

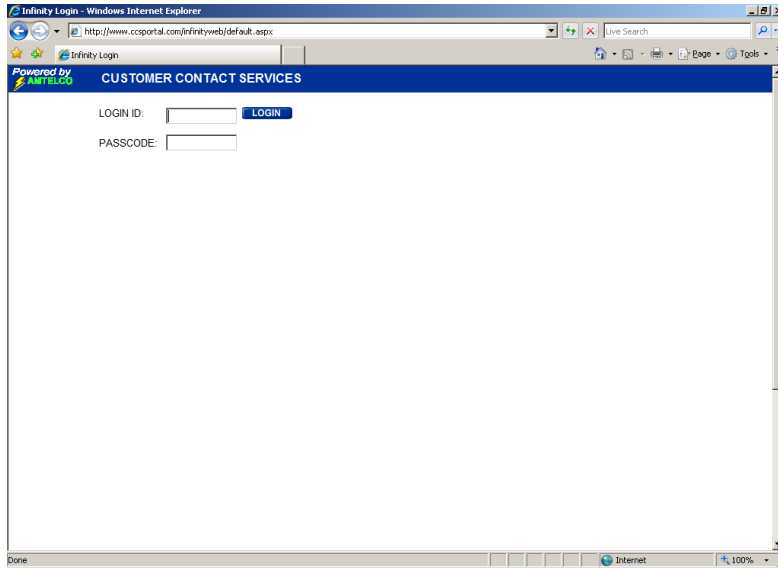


Web-Enabled Directory Maintenance

Web-enabled maintenance allows the client to update directory listings. The following notes are intended to introduce the functions.

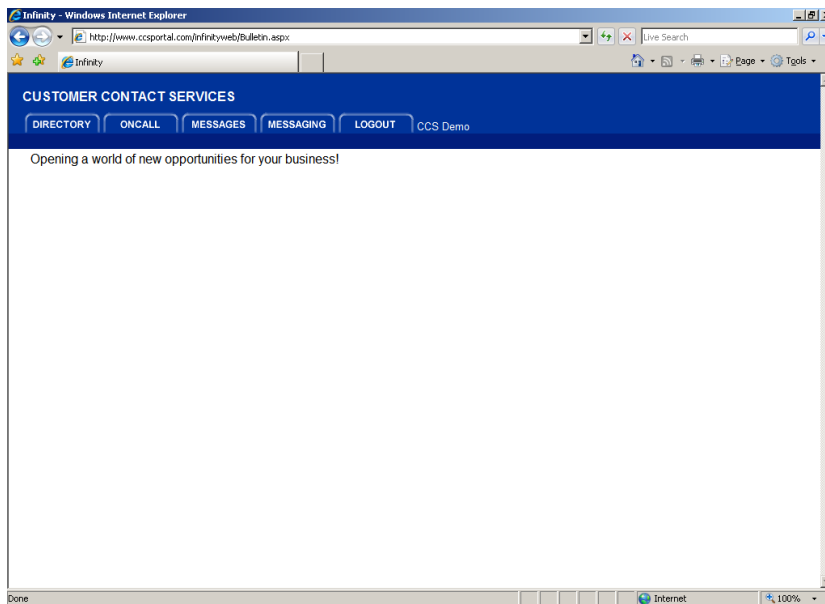
Logging in to the account:

To begin, direct your browser to www.ccsportal.com and choose the “Web Client Login” link. You will be prompted for your user ID and password.



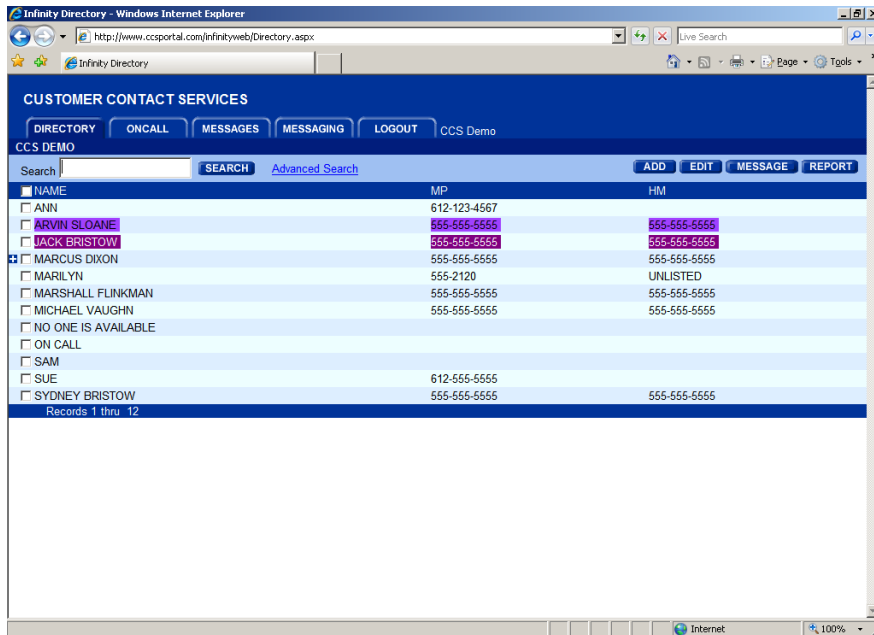
This ID and password identifies your corporate account and will permit you to view current settings. To make changes, you will need to further identify yourself as an authorized user, since several people may be authorized to make changes to the same account.

The next screen lists your choices – typically Directory, On-Call, Messages, and Logout. It is important to remember that you need to log out (not just exit the browser) when you are finished. Web-enabled sessions that are not logged out are kept active for up to 20 minutes and may block other users.



Viewing the Directory

To view the current Directory Listings, select the Directory tab at the top of the screen.



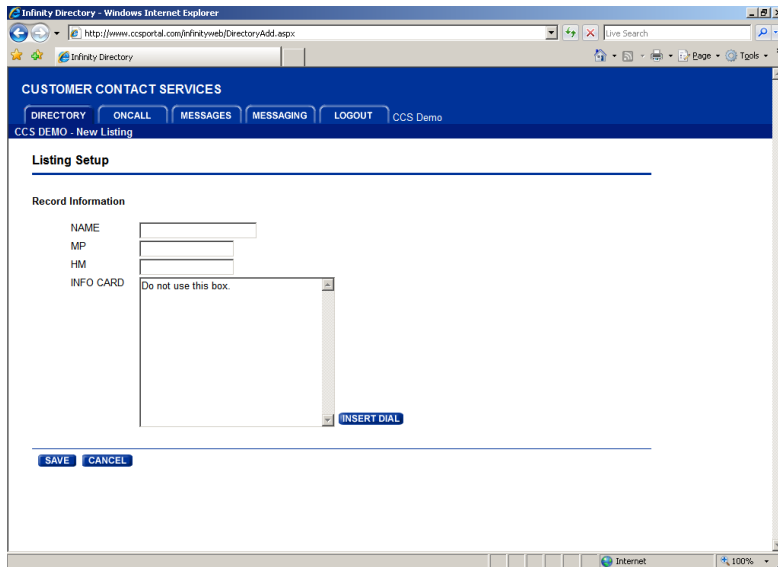
The system will display the list of directory entries. The entries are listed alphabetically or you can search using the "Advanced Search link."

Adding a new Directory Entry

Press the "Add" button at the top of the screen.

Logging in - again

If this is the first change you've made during this session, you will be asked to supply another login. This login identifies you as an authorized user and will use a different ID.



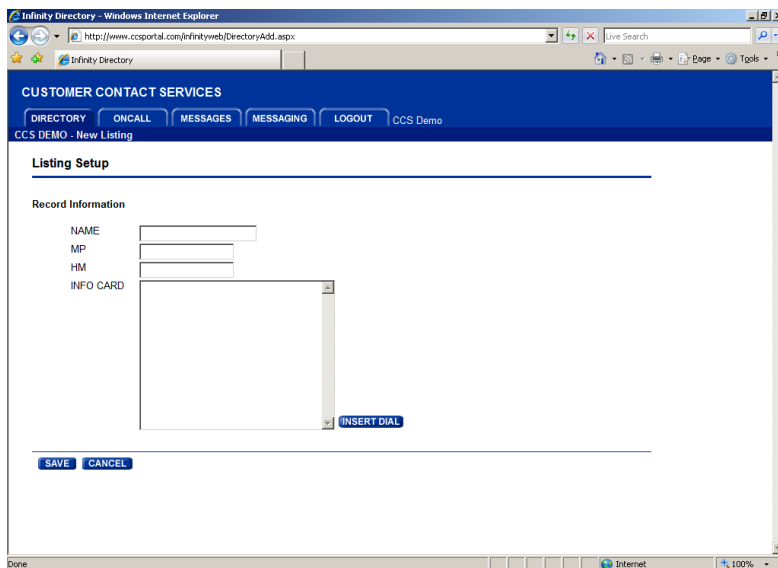
The screenshot shows a web browser window titled "Infinity Directory - Windows Internet Explorer". The address bar contains "http://www.ccsportal.com/infintyweb/DirectoryAdd.aspx". The page header includes "CUSTOMER CONTACT SERVICES" and navigation tabs for "DIRECTORY", "ONCALL", "MESSAGES", "MESSAGING", "LOGOUT", and "CCS Demo". Below the header, there is a sub-header "CCS DEMO - New Listing" and a section titled "Listing Setup". Under "Listing Setup", there is a "Record Information" section with the following fields: "NAME" (text input), "MP" (text input), "HM" (text input), and "INFO CARD" (a large text area containing the placeholder text "Do not use this box."). To the right of the "INFO CARD" field is an "INSERT DIAL" button. At the bottom of the form are "SAVE" and "CANCEL" buttons.

Enter the person's information according to the fields listed.

When you've completed the information, press the "Save" button at the bottom. If you've made a mistake, press "Cancel" to get back to the main directory screen.

Editing and deleting directory entries

Changing or removing existing directory entries is simple. Just find the entry in the main directory screen and select and then click on "Edit". You can change the name or phone numbers and click "Save" or click "Delete" to get rid of the entry altogether. Remember that you may need to log in as a user if this is your first change in this session. If you get to the edit screen in error, simply click "Cancel" to get back to the directory.



This screenshot is identical to the one above, showing the "Listing Setup" form in the "Infinity Directory" web application. It displays the "Record Information" section with input fields for "NAME", "MP", and "HM", a large text area for "INFO CARD" with the placeholder "Do not use this box.", and buttons for "INSERT DIAL", "SAVE", and "CANCEL".

When you're done....

Remember to logout.

