



DEVYCE

Portal User Guide



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1. Access the portal

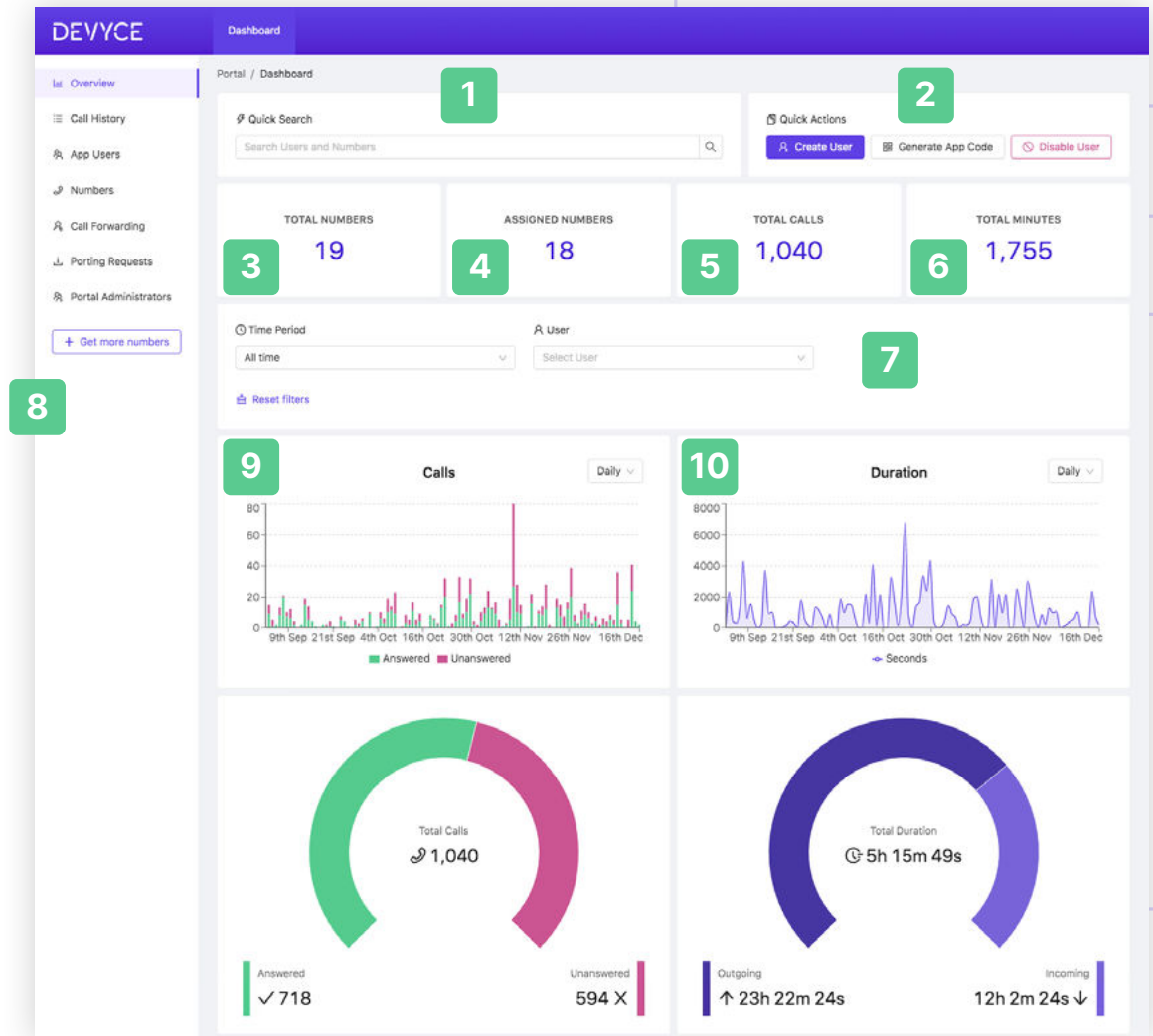
Go to: <https://portal.devyce.io>

Enter your registration email
and your password

A screenshot of the Devyce login portal. At the top center is the Devyce logo (a purple circle with a white 'D'). Below it is the word 'Welcome' in a bold, black font. Underneath is the instruction 'Log in to devyce to continue to Devyce Portal.' There are two input fields: 'Email address' with the placeholder text 'your_email@your_domain' and 'Password' with a series of dots and a toggle eye icon. A blue link 'Forgot password?' is positioned below the password field. At the bottom is a large purple button with the text 'Continue' in white.

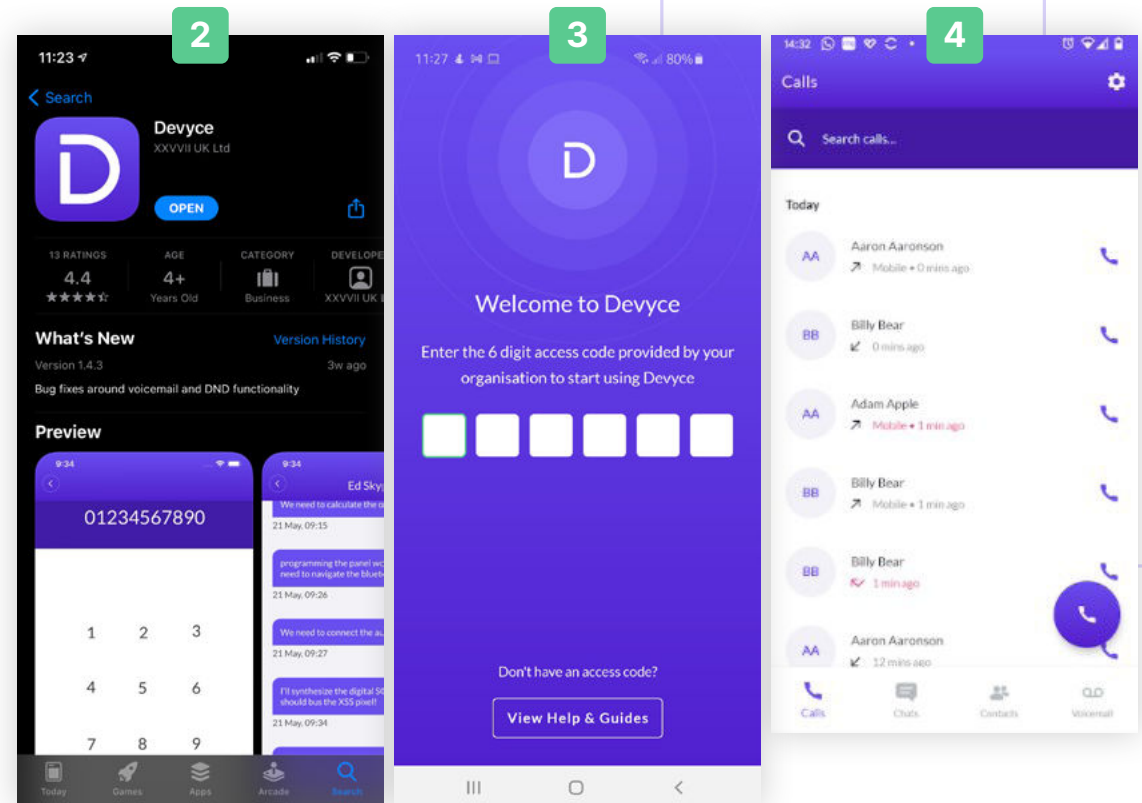
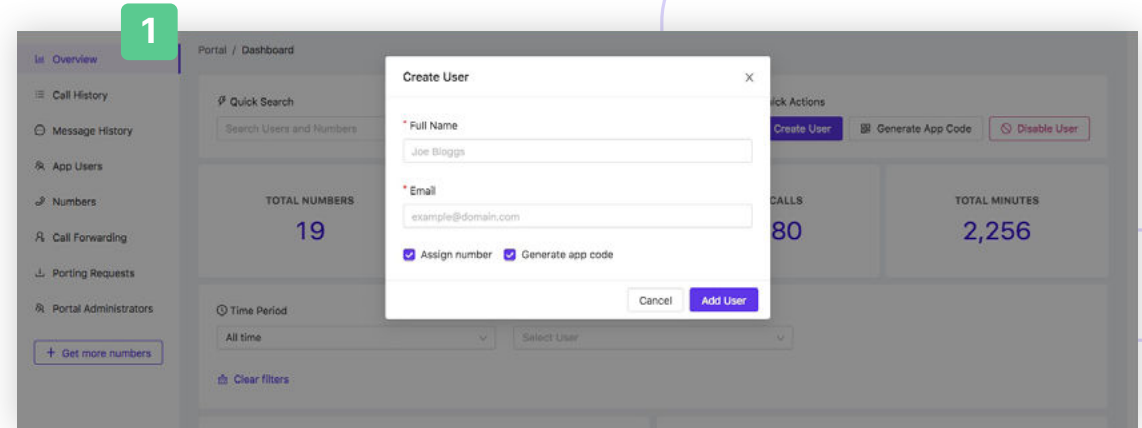
2. Dashboard overview

1. Quick search for numbers and users
2. Create users, generate codes and disable a user
3. Total numbers of your account
4. Total numbers assigned
5. Overall performed calls
6. Overall performed minutes
7. Quickly select the time period or/and user to view their performance
8. Navigation panel
9. Daily/Monthly number of performed calls
10. Daily/Monthly duration of calls



3. Create a user

1. Enter the name and the email address of the new account and click on 'Add User'
2. Once the user is created, an email containing the app code will be sent to that address
3. Simply install the Devyce app from AppStore/Google Play and enter the code received by email
4. Make sure that all the app permissions required are allowed

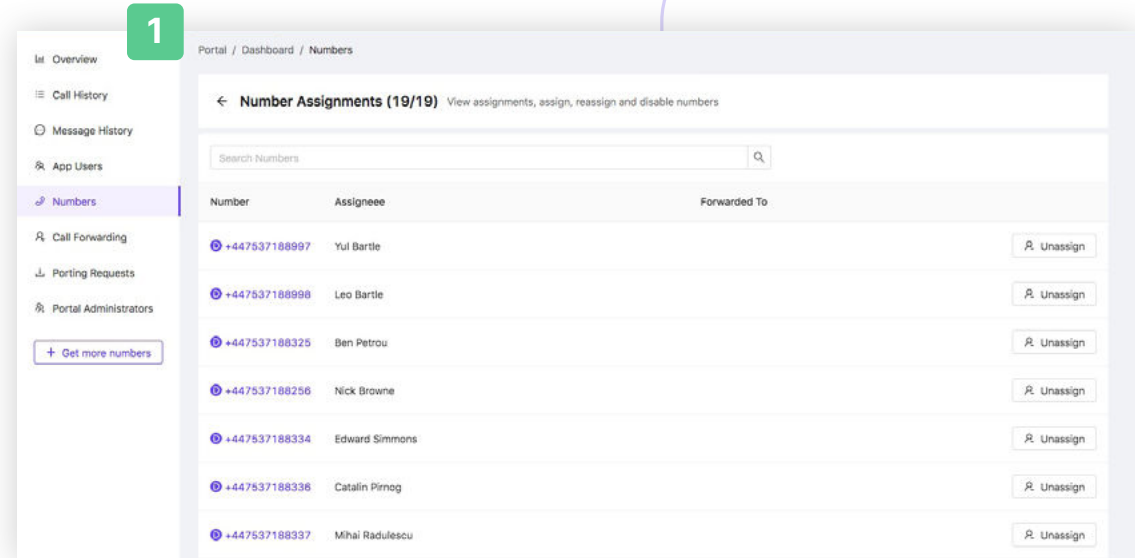


4. Numbers management & Call History

1. Numbers management - all your purchased numbers along with what is currently assigned to your users will be displayed here

2. Call history – you can view your users’ performance and the calls they made or received

1



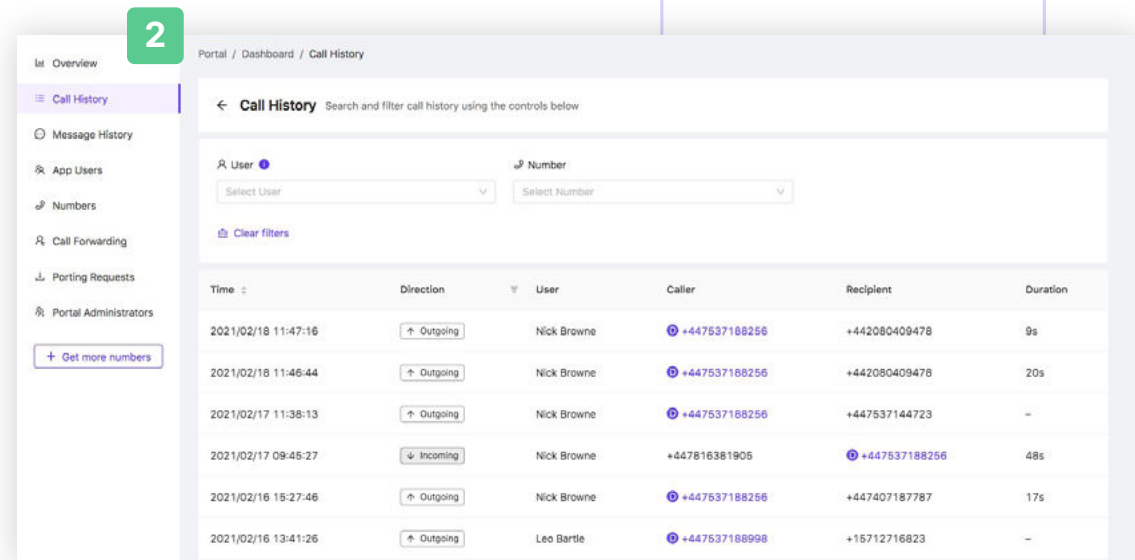
Portal / Dashboard / Numbers

← **Number Assignments (19/19)** View assignments, assign, reassign and disable numbers

Search Numbers

Number	Assignee	Forwarded To
+447537188997	Yul Bartle	Unassign
+447537188998	Leo Bartle	Unassign
+447537188325	Ben Petrou	Unassign
+447537188256	Nick Browne	Unassign
+447537188334	Edward Simmons	Unassign
+447537188336	Catalin Pirnog	Unassign
+447537188337	Mihai Radulescu	Unassign

2



Portal / Dashboard / Call History

← **Call History** Search and filter call history using the controls below

User Number

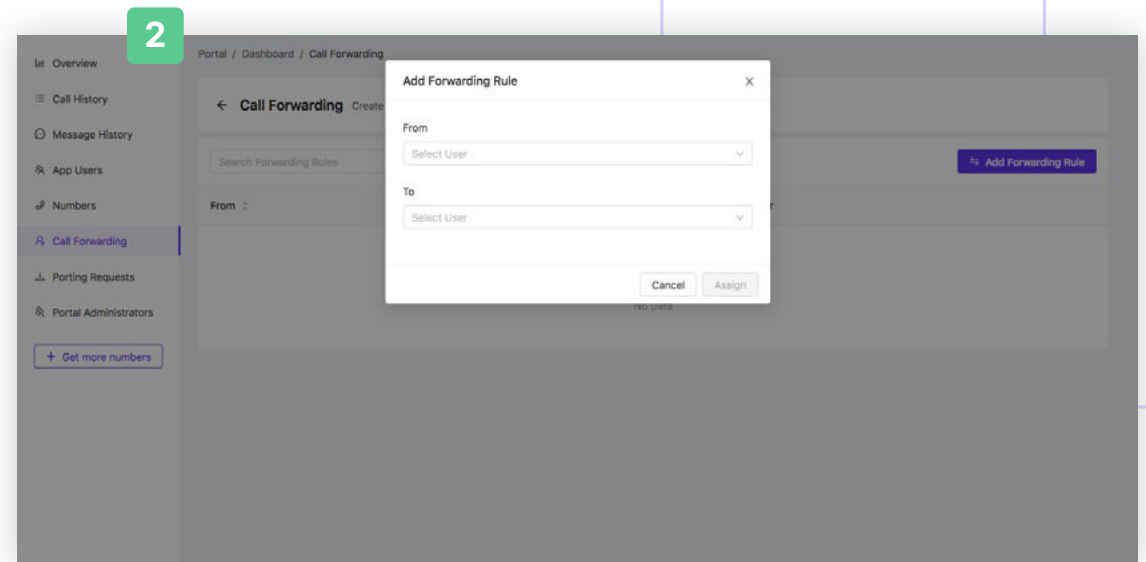
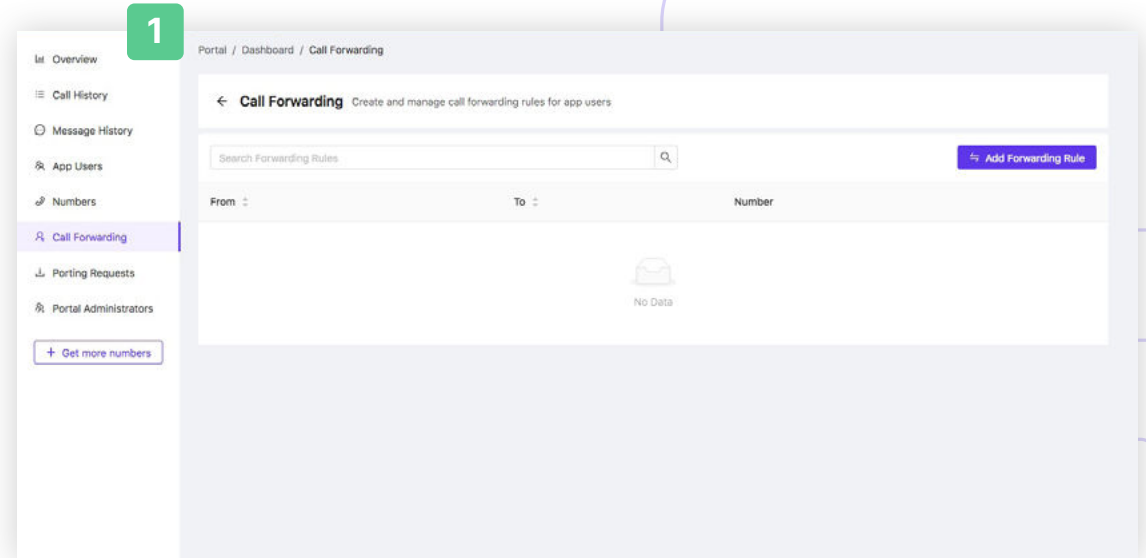
Select User Select Number

[Clear filters](#)

Time	Direction	User	Caller	Recipient	Duration
2021/02/18 11:47:16	↑ Outgoing	Nick Browne	+447537188256	+442080409478	9s
2021/02/18 11:46:44	↑ Outgoing	Nick Browne	+447537188256	+442080409478	20s
2021/02/17 11:38:13	↑ Outgoing	Nick Browne	+447537188256	+447537144723	-
2021/02/17 09:45:27	↓ Incoming	Nick Browne	+447816381905	+447537188256	48s
2021/02/16 15:27:46	↑ Outgoing	Nick Browne	+447537188256	+447407187787	17s
2021/02/16 13:41:26	↑ Outgoing	Leo Bartle	+447537188998	+15712716823	-

5. Call forwarding

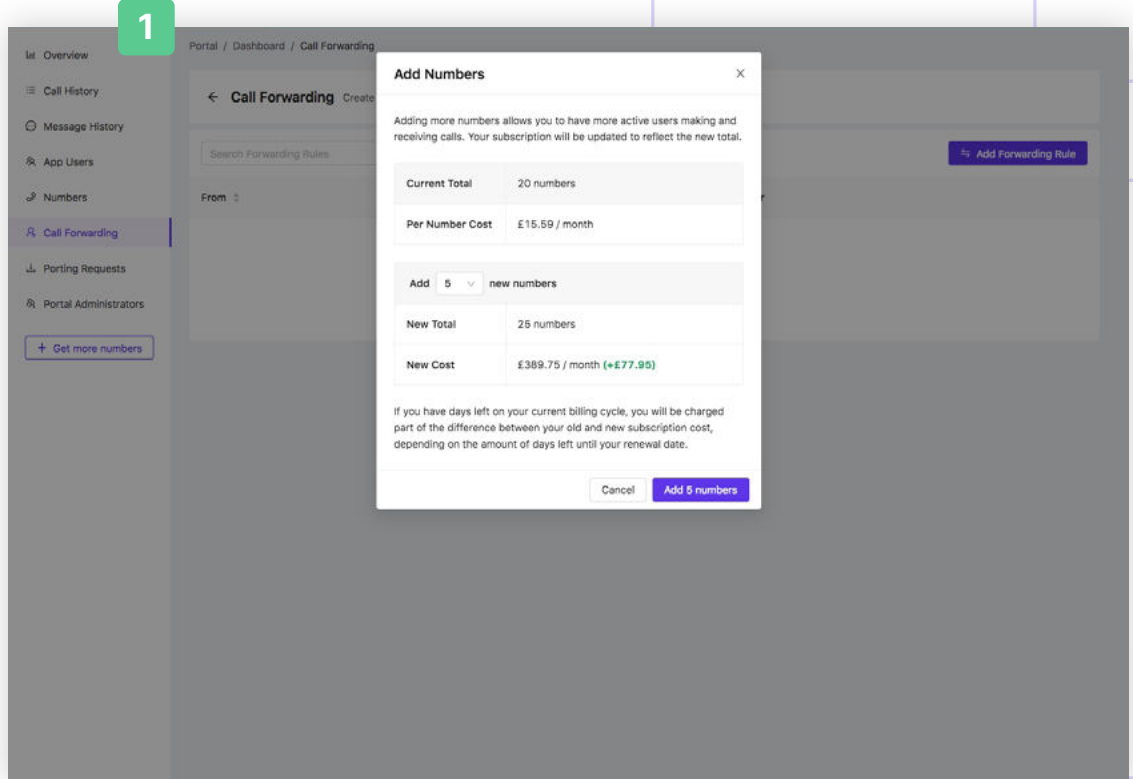
1. All your call forwarding rules will be displayed here
2. Add a new forwarding rule and all the calls designated that user will be forwarded to another user



6. Get more numbers

Select the total of the numbers you want to buy and click on “Add numbers”.

You can view them on your numbers management.



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Portal / Dashboard / Call Forwarding

Add Numbers

Adding more numbers allows you to have more active users making and receiving calls. Your subscription will be updated to reflect the new total.

Current Total	20 numbers
Per Number Cost	£15.59 / month

Add new numbers

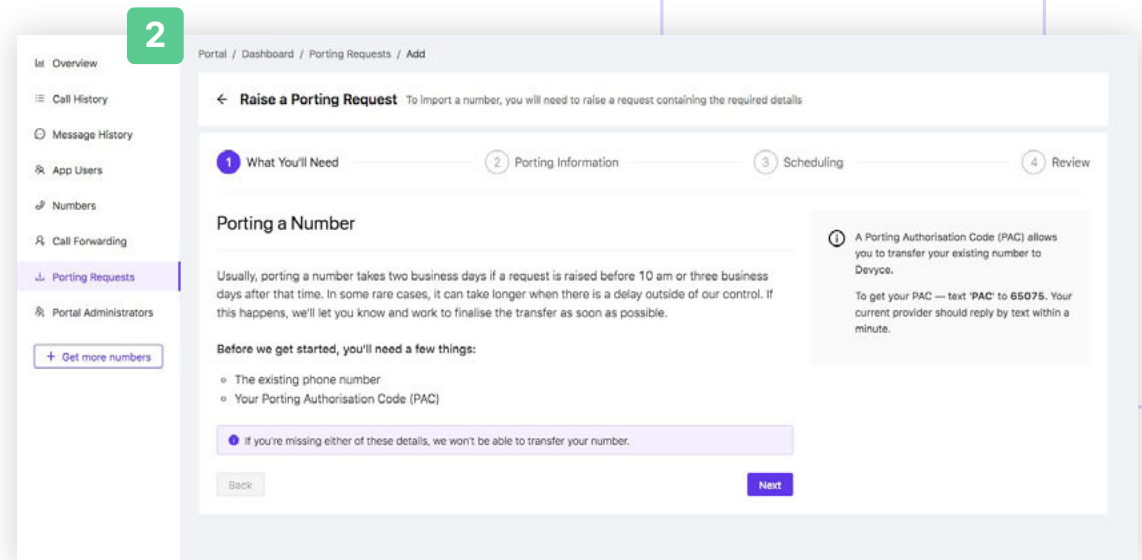
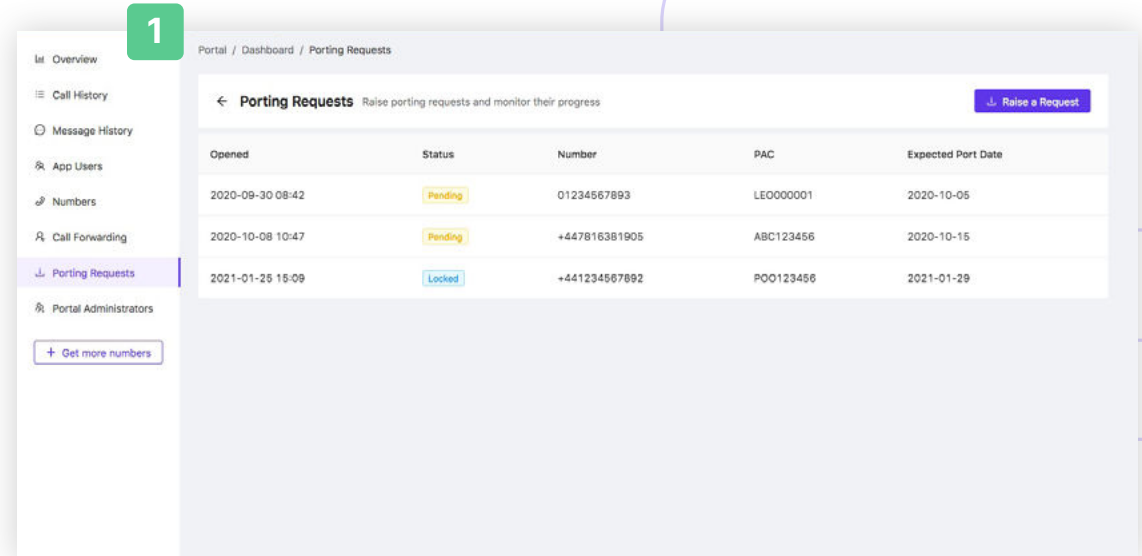
New Total	25 numbers
New Cost	£389.75 / month (+£77.95)

If you have days left on your current billing cycle, you will be charged part of the difference between your old and new subscription cost, depending on the amount of days left until your renewal date.

Cancel Add 5 numbers

7. How to port IN a number to Devyce

1. All your porting request will be displayed under the Porting Requests menu
2. Simply get a PAC Code for your current provider and raise a porting request through the Devyce portal

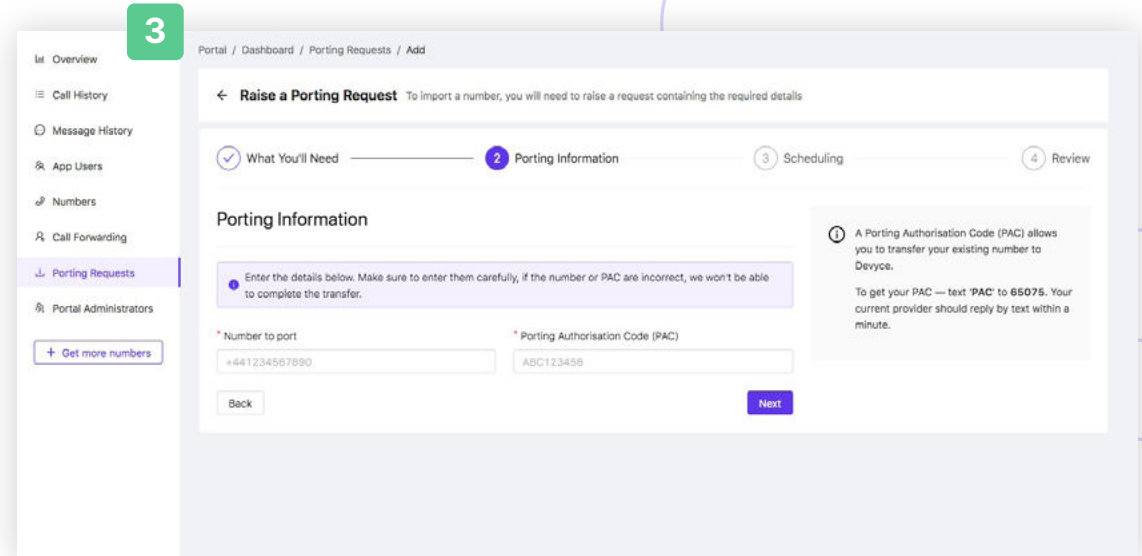


Continued...

7. How to port IN a number to Devyce

3. Enter the number you want to port IN to Devyce and the PAC obtained from your current Service Provider

4. Add the user to whom the number should be assigned and select the desired port date



Portal / Dashboard / Porting Requests / Add

3

← **Raise a Porting Request** To import a number, you will need to raise a request containing the required details

What You'll Need — 2 Porting Information — 3 Scheduling — 4 Review

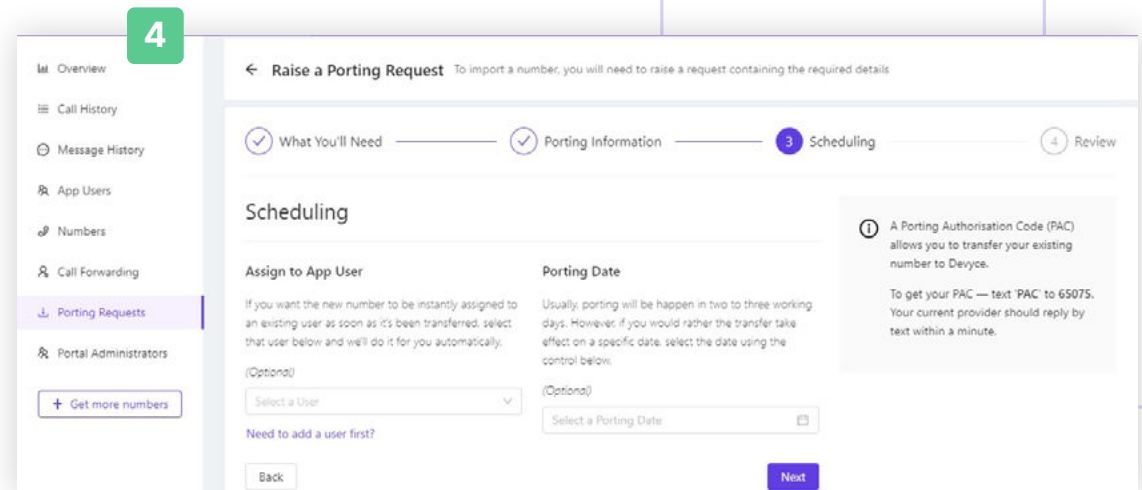
Porting Information

Enter the details below. Make sure to enter them carefully, if the number or PAC are incorrect, we won't be able to complete the transfer.

1 A Porting Authorisation Code (PAC) allows you to transfer your existing number to Devyce.
To get your PAC — text 'PAC' to 65075. Your current provider should reply by text within a minute.

* Number to port: +441234567890
* Porting Authorisation Code (PAC): ABC123456

Back Next



Portal / Dashboard / Porting Requests / Add

4

← **Raise a Porting Request** To import a number, you will need to raise a request containing the required details

What You'll Need — Porting Information — 3 Scheduling — 4 Review

Scheduling

Assign to App User

If you want the new number to be instantly assigned to an existing user as soon as it's been transferred, select that user below and we'll do it for you automatically.

(Optional)
Select a User

Need to add a user first?

Porting Date

Usually, porting will be happen in two to three working days. However, if you would rather the transfer take effect on a specific date, select the date using the control below.

(Optional)
Select a Porting Date

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To get your PAC — text 'PAC' to 65075. Your current provider should reply by text within a minute.

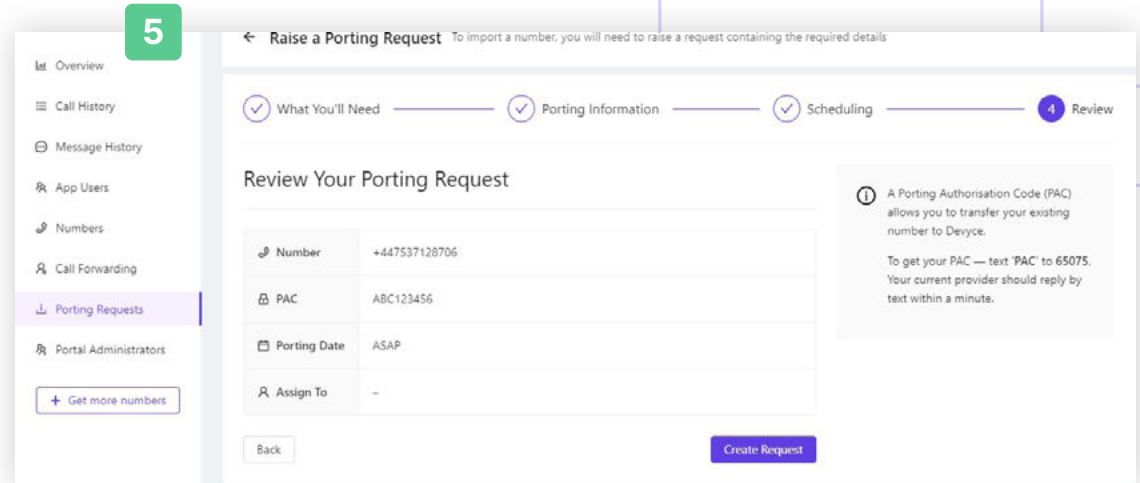
Back Next

Continued...

7. How to port IN a number to Devyce

5. Review the details submitted and click on “Create request”

6. On porting date your new number will already be setup on Devyce to ensure that your business will not be affected when the other provider will release the number.



5

← Raise a Porting Request To import a number, you will need to raise a request containing the required details

✓ What You'll Need — ✓ Porting Information — ✓ Scheduling — **4** Review

Review Your Porting Request

📞 Number	+447537128706
📄 PAC	ABC123456
📅 Porting Date	ASAP
👤 Assign To	-

ⓘ A Porting Authorisation Code (PAC) allows you to transfer your existing number to Devyce.
To get your PAC — text 'PAC' to 65075. Your current provider should reply by text within a minute.

Back Create Request



DEVYCE

Need more help?

Contact us on:

+44 (0)20 80 40 99 99

support@devyce.com

