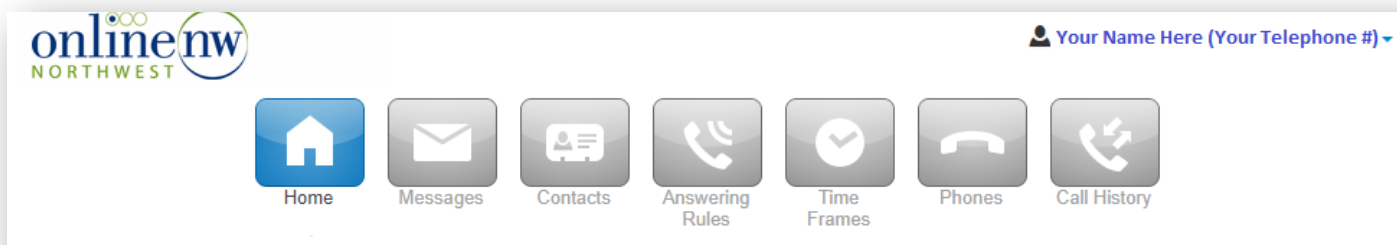


# Welcome to OnlineNW!

The following information will allow you to login and manage your phone account online. You can do things like check messages, check call logs, create a call forward, etc.

## Phone Portal Navigation

Web Portal URL: <https://phone.onlinenw.com>




## Quick Summary:

“**Profile**” - Use the [down arrow](#) next to [your name & telephone number](#) at the top right of the [screen](#) to be able to update your notification e-mail address, your portal password, and PIN #.

### Change Account Security

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Email Address(es)  

New Password

Confirm New Password   
Minimum length of 8 characters, minimum of 1 capital letter(s), minimum of 1 number(s).

Current Password   
Your current password is required to update your email address or security information.

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### Change Voicemail PIN

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New PIN   
Minimum length of 4 characters.



Home



Messages



Contacts



Answering  
Rules



Time  
Frames



Phones



Call History

“Home” - For a quick view of New Voicemail Messages, and most recent Call History

“Messages”

- (Voicemail Tab) To quickly view, play, or delete any *New, Saved & Trashed Voicemails*

New

	From	Date	Duration	
(503) [redacted]	HILLSBORO, OR	Today, 2:22 pm	0:20	

- Call to Play (via phone)
- Forward
- Download Voicemail
- Save Voicemail
- Delete Voicemail

- (Settings Tab) To *Enable/Disable Voicemail* (disable if you want to use your own answering machine) For *Voicemail box sort options*, To *Record a greeting*, *Record your name*, *Announcement settings*, Set up *e-mail notifications* for when you get a voicemail.

Voicemail Settings

Enable Voicemail

Inbox

Options

- Sort voicemail inbox by latest first
- Announce voicemail received time
- Announce incoming call ID

Greetings

Voicemail Greeting

Recorded Name

Unified Messaging

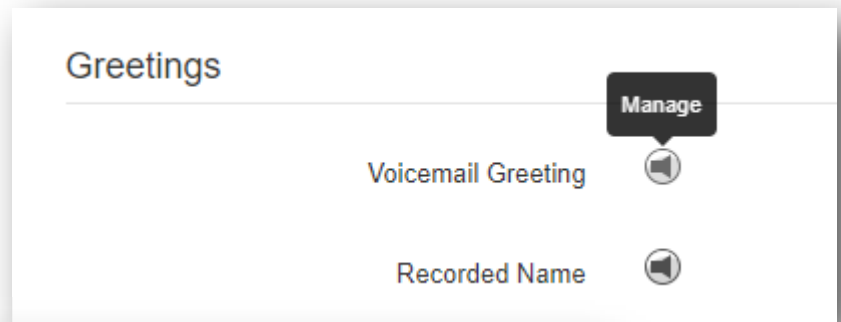
Email Notification: None

Back to Users Save Cancel

## To Record Greetings

- click the Bullhorn Icon
- Select to Upload an existing audio file or to Record a new file

Note: system will call you in order to record your message via a phone.



### Manage Greetings

New Greeting  Upload  Record

Call me at

Greeting Name

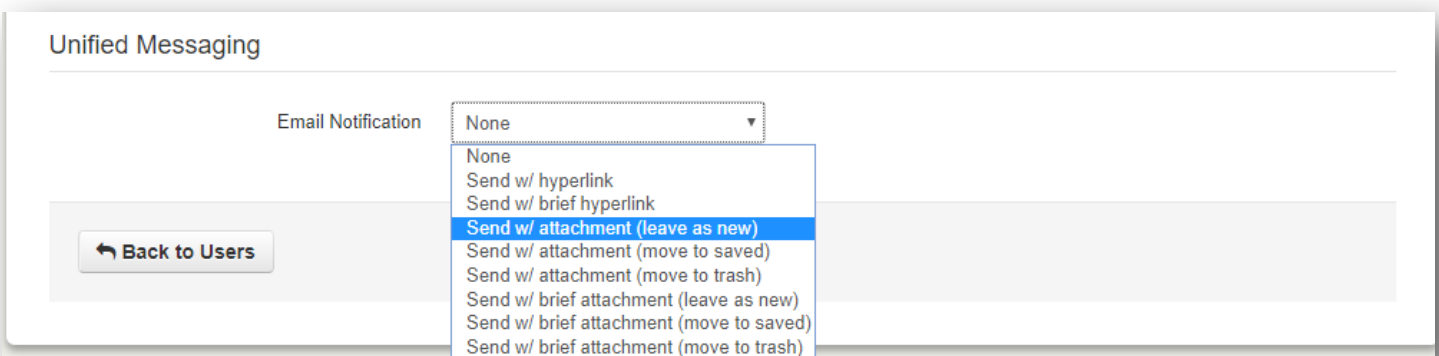
**Call**

No greetings have been added yet.

**Add Greeting** **Done**

## To Select preferred options for Voicemail Notifications

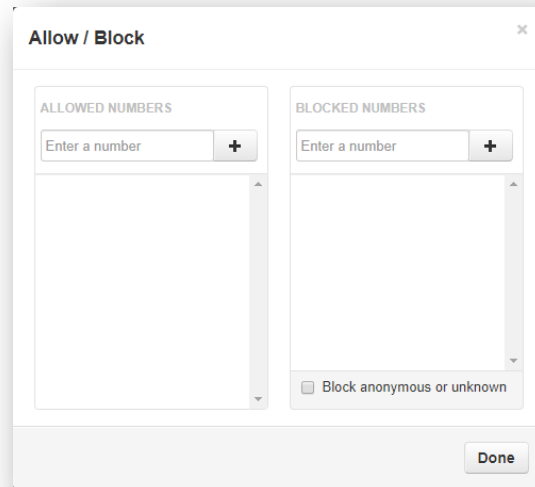
- Go to the Unified Messaging section and then Select option from dropdown



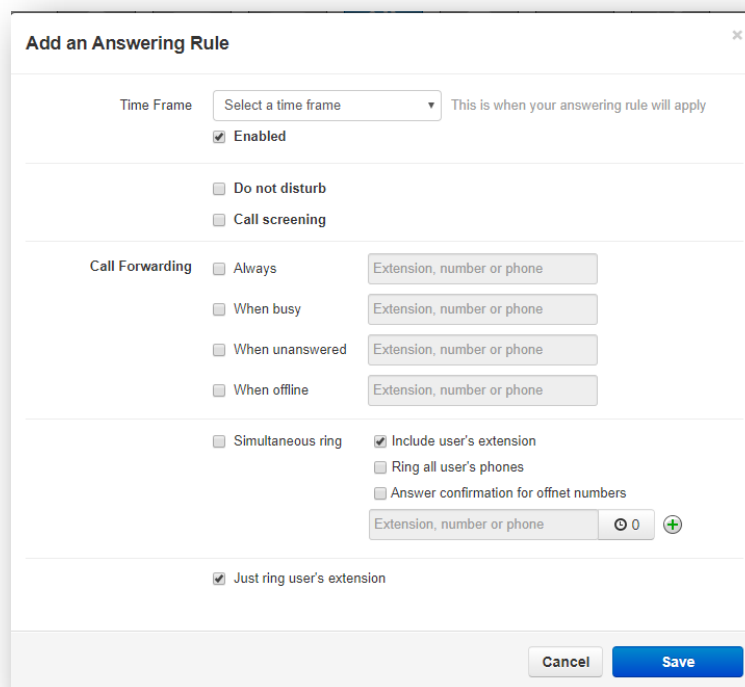
**“Contacts”** - Add, Import, or Export Phone Contacts (displays alphabetically by last name)

## **“Answering Rules”**

- Use **“Allow/Block”** Button to set up desired actions for specific numbers



- Use **“Add Rule”** Button to set up *Call Screening*, *Do Not Disturb*, or *Call Forwarding* actions.



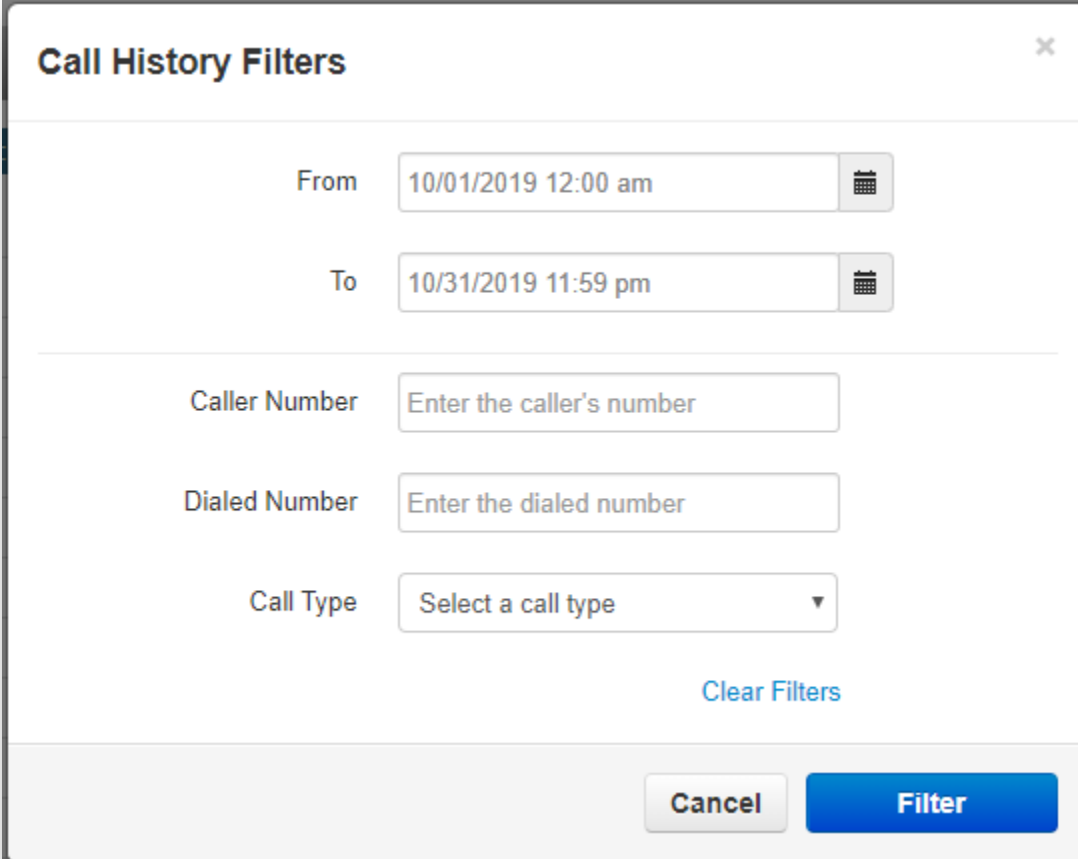
**“Time Frames”** - Create a set block of time to be used with **“Answering Rules”** in order to *have specific things happen at specific times*

**“Phones”** - View your phone connection status

## “Call History”

- Use The “Filters” Button to specify time dates/times you are wanting to view, as well as search for specific telephone numbers, or traffic direction (inbound or outbound calling).

*Note: once filters are added, they appear in blue at the top. You can click “Clear Filters” to remove the filters.*



The image shows a dialog box titled "Call History Filters" with a close button (X) in the top right corner. The dialog contains several input fields and a dropdown menu:

- From:** A date and time input field containing "10/01/2019 12:00 am" and a calendar icon.
- To:** A date and time input field containing "10/31/2019 11:59 pm" and a calendar icon.
- Caller Number:** A text input field with the placeholder text "Enter the caller's number".
- Dialed Number:** A text input field with the placeholder text "Enter the dialed number".
- Call Type:** A dropdown menu with the text "Select a call type" and a downward arrow.

Below the input fields is a blue link labeled "Clear Filters". At the bottom of the dialog are two buttons: a grey "Cancel" button and a blue "Filter" button.

- Use The “Export” Button to export a .csv file of only what you just filtered

***If you have any other questions on managing your phone service, feel free to contact our office at 503.883.9200***