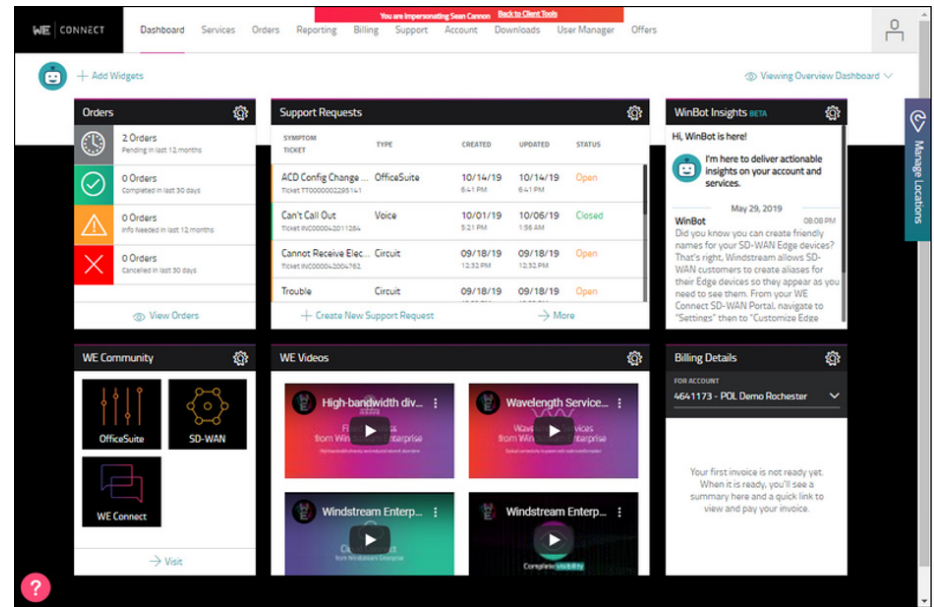




Accessing Mitel UCaaS Capabilities via the WE Connect Portal

WE Connect enables you to manage and configure your services in a customized portal that adapts to the way you do business. With this single pane of glass environment—combining service management, network analytics, robust reporting, location visibility and customer support features—you can quickly and easily execute on your digital transformation strategy.



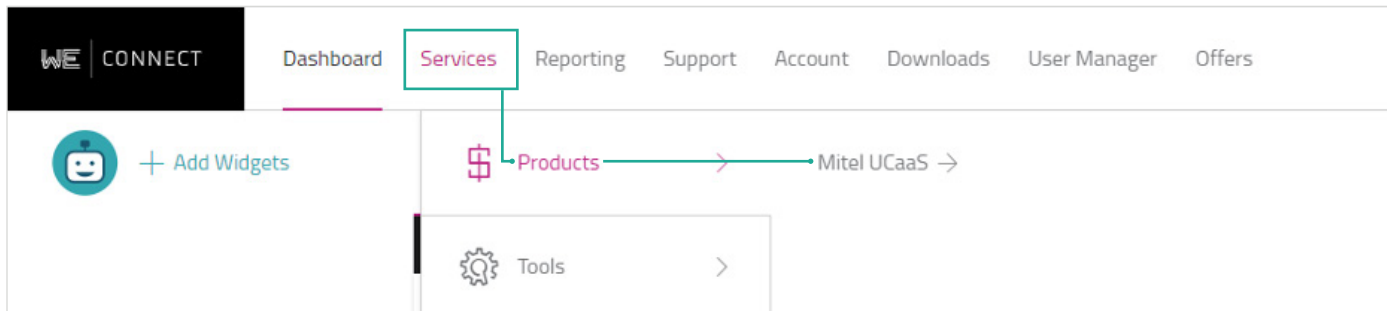
Getting Started

To begin, simply log in to WE Connect at we.windstream.com

You can then view the four available Mitel UCaaS capabilities:

- + Directories
- + Extension Manager/Password Resets
- + Shared Devices
- + Quick Reference Guides

To access any of the above capabilities, select the **Services** tab at the top of the screen, then **Products** and **Mitel UCaaS**.

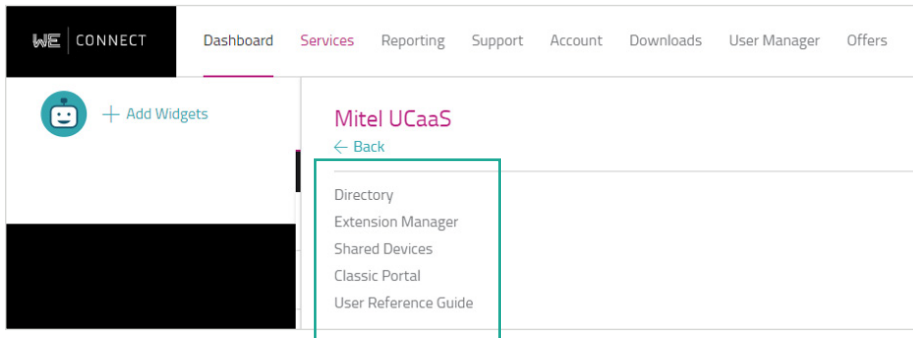


A drop-down menu will appear with the options.

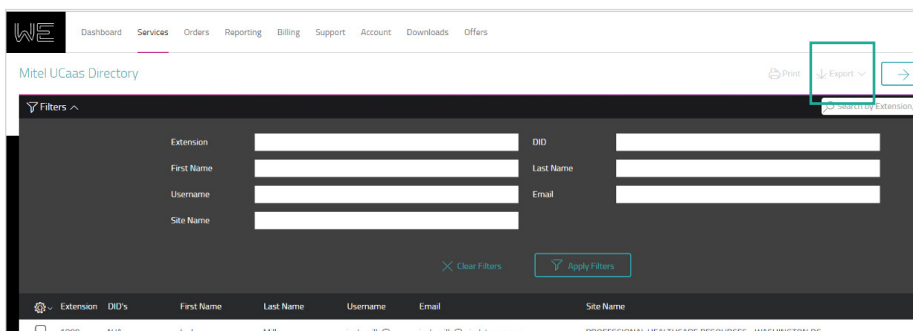
Directory

Once in the **Directory** section, you can search your entire Mitel UCaaS user directory and filter it by several different attributes, including but not limited to:

- + Extension
- + Username
- + DID
- + Site Name
- + Email address

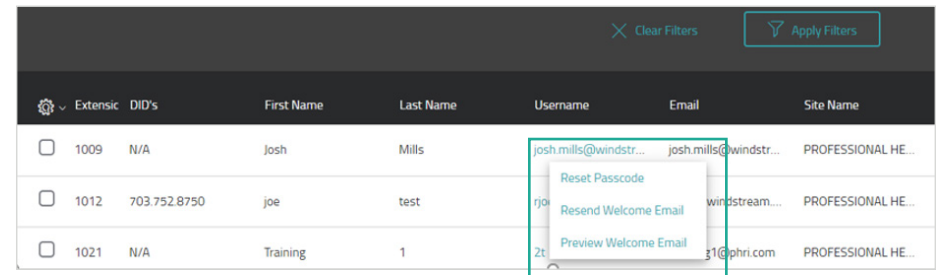


If you would like to export the Directory to Excel, simply click the **Export** button in the top right corner of the page.



Extension Manager/Password Resets

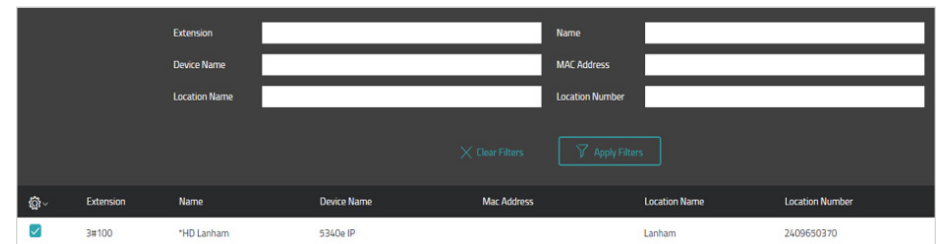
Password resets are one of the most common administrative functions for every organization. In WE Connect, you can select **Extension Manager/Password Resets** to identify a specific user and easily reset their password. You also have the option to either preview the Welcome Email or resend the email to a user.



Simply mouse over the individual user to view the available. Then, click on the desired activity to perform the action.

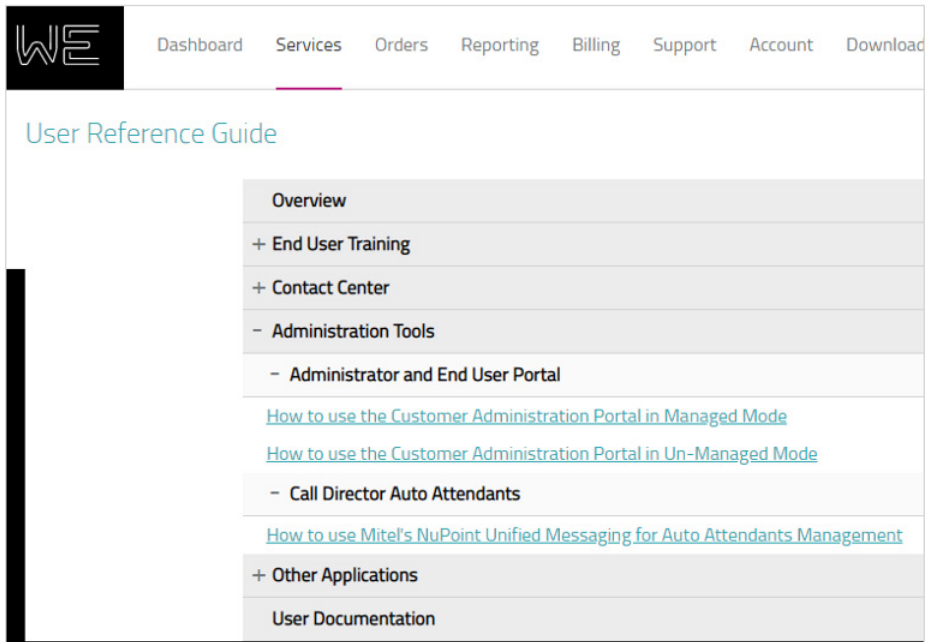
Shared Devices

In the **Shared Devices** section, you can quickly drill down on relevant, device-related searches (e.g., MAC address at a particular site). As with the Directory section, simply filter on several different variables and easily sort data based on individual requirements. To manipulate the data, the Export to Excel function can be selected.



Quick Reference Guides

To assist administrators, we've created a **User Reference Guide** section. When new material is available, it will appear in WE Connect so you always have access to the most current information.



The screenshot shows the WE Connect navigation menu with the 'Services' tab selected. The 'User Reference Guide' section is expanded, showing a list of items:

- Overview
- + End User Training
- + Contact Center
- Administration Tools
 - Administrator and End User Portal
 - [How to use the Customer Administration Portal in Managed Mode](#)
 - [How to use the Customer Administration Portal in Un-Managed Mode](#)
 - Call Director Auto Attendants
 - [How to use Mitel's NuPoint Unified Messaging for Auto Attendants Management](#)
- + Other Applications
 - User Documentation

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