



Password Reset

You can reset both your web and phone passwords on the **Config** tab when you log into the vConsole web interface.



You need to type the new password in, then re-type it in the **Confirm** field, then click **Update**.



Extension Edit

Luke Skywalker Ext. 825

Profile Information

First Name	MI	Last Name	Phone Password	Confirm
Luke		Skywalker	<input type="text"/> 4-8 numeric characters	<input type="text"/>
			Web Password	Confirm
			<input type="text"/> 6-32 characters	<input type="text"/>

Passwords can have the following formats:

- Phone Password: 4-8 numeric
- Web Password: 6-32 characters, alphanumeric

HINT: If all you need to do is reset your phone password, or you can't remember your phone password, log into the vConsole and just change your phone password. You don't need to change both passwords together.

Password Recovery

There is a forgotten password utility built into the login page of the vConsole web portal. Just type in the following:

The screenshot shows the 'Secure Client Access Portal' interface. On the left, there is a 'Product Announcements' section dated August 21, 2013, with a headline 'New Virtual PBX Softphone app for iPhone and Android platforms'. The main content area on the right is the 'Login' form, which contains the following elements: 'Phone Number:' text box, 'Extension:' text box, 'Password:' text box, 'Landing Page:' dropdown menu (currently set to 'Call Routing'), a 'Login' button, and a blue link labeled 'Forgot Password?'. A red circle is drawn around the 'Forgot Password?' link. Below the login form, there is a 'Newsletters' section with a message: 'Your system admin should have provided your new company phone number, extension, and password. If you do not have this information, please contact'.

- Virtual PBX phone number
- Your extension
- Your system messages email

HINT: The System Messages email is the top field on the Message Handling tab.

The service will email you your web password so you can log into the vConsole