



Business Group Administrator 911 Address



Update User Guide

Revision History

| Revision | Date | Description | Initials |
|----------|---------|--------------------------|----------|
| 1.0 | 9/13/21 | First published version. | JN |
| | | | |
| | | | |

Version 1.1
Sep 13, 2021



Overview

Guide to help assist with entering or updating 911 address in 911 database.

**You Must be subscribed to this service. This is not enabled by default.*

Logging in to update 911 Address

Log into NHC Business Group Administrator Commportal.

<https://commportal.nhcgrp.com/bg>



CommPortal Web

Please log in below.

Number:

Password:

Remember me on this computer.

Login

If you have forgotten your password, please contact customer support.

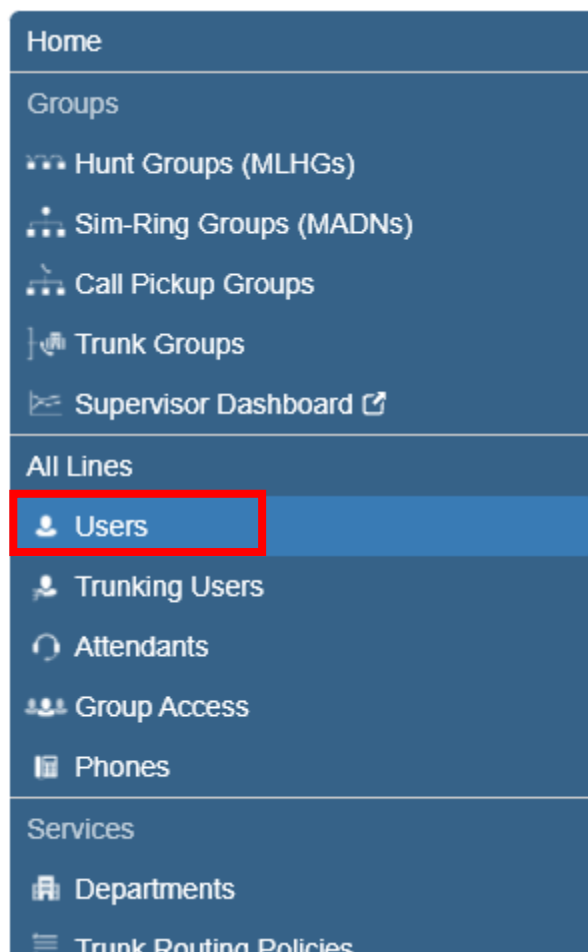
Number – Your Business Group Administrator Number

Password – Your NHC Commportal password.

Click Login



Once in the Admin portal



Click on Users


Users in Department:

Move selected to:

| <input type="checkbox"/> | Phone Number | Ext. | Name | Department |
|--------------------------|----------------|------|---------------|----------------|
| <input type="checkbox"/> | 5558675309 | | | in any field ▾ |
| <input type="checkbox"/> | (555) 867 5309 | | Training Room | VoIP |



In the search box type in telephone number or extension number you wish to the adjust address for.

Click on the  button for the drop-down menu.

- View individual settings
- Edit personal details
- Reset line
- Unlock account

Choose View individual settings. You will get the below pop-up window.



Training Room

Home Messages and Calls Contacts

Start ▾

Training Room ▾

Phone Status



When I receive a call

Ring my phone

Go to Call Manager

Your Services



Call Settings



Message Settings



Notifications



Reminders

View Account Settings

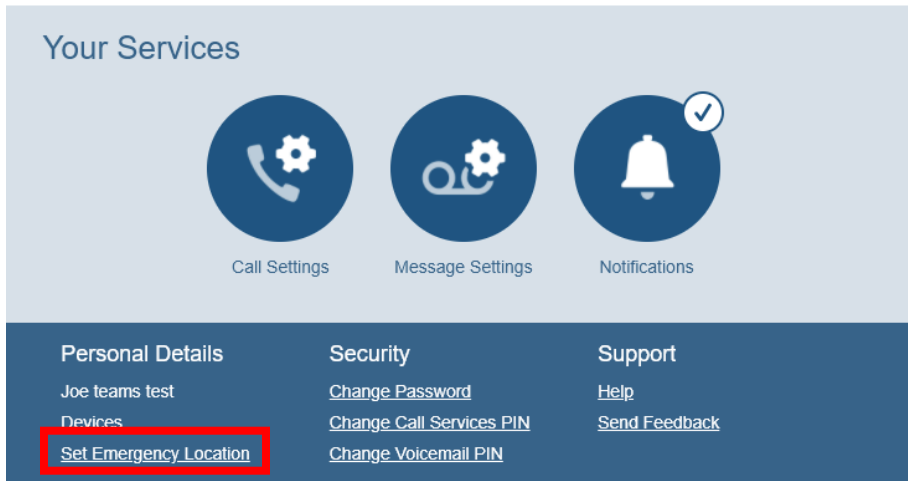
Open in New Window

Close

Choose Open in New Window



Once you are in Individual Commportal scroll to bottom of Screen.



Click on Set Emergency Location hyperlink.

**If there is no hyperlink your line is not set for Nomadic 911, please contact customer service.*

A new Window will pop up to allow you to adjust or add your new address.



The following address is your current address last updated on Sep 13, 2021 at 02:40PM:
Please review the following address information and change it if it is not correct.

Items marked with * are required.

| | |
|------------------|---|
| Your name:* | <input type="text" value="New Horizon Communications"/> |
| Address line 1:* | <input type="text" value="200 BAKER AVE"/> |
| Address line 2: | <input type="text" value="STE 300"/> |
| City:* | <input type="text" value="CONCORD"/> |
| State:* | <input type="text" value="Massachusetts"/> |
| Zip code:* | <input type="text" value="01742-2112"/> |

Your address is currently located as:
200 BAKER AVE
STE 300
CONCORD, Massachusetts (MA)
01742-2112

Address updates may take a few moments. Please only click the Update button once.

You must fill in the following fields.

You Name – This can be your name or the business name.

Address line 1 – This is your street address.

Address line 2 – This is more precise location. For example, a suite, room, and/or floor.

City- This is the city of the 911 location you are entering.

State - This is the state of the 911 location you are entering.

Zip Code- This is the zip code of the 911 location you are entering.

If your information is accurate press the update address button.



If there are no issues with your address you will receive the following message

Your address has been updated!

If there are issues you will receive the following.

Your address could not be updated. Please contact your customer support representative.

At this point you can click the back button and correct your address. Or contact customer service for additional assistance.