DEVYCE

Portal User Guide

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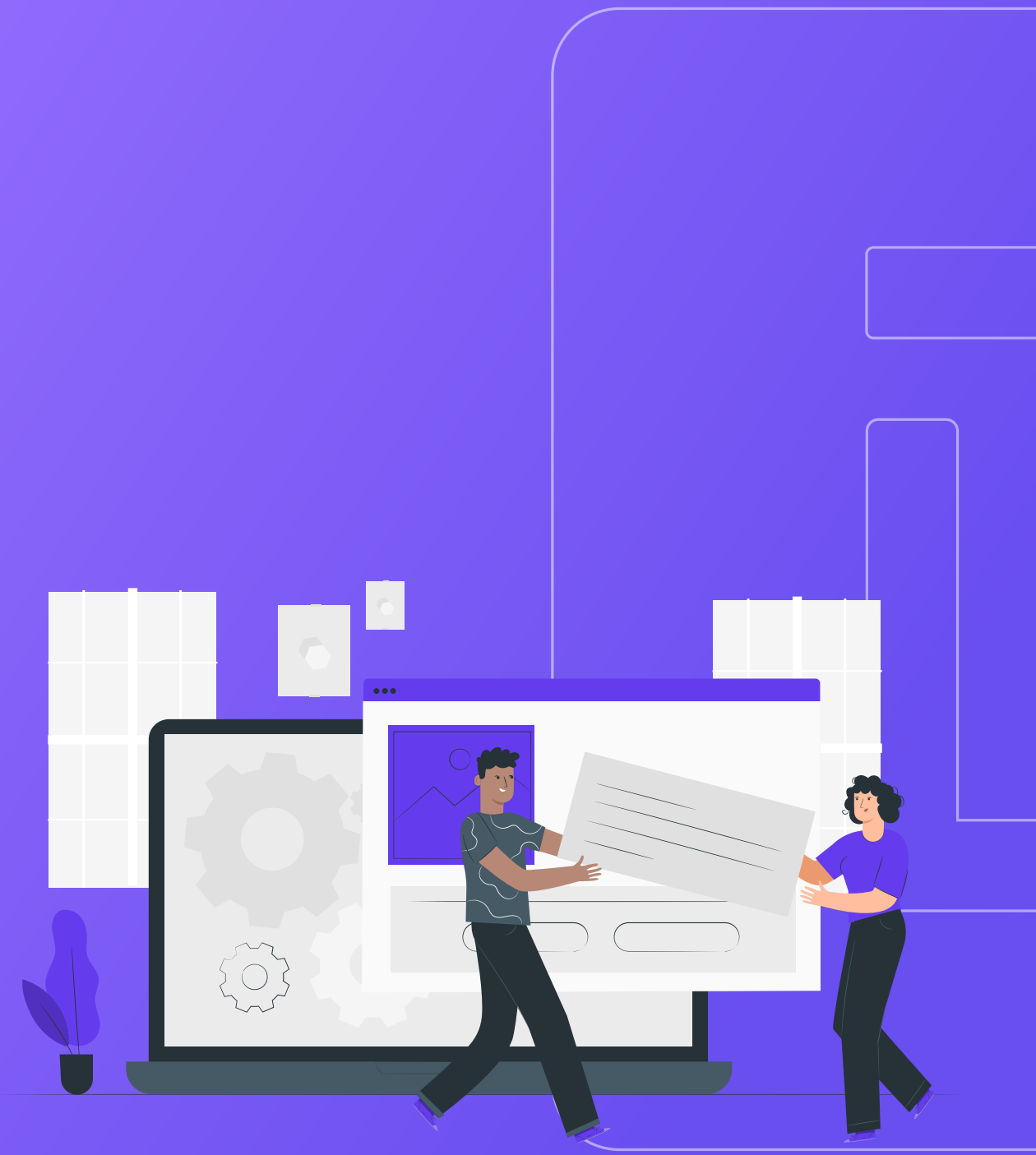

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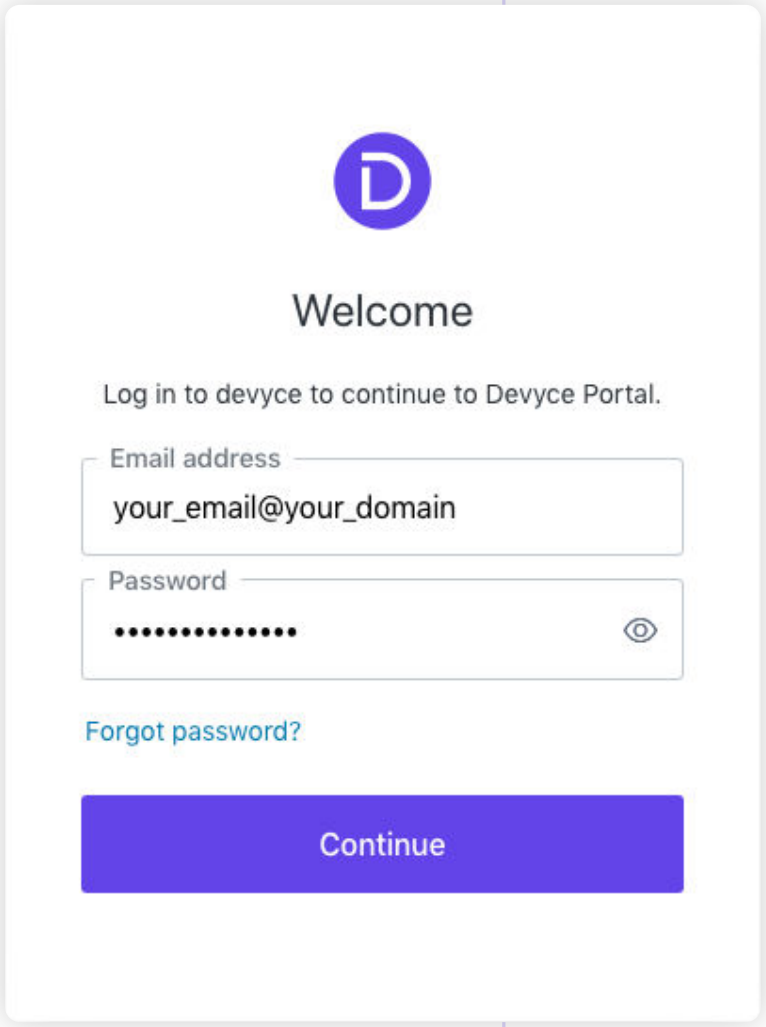
1. Access the portal

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

Enter your registration email
and your password



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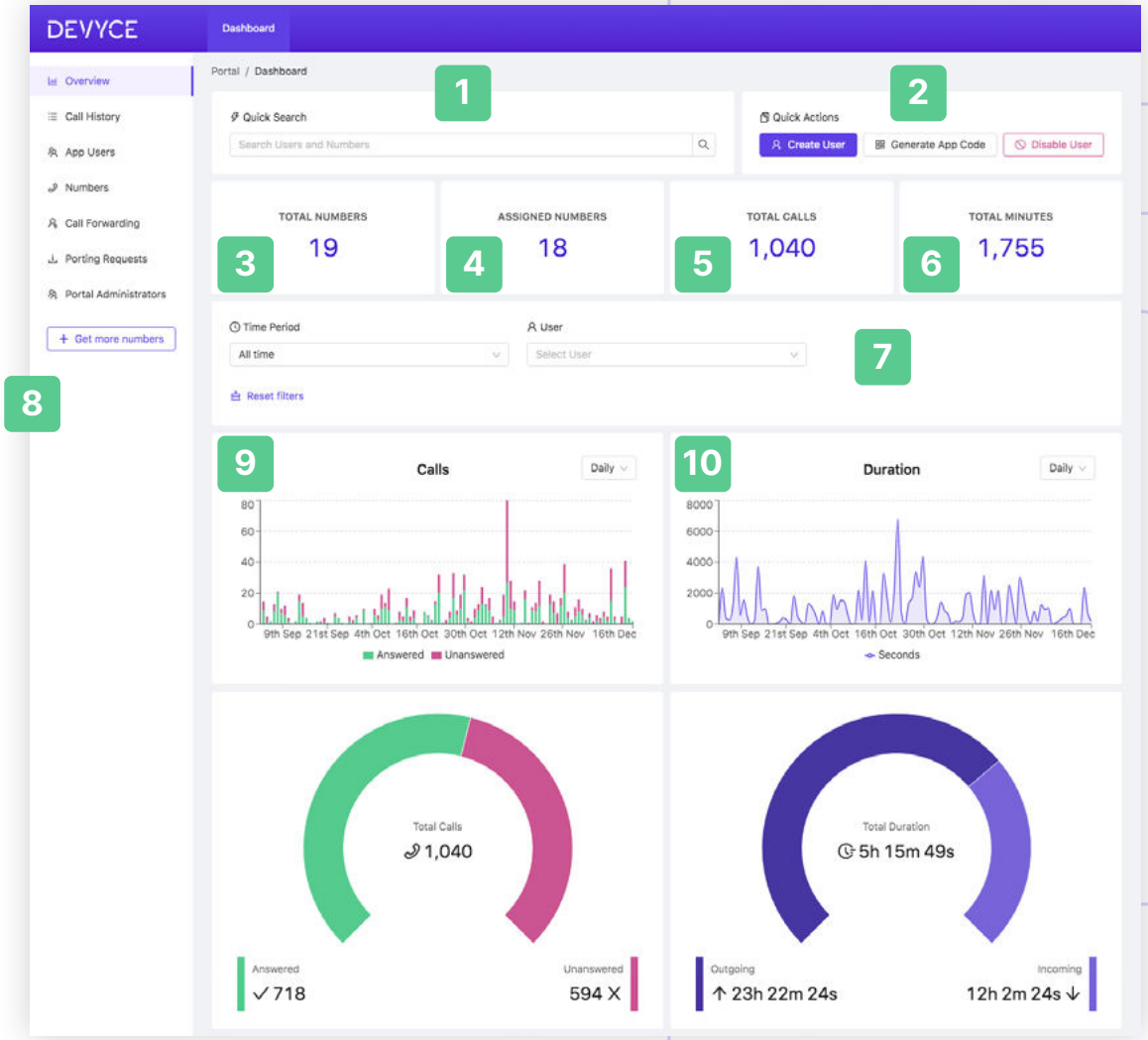
2. Dashboard overview

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



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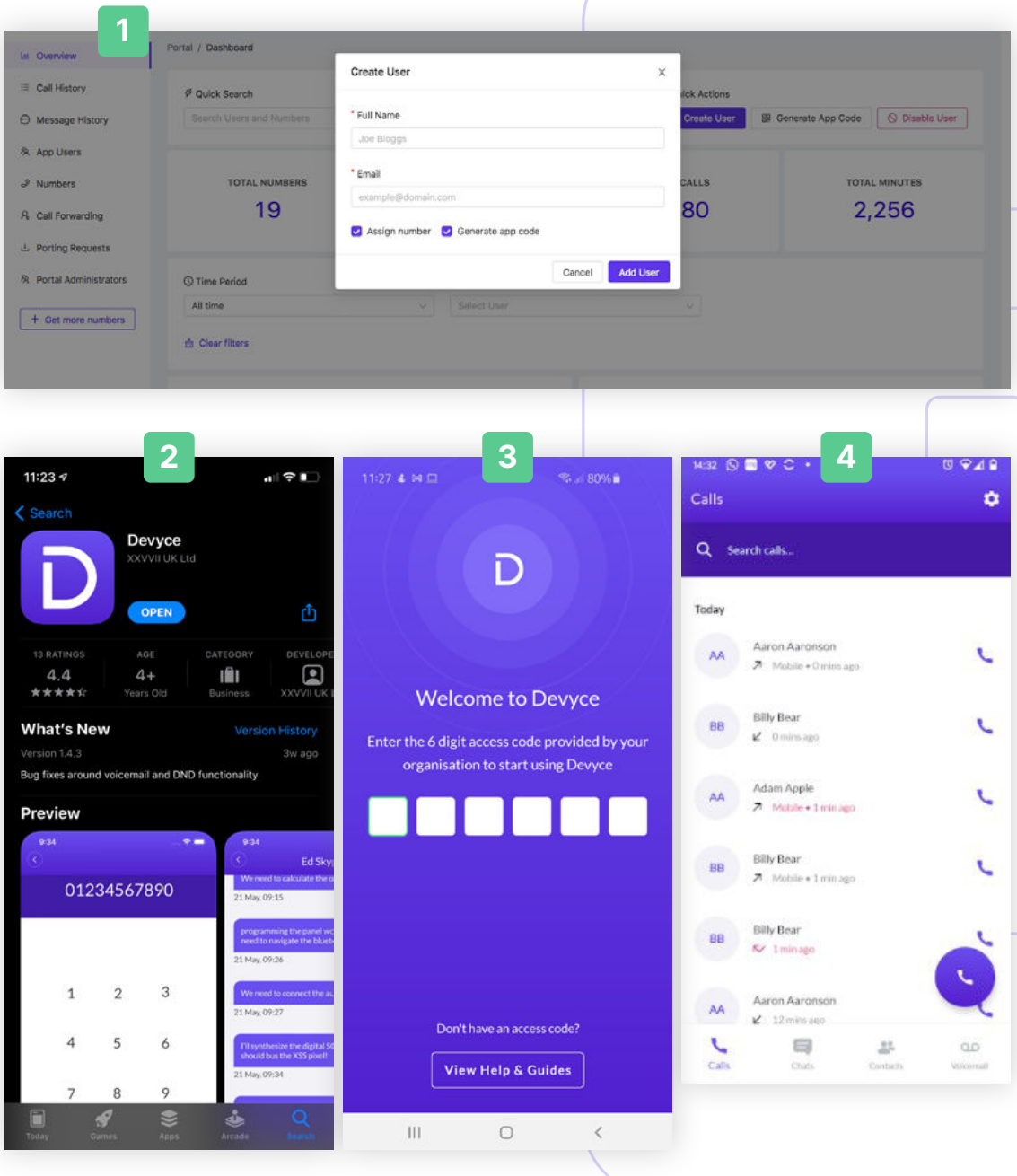
3. Create a user

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



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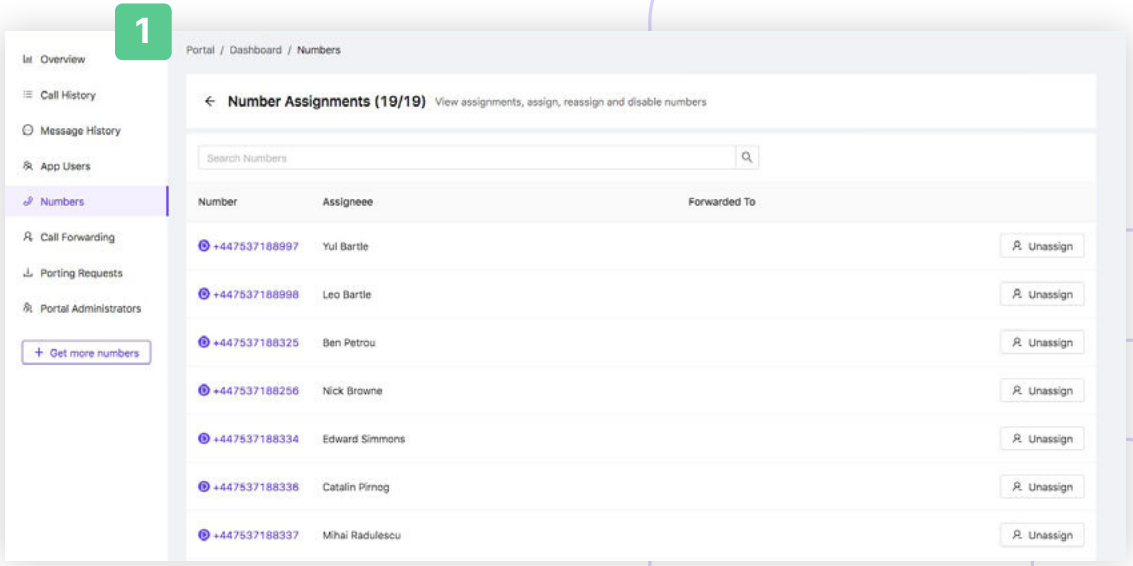
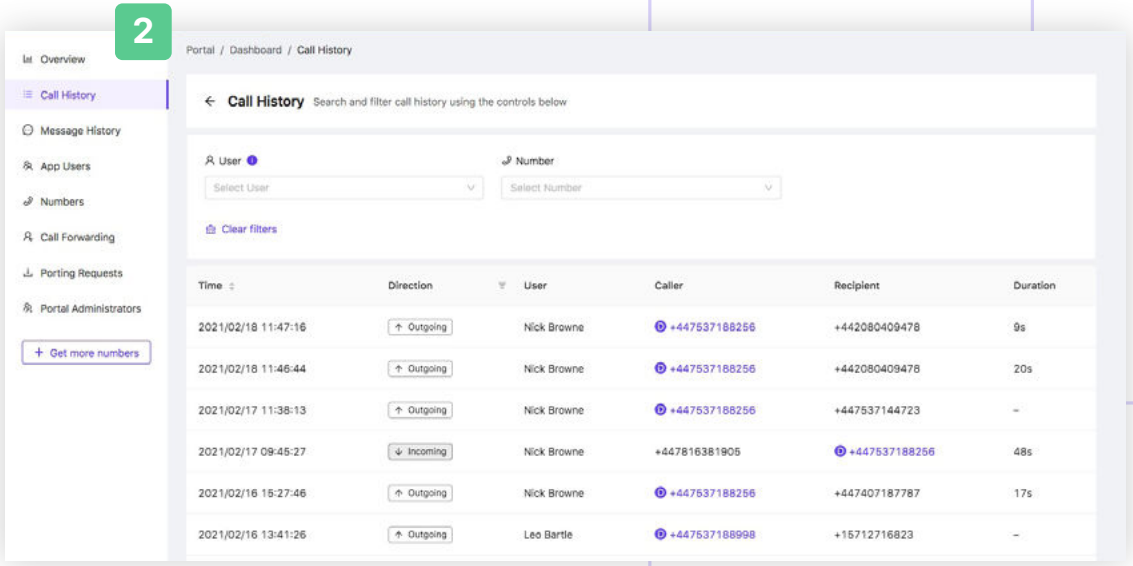
4. Numbers management & Call History

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





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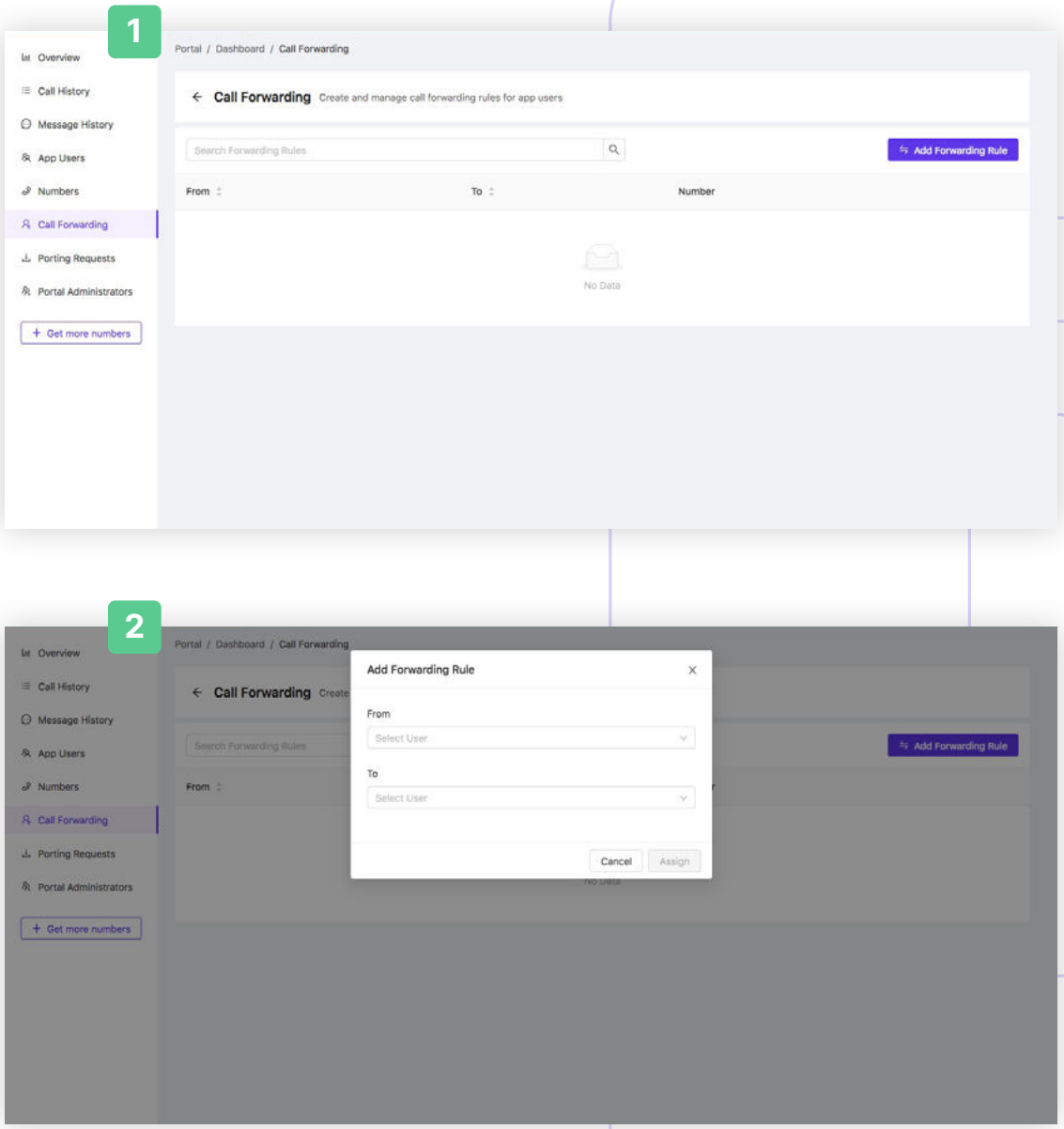
5. Call forwarding

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



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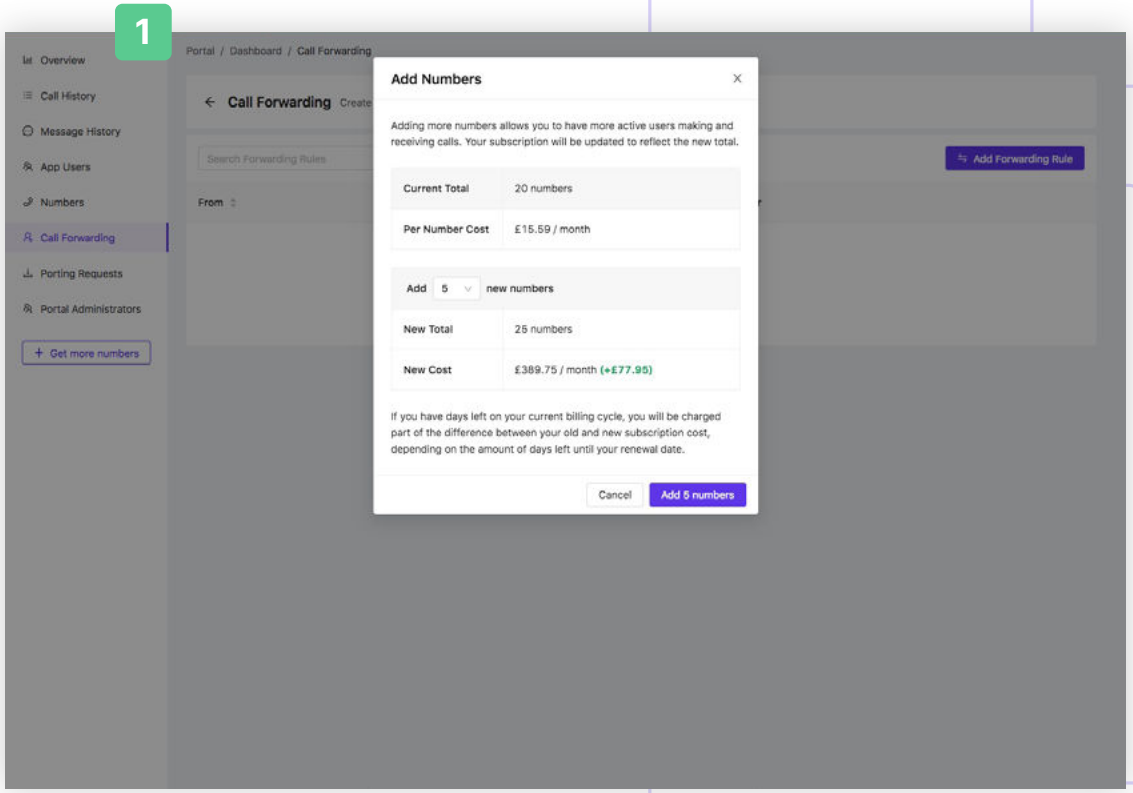
6. Get more numbers

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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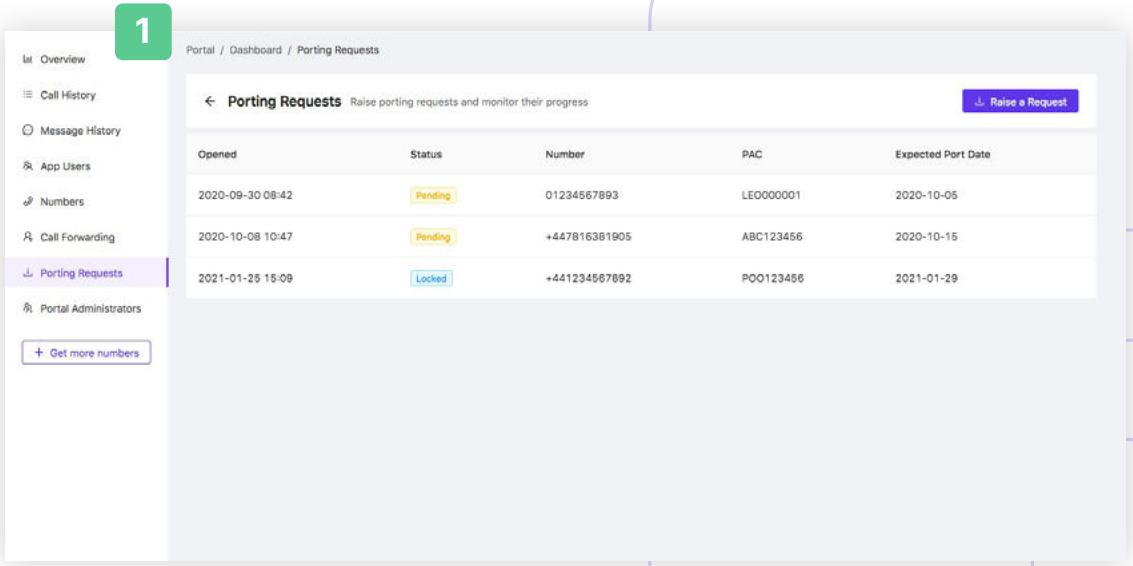
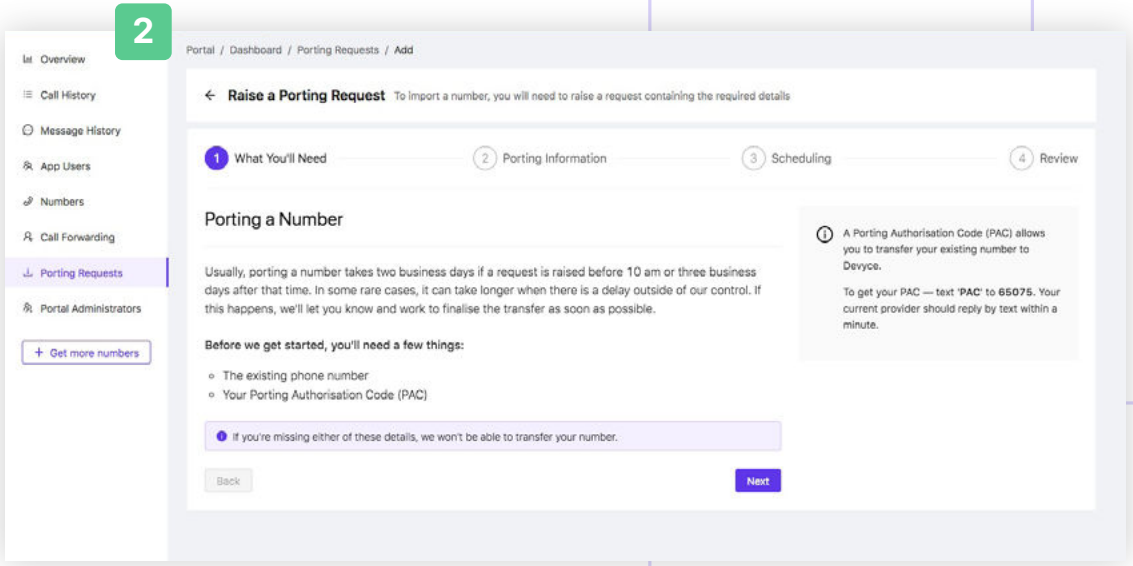
7. How to port IN a number to Devyce

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





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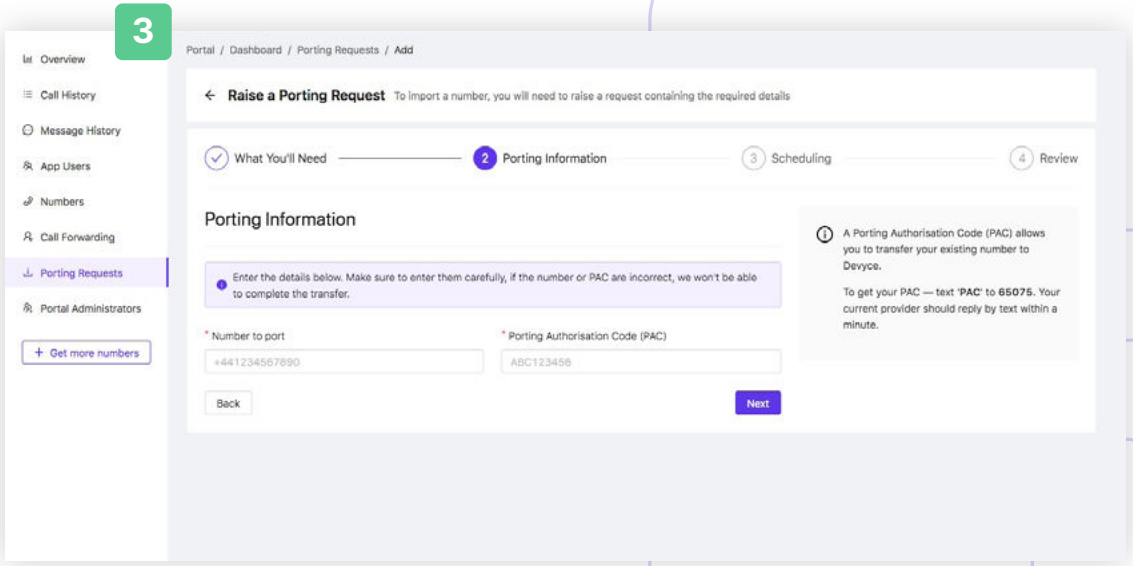
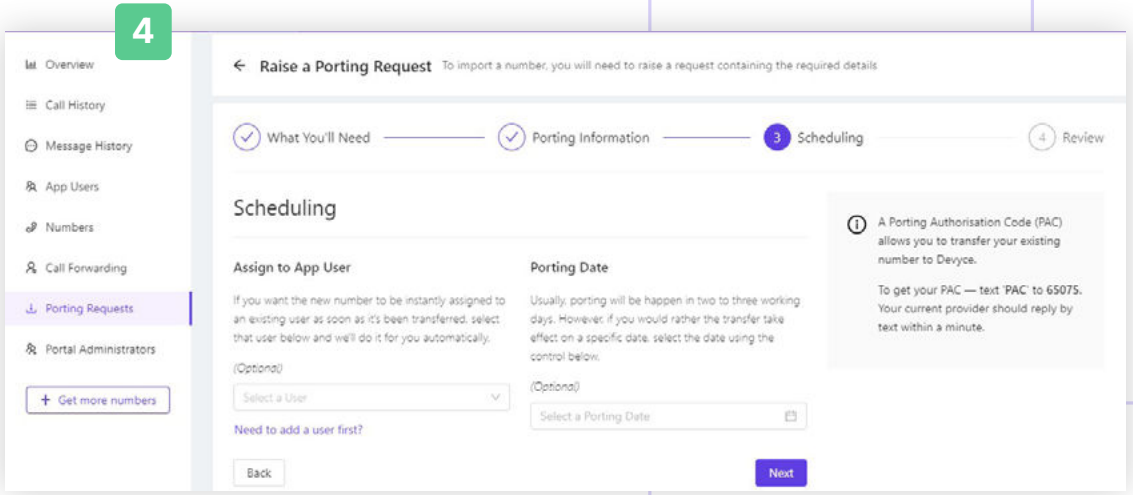
7. How to port IN a number to Devyce

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





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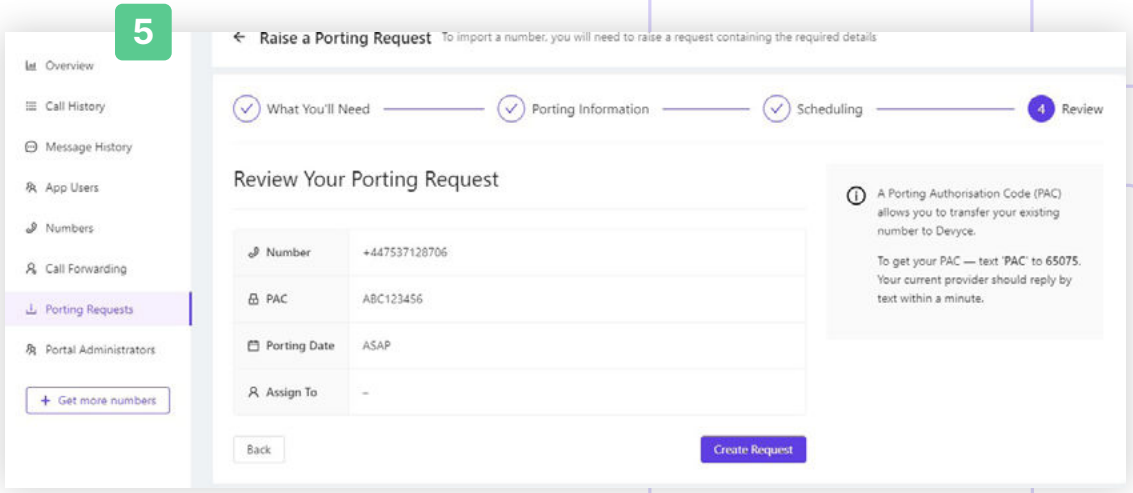
7. How to port IN a number to Devyce

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.



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Need more help?

Contact us on:

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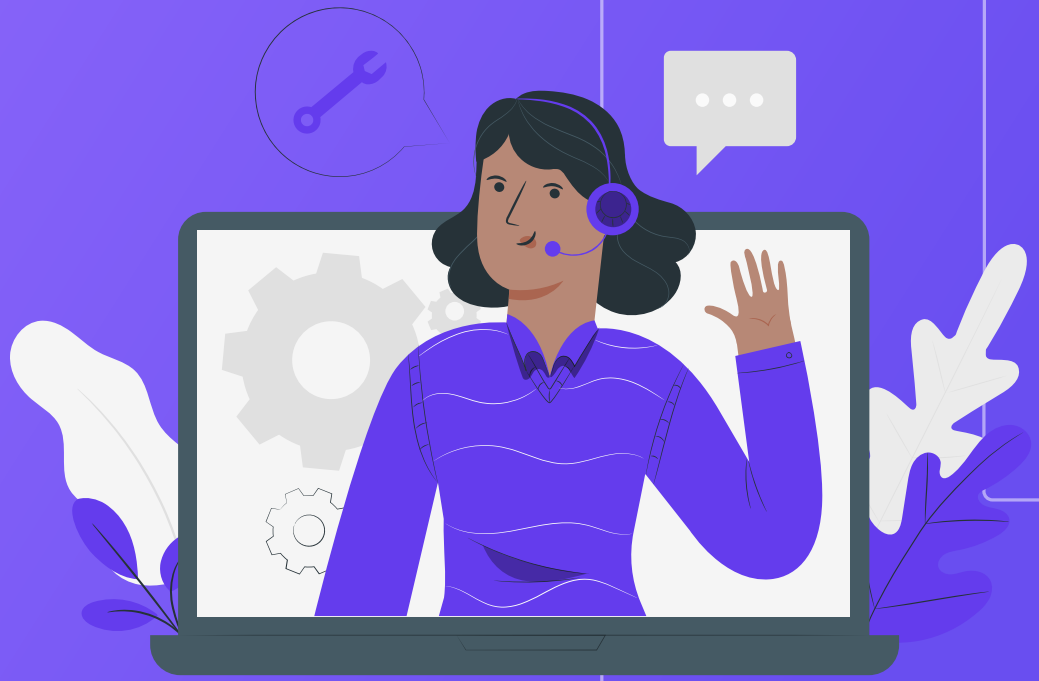
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