



Business Group Administrator



911 Address Update User Guide

Revision History

Revision	Date	Description	Initials
1.1	9/13/21	First published version.	JB

Version 1.1
Sep 13, 2021



Overview

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

Logging in to update 911 Address

Log into NHC COMM portal: <https://commportal.nhcgrp.com>



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 – 10-digit telephone number

Password –NHC COMM portal password.

Click **Login**

Once successfully logged into the COMM portal:



To update the Main PBX:

from the home page click on “Set Emergency Location” link located in the lower left corner of the home screen.

The screenshot displays the nhc user interface. At the top, there is a navigation bar with 'Home', 'Messages', and 'Contacts' tabs, and a user profile dropdown for 'test Joe'. Below this is the 'Phone Status' section, which includes a 'Summary' tab and a 'Forwarding' tab. A 'Summary of Configured Services' section follows, stating that all incoming calls will be handled according to the following rules: 'All calls will be handled normally by your PBX.' Below this is the 'Your Services' section, which contains four icons: 'Call Settings', 'Message Settings', 'Notifications', and 'Direct Dialing'. At the bottom, there are three columns of links: 'Personal Details' (test Joe, Devices, **Set Emergency Location**), 'Security' (Change Password, Change Call Services PIN, Change Voicemail PIN), and 'Support' (Help, Send Feedback). The 'Set Emergency Location' link is highlighted with a red box.

The Following window will pop up:



The following address is your current address:
Please review the following address information and change it if it is not correct.

Items marked with * are required.

Your name:*

Address line 1:*

Address line 2:

City:*

State:*

Zip code:*

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

*** You must fill in the following fields.**

Your 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.



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:*

Address line 1:*

Address line 2:

City:*

State:*

Zip code:*

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

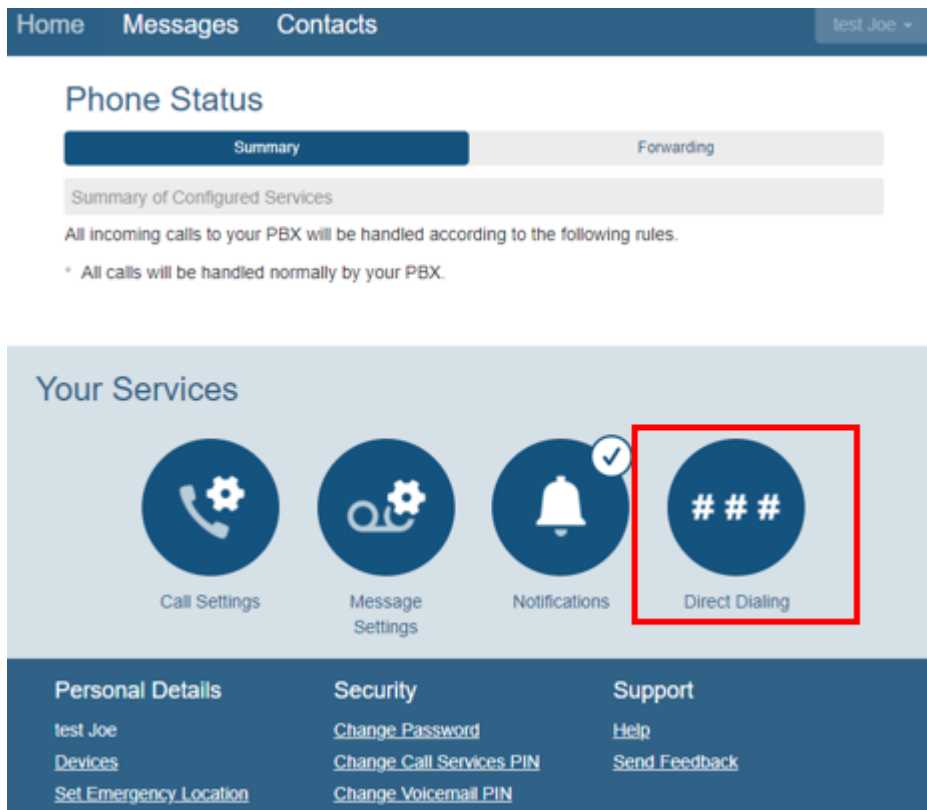
Address updates may take a few moments. Please only click the Update button once.

Direct Inward Dial (DID) change of Address:



Change the 911 location for an individual DID that resides on the NHC services.

click the “**Direct Dialing**” icon located in the right center of the home menu:



A new menu will appear. In the “**search for**” field type the Telephone Number you wish to update the 911 on, or you can use the drop-down menu to isolate lines built within a range.

Home Messages Contacts test Joe ▾

Call Settings Message Settings Notifications Direct Dialing

Direct Dialing


PBX lines can be accessed through ranges of external directory numbers using Direct Inward Dialing (DID). They can be administered here.

Lines in range: (595) 201 1741 - (595) 201 1741 ▾
(595) 201 1741 - (595) 201 1741

Search for...

Telephone Number	Name
(595) 201 1741	

Personal Details test Joe Devices Set Emergency Location	Security Change Password Change Call Services PIN Change Voicemail PIN	Support Help Send Feedback
--	--	---

After locating the individual Telephone Number, you wish to update the 911 on, click on the 



Icon located to the right of the telephone number and choose **“view individual settings”** from the menu.

New window will pop up:

Click **“Open in New Window”**



(595) 201 1741

Home

Phone Status

No summary available, follow the link for details.

Go to Call Manager

Your Services

View Account Settings

Open in New Window Close

New window will pop up: Click **“Set Emergency Location”** located in lower left of menu

Home Messages Contacts test Joe

Phone Status

Summary Forwarding

Summary of Configured Services

All incoming calls to your PBX will be handled according to the following rules.

* All calls will be handled normally by your PBX.

Your Services

Call Settings Message Settings Notifications Direct Dialing

Personal Details Security Support

test Joe Change Password Help

Devices Change Call Services PIN Send Feedback

Set Emergency Location Change Voicemail PIN

New Window will appear:



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.**

Your 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. Validate your address here - <https://tools.usps.com/zip-code-lookup.htm?byaddress> . If you are still having difficulty, contact customer service for additional assistance.