



Getting started with the BT Cloud Voice Communicator app

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In response to the Coronavirus outbreak, and to support remote working we have enabled the BT Cloud Voice Communicator (voice only) app for all 'Basic' and 'Connect' user licences free of charge until 30 June 2020. This should help you to continue to use your Cloud Voice service, at home via your mobile and desktop applications.

There are three key steps to get you up and running:

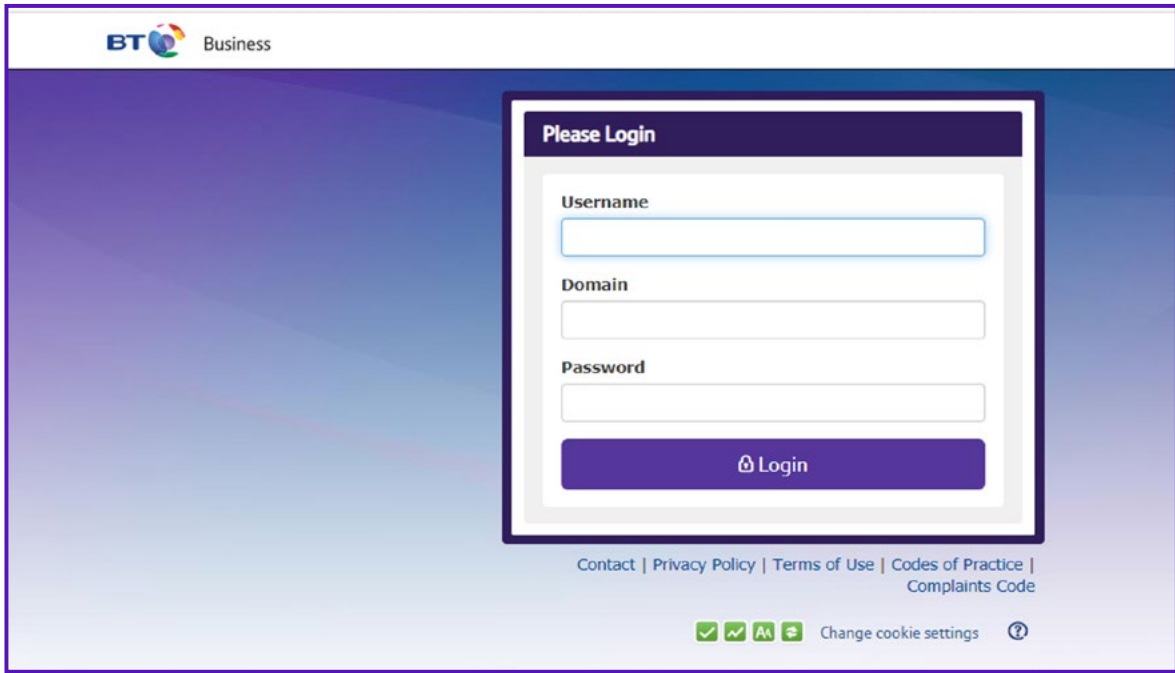
- 1) Refresh your user licence (you'll only need to do this once)
- 2) Find and set your Application username and password (If you don't already know it)
 - a) As an admin person doing it for one of your employees
 - b) As an employee doing it for your own use
- 3) Download and log into the app.

This step-by-step guide will help you do this.

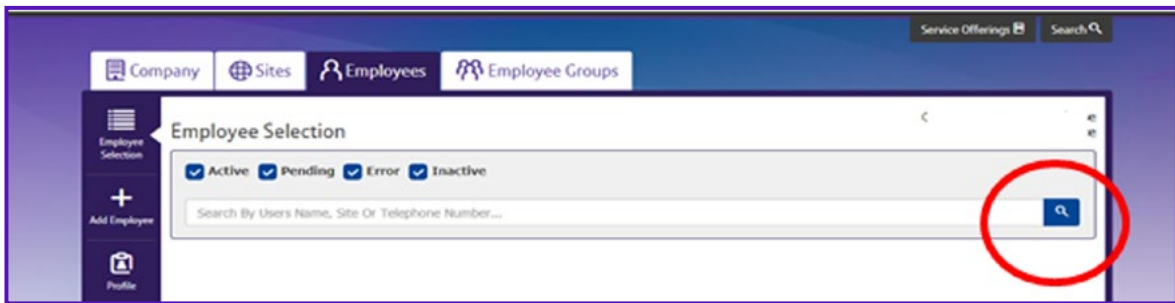


Step 1: Refresh your user licence (you'll only need to do this once)

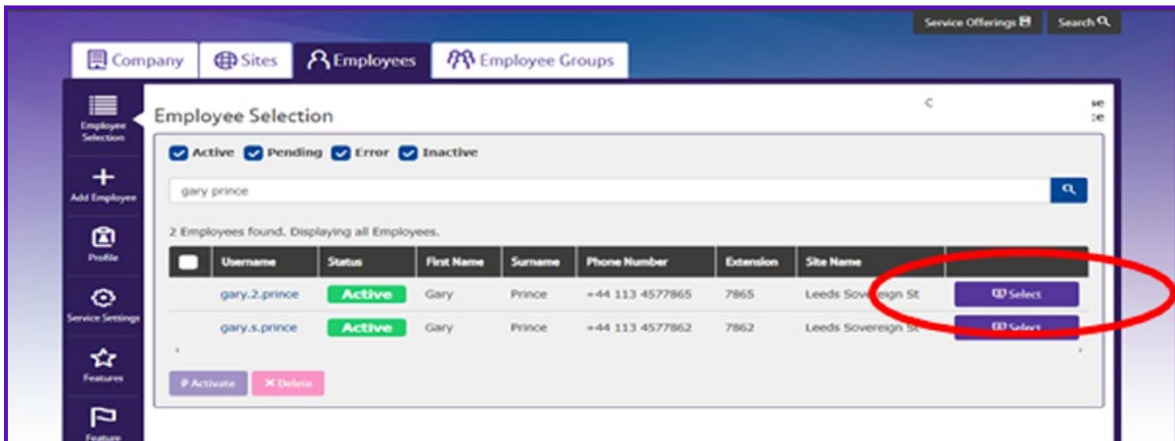
1. Log into the **BT Cloud Voice business portal** using your company admin username, domain and password (you can find these in your original welcome email).



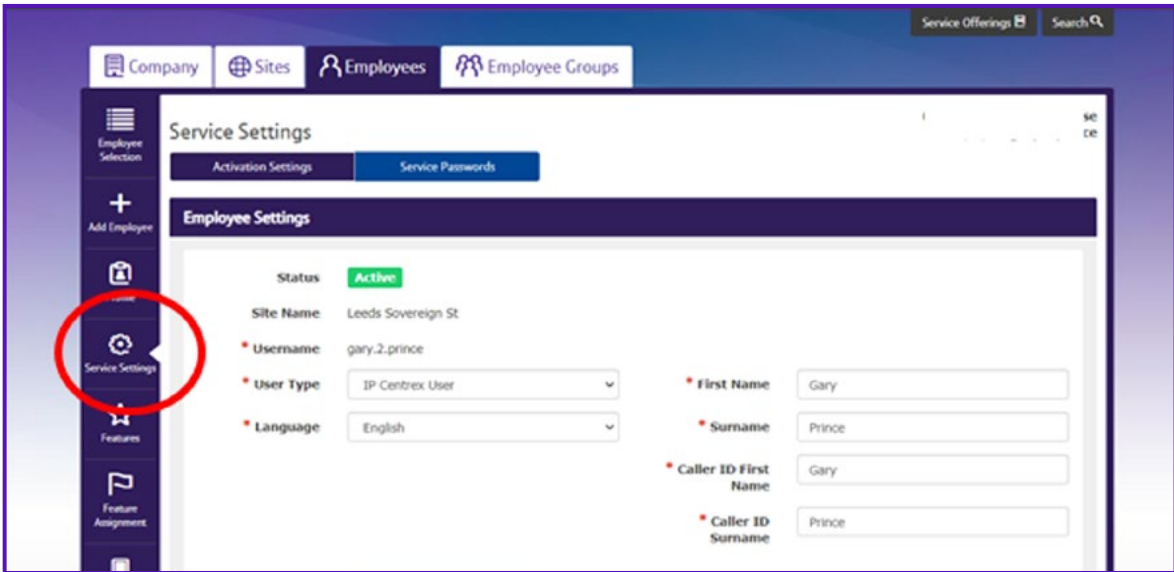
2. Click on the **Employee** tab and then search for your employee by entering their name and click on the **magnifying glass** icon.



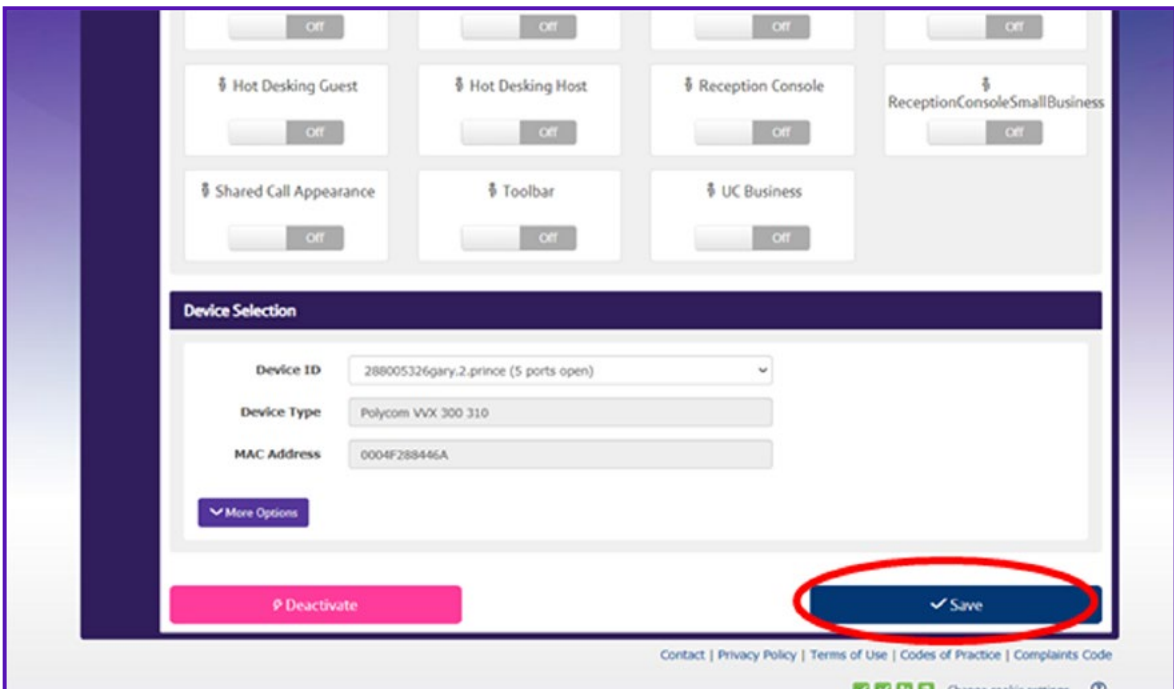
3. Click to select your employee.



4. Then click on the **Service Settings** icon found on the left-hand navigation bar.



5. Scroll down and select **Save** to activate the licence (please note: nothing needs to be selected or changed).



If you know your application username and password to log in, go straight to **Step 3**.

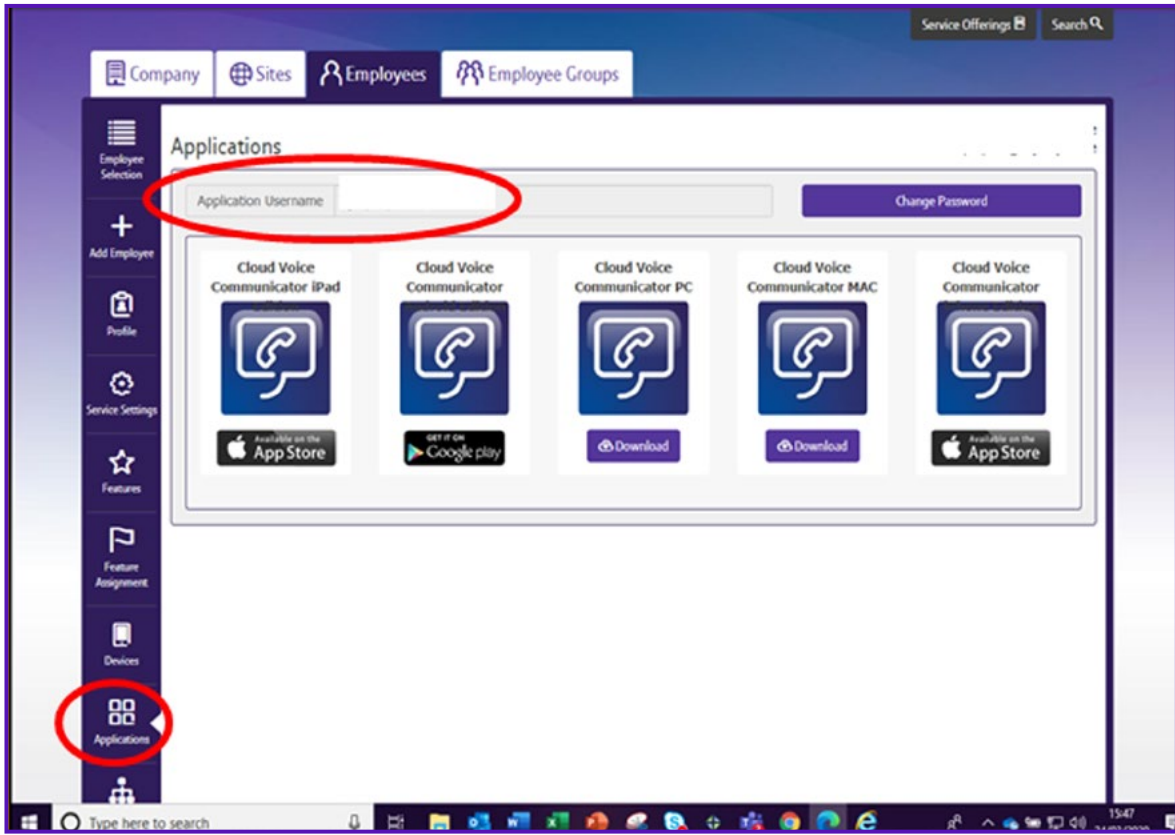
If you're an admin user and need to find and set your employees username and password, go to **Step 2a**.

If you're an employee and need to find and set your username and password, go to **Step 2b**.

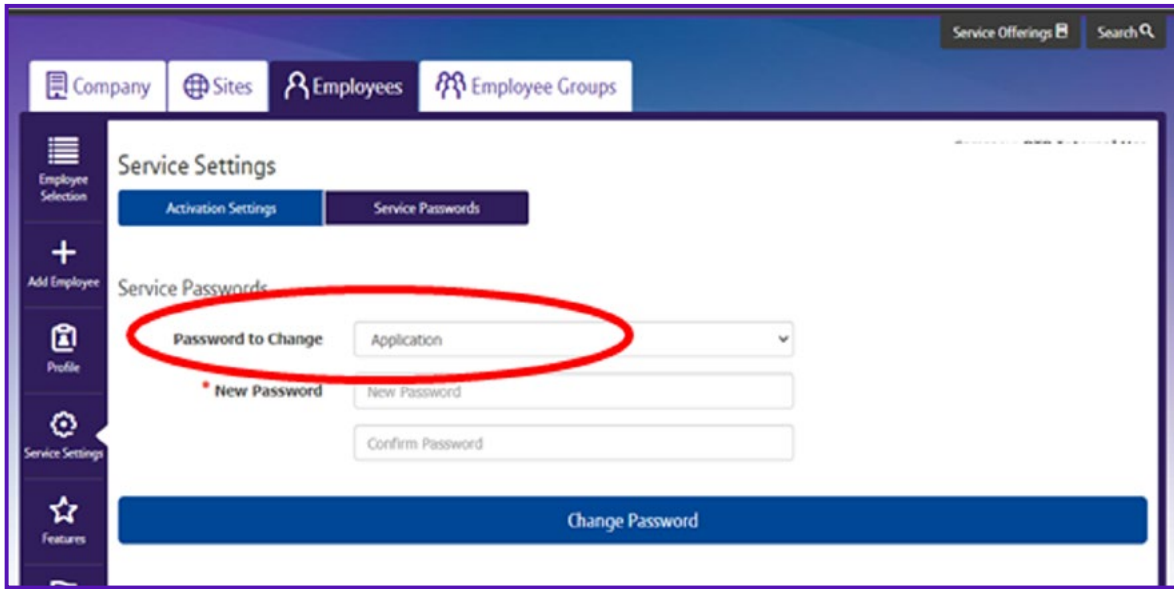
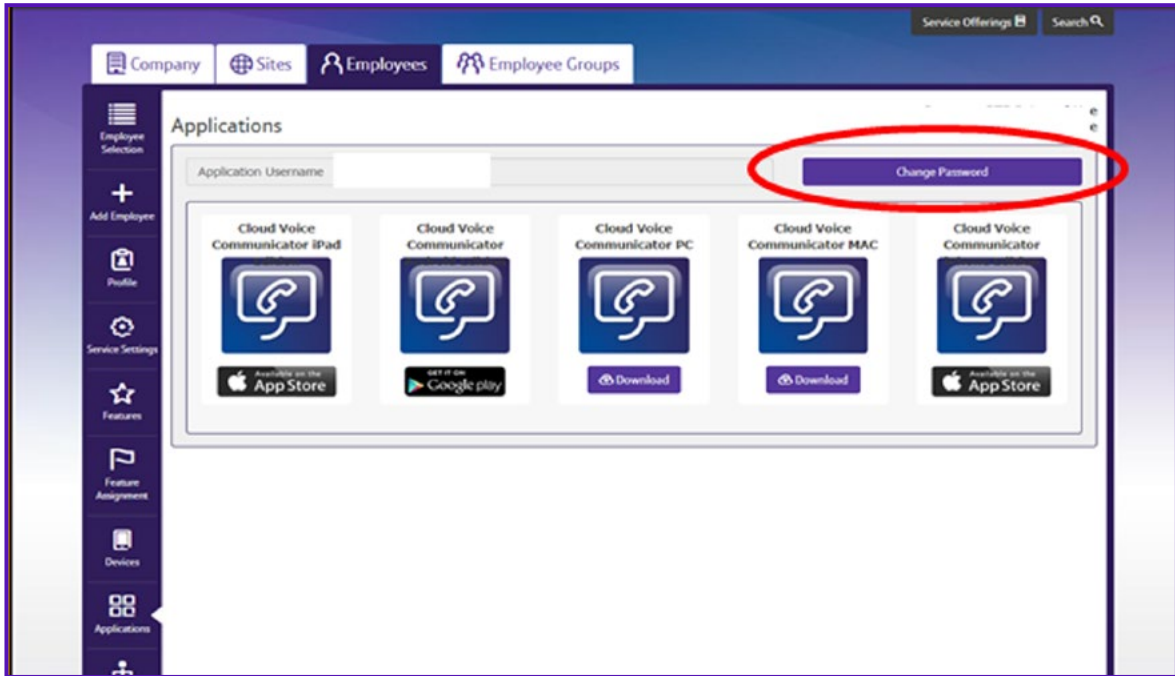
Step 2a: Find and set your application username and password (admin)

We recommend your employee logs directly into the Cloud Voice business portal and sets their own password (see step 2b). If this is not possible you can follow these steps as the administrator.

1. Whilst still logged into the BT Cloud Voice business portal with the employee selected* go to the **Applications** tab in the left-hand navigation menu and then take a note of the **Application Username**. This will be the username needed to log into the app that you'll need to give to your employee.



2. Select **Change Password**.



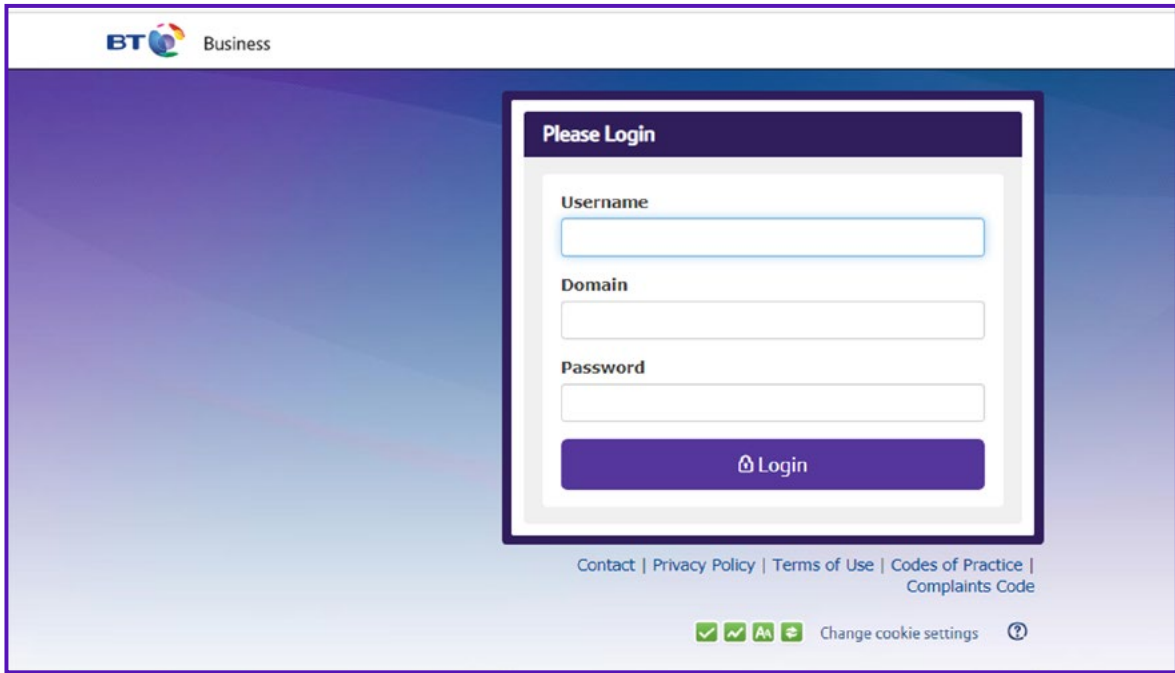
3. Select **Application** in the drop down.
4. Enter a new password and securely pass this to the employee (the password needs to be a minimum of eight characters and contain one upper case letter, one number and one special character)
5. Click on **Change Password**. You will see a message to confirm this has been updated.**

Your employee can now go to Step 3 to download and log into the app.

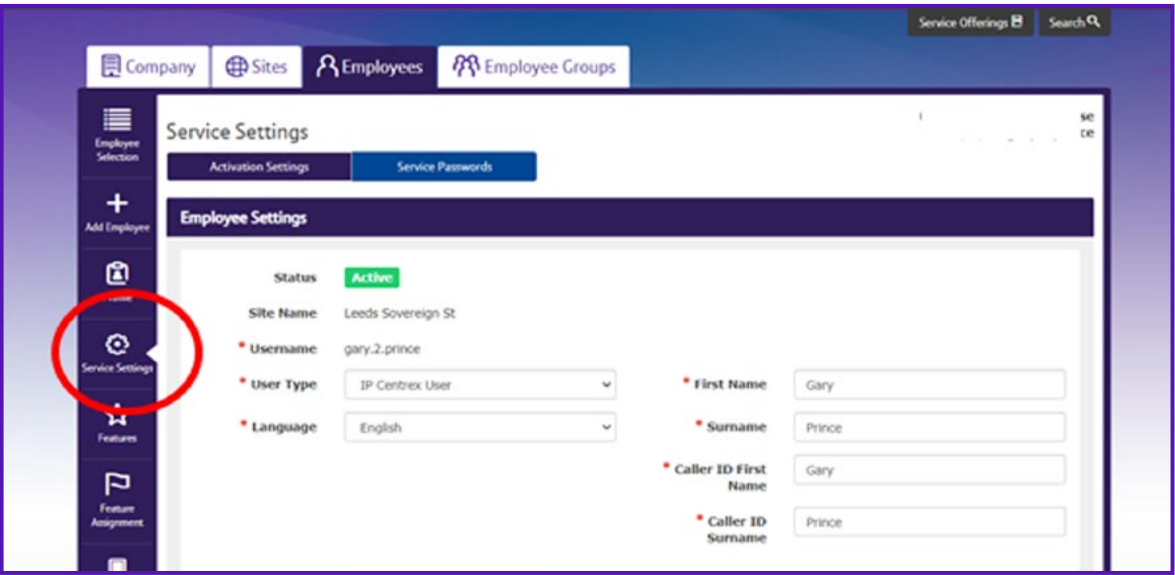
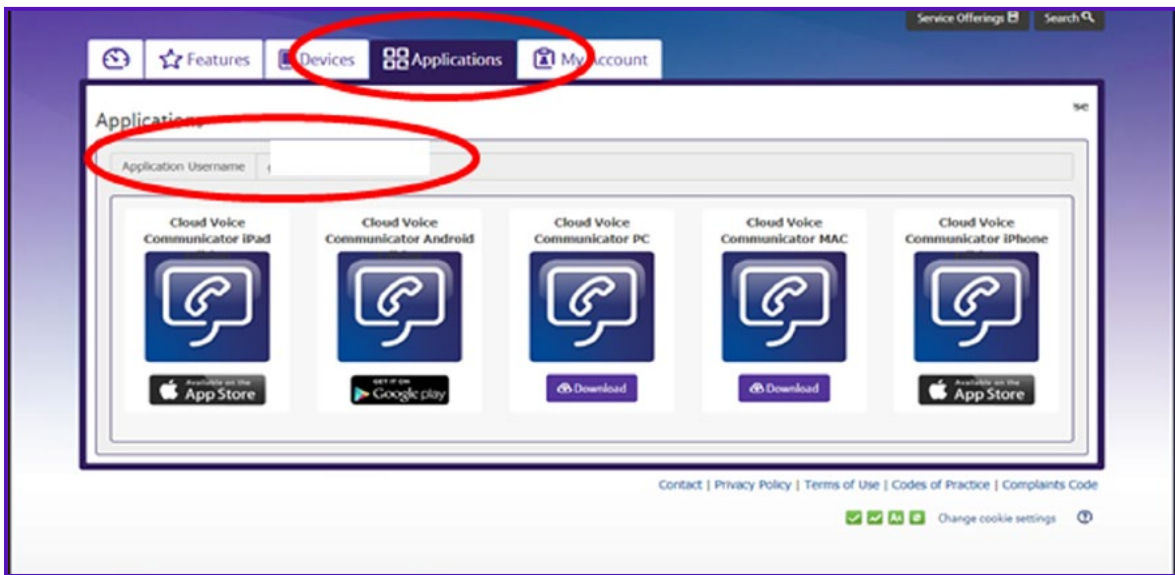
*If you have logged out then follow guidance in Step 1
**Note: we do not send a notification to confirm your password change

Step 2b: Find and set your application username and password (employee)

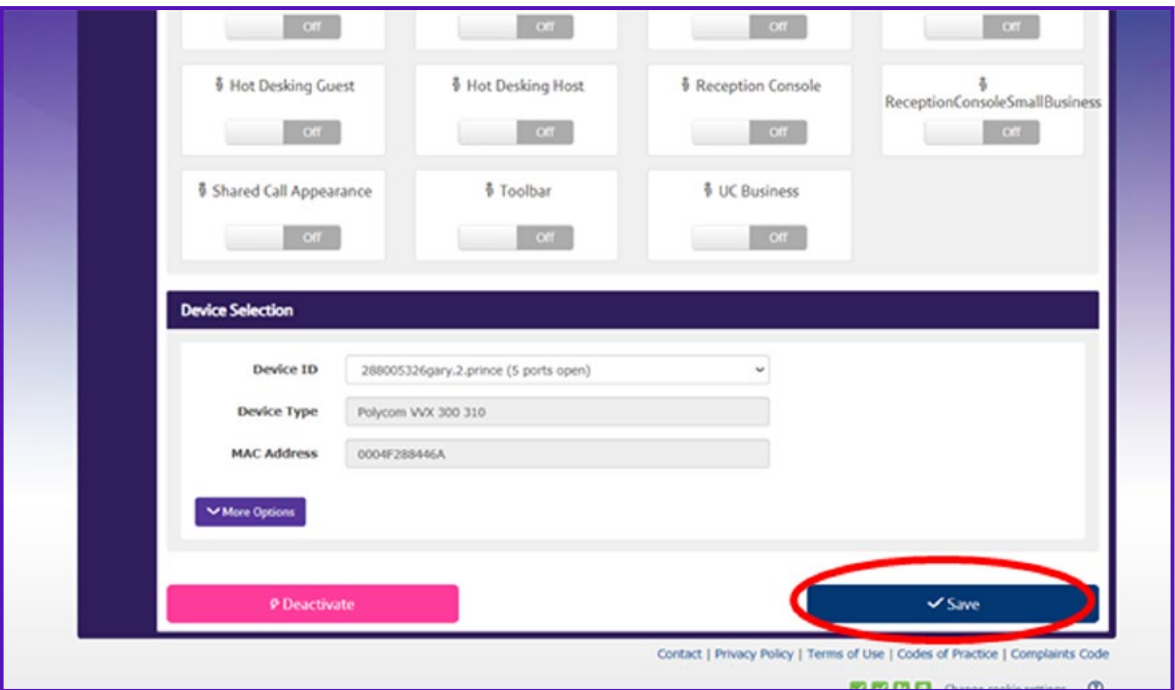
1. Log into the **BT Cloud Voice business portal** using your username, domain and password (If you don't know this contact your company administrator).



2. Click on the **Applications** tab to find your **Application Username**.



3. To set your password, click on the **My Account** tab and select **Application** from the drop down.



4. Enter your password (this needs to be a minimum of eight characters and contain one upper case letter, one number and one special character) and confirm.

5. Select **Save**.*

You now have the application username and password.
Go to **Step 3** to download and log into the app.

Helpful links: [Password reset](#)

*Note: we do not send a notification to confirm your password change

Step 3: Download and log into the app

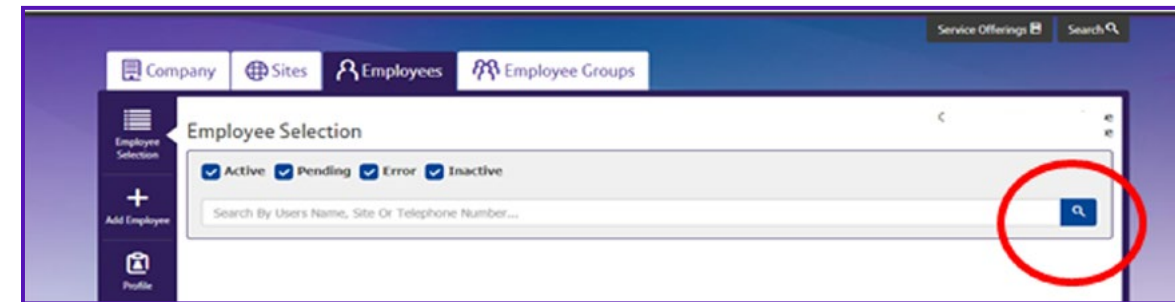
1. Log into the **BT Cloud Voice business portal**.

2. Click on the **Applications** tab. (This can be found on the left-hand navigation bar for company administrators and on the top navigation bar for employees).

3. Follow the relevant links to download the app and install.

4. Log in with your application username and password.

Alternatively, you can download the app directly using these links for **iOS**, **Android**, **Apple desktop** or simply search for the BT Cloud Voice Communicator app in your preferred app store.



Helpful links:

[Password reset steps for the Cloud Voice business portal](#)

[General support for Cloud Voice and using the Cloud Voice business portal](#)

[How to use the BT Communicator app on your device](#)

[Free access to our online training modules](#)



