chosen password, then click **Sign In**.

Password minimum criteria:

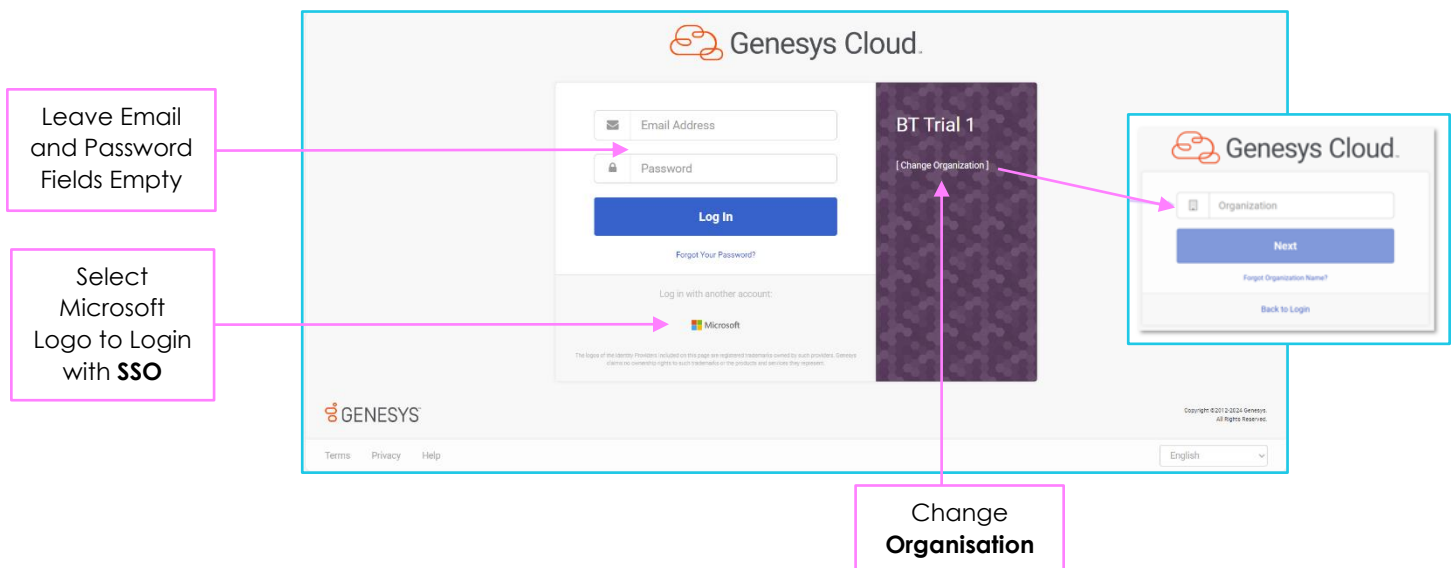
- Minimum of 12 characters
- One upper case
- One lower case
- One number
- One special character

Click Sign In to be redirected to the main **Log In**.

Logging In to Genesys web application

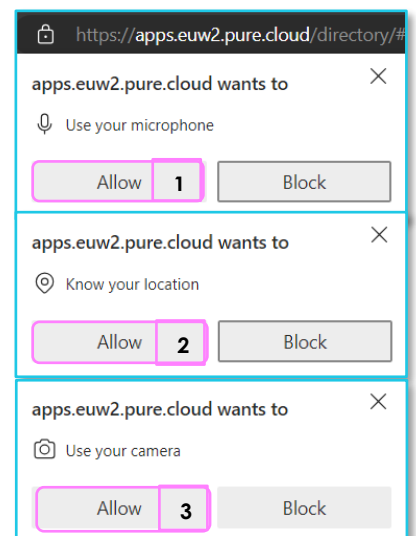


Login to Genesys web application via Single sign-on (SSO)



Depending on if you have logged in previously to Genesys Cloud, you may see the following pop-ups:

1. A pop-up will appear in the top left. Select 'Allow' to enable access to your microphone.
2. A second pop-up will appear in the top left. Select 'Allow' to enable access to your location.
3. A third pop-up will appear in the top left. Select 'Allow' to enable access to your camera.



Note: Some steps, screenshots and options may differ slightly depending on the application, browser, operating system, and software version you are using.

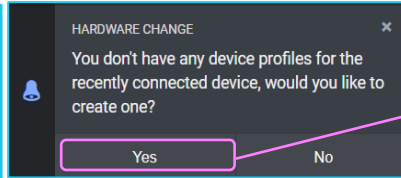
Customising Audio Settings

Depending on if you have logged in previously to Genesys Cloud, you may see the following pop-ups:

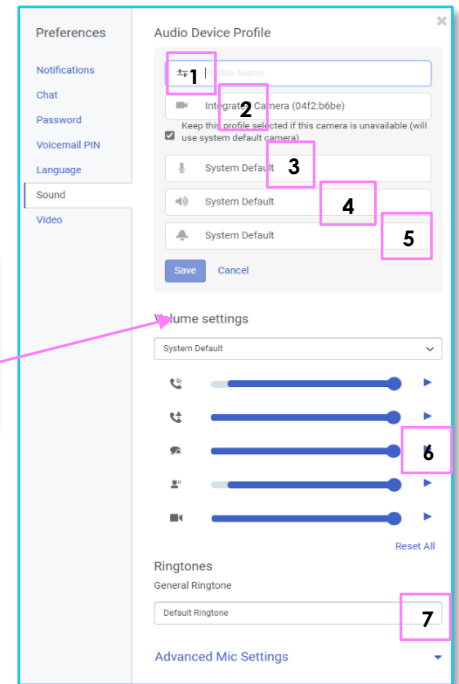
A pop-up will appear in the top-right. If you need to view or change your audio or camera preferences, select 'Yes'.

Note: You will need to create a new device profile if you would like to use customised audio or camera settings.

If a device profile is not created, Genesys Cloud will use the default audio and camera settings of the PC.



- | | |
|-----------------------------|-----------------------------|
| 1. Name Device Profile | 5. Set Default Notification |
| 2. Set Default Camera | Audio Output |
| 3. Set Default Microphone | 6. Adjust Volume Levels |
| 4. Set Default Audio Output | 7. Change Ringtone |

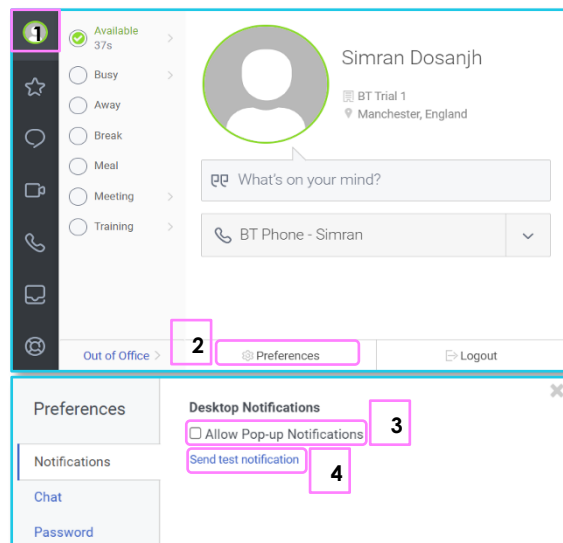


Enabling Pop-Up Notifications

1. Select the profile icon from the vertical ribbon.
2. Select 'Preferences'.
3. In the notifications tab, select 'Allow Pop-up Notifications'.
4. Test by selecting 'Send test notification'.

When your browser is in the background, you will still be alerted with a visible pop-up notification.

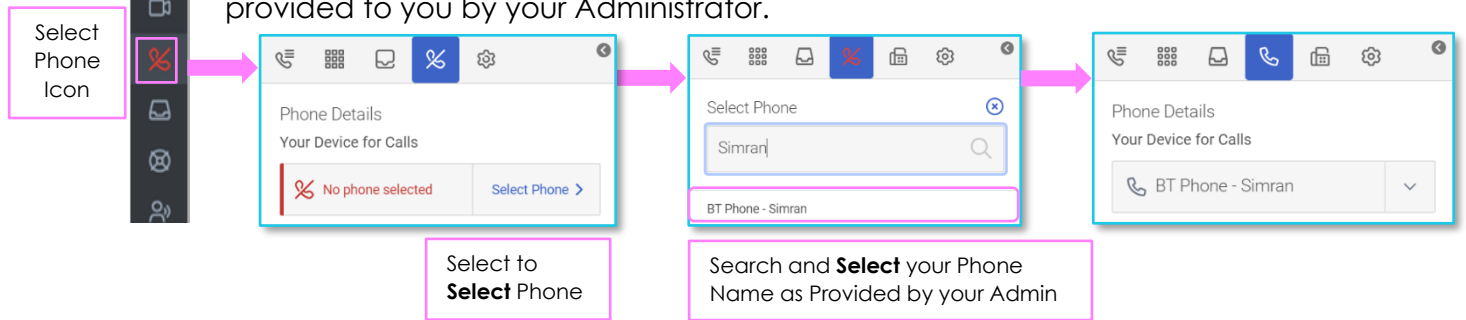
You may need to allow notification within your browser and Windows.



Note: Some steps, screenshots and options may differ slightly depending on the application, browser, operating system, and software version you are using.

Selecting a Phone

The phone icon on the vertical ribbon will be red if you do not yet have a phone selected. You will not be able to make or receive calls until you select a phone. Your phone will be provided to you by your Administrator.



Learn more.

- [Genesys Cloud Contact Centre >](#)

Discover more at the [BT Support Centre >](#)

