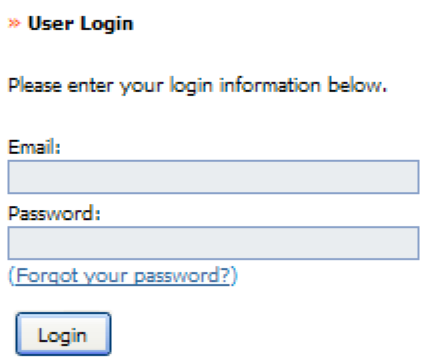
Manage your settings via the Virtual Headquarters Customer Portal

Our Customer Portal has been designed for your convenience allowing you log into your account at any time to:

- change a staff member's availability (e.g. Available for Call Transfer, Do Not Disturb)
- amend your operator notes (i.e. arming our receptionists with instructions as to how we handle your calls)
- view your usage (every phone interaction, message sent, time and date is available on line in real time)
- view your invoices
- pay your account online
- change your password
- update your credit card details
- update or change details in your Client Information page

Please log in to your account by clicking on the Customer Login icon Customer Login in the top right corner of our site www.virtualheadquarters.com.au and entering your email address and password (NB: if you have forgotten your password click http://www.virtualheadquarters.com.au/contact/contact.htm and give us a call.



At **My Settings** select **My Phone Numbers** then select (click) the appropriate **Phone Number** or **Edit**.

You are now in your **Manage Settings** page for that particular Staff Member.

In **Status Settings My current status** you are able to switch your status between **Available for Call Transfer** and **Do Not Disturb** as required.

Directly underneath you will see **Operator Settings.** You can change your greeting if you wish and add additional notes for our Receptionists in the **Additional Notes for Operator** field.

At **Message Forward Settings** you can amend as required your mobile number or email address. Note that multiple mobile numbers can be entered in the "Mobile Number for SMS Notifications" field separated by a comma and multiple email addresses can be entered in the email field separated by a semi colon.

Please always remember to click on the **Save Changes** button located at the bottom of the page.

Online Usage Report (Call Volumes)
To get an exact picture of your call volumes, usage reports are available on line so you know every interaction with your company, including the date, time of call, CLI of person calling (unless it is a private number), calls we transfer to staff as well as details of messages sent to staff by email and / or SMS (including date and time).

To view your usage report, select the **My Usage** option under **My Account**. (the current month will appear by default). For previous months select the required month from the drop down box.