



911 Voice Portal Admin Guide

Updated October 2025

Overview

It is important to make sure all your lines have a Valid 911 address. To do this as an administrator please follow instructions. You will need to set the 911 Address on the telephone number assigned to the line and then verify that the user is assigned that tn as caller ID to the line.

Log In

When your account was created, an email was sent to you containing your username, a link to create your password, and the portal URL. Keep that email safe so you can refer to it later. If you haven't received it, contact Customer Support at 855-600-4NHC to get your login information.

1. Go to <https://nhcgrp.user.alianza.com/login>.
2. Enter your username or email address and password.
3. Check *Remember Me* to save your username and password.
4. Click [Login].

Phone Numbers

In Phone Numbers, you can see and manage all the phone numbers on the account, including their routing destinations and caller ID. If you don't see Phone Numbers in the menu, please contact Customer Support.

Using the *Search* field, you can filter the results by phone number, destination, or address (including City, State, and Postal Code) associated with the Customer Service Record or E911 Record. As you type, the results of your search are displayed below.

Locate and select the phone number to view the Customer Service Record and edit the E911 record. Click the  map icon on the right to edit the destination. If you cannot access these settings, contact Customer Support for assistance.

TeleCom Power & Cable

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Business Cloud

Users

Phone Numbers

Devices

Auto-Attendant

Account Codes

Call Groups

Voicemail

Short Dials

Phone Numbers

Search phone numb...

CSR type

User groups

Phone Number	Type	Destination	
1 (385) 233-7308	ELS	User - Rose Tyler - (tylerrose)	
1 (385) 323-1426	ELS	None	
1 (385) 455-3080	ELS	User - Donna Noble - (nobledonna)	
1 (385) 546-4516	ELS	None	

Customer Service Record

The customer service record (CSR) includes the person's or company's name, postal code, and street address. This information is entered when the phone number is added to the account and can only be changed by Customer Support.

Customer Service Record

Address Preview

1039 Abbey Ct

New Haven, IN 46774

E911 Record

An E911 address allows emergency services to determine the location of each phone or device in case they need to call 911. The registered address must be the physical address where the device is located and include any additional information (such as a suite, apartment, building, etc.) necessary to identify the caller's location.

If the E911 address is the same as the CSR, check the Same as CSR box. If not, uncheck the box and enter the correct information in the fields below. When you're done, click [Save]. It may take several hours for the changes to take effect.

E911 Record

☐ Same as customer service record

✕

Manual entry

☒ Provide lat/long ⓘ

[View lat/long in Google Maps](#)

Feature	Description
Postal code	The postal code of the address.
Enter address	The address associated with the phone number. Start typing an address and options will populate below. Select the correct address.
Manual entry	Enter the address manually. These fields will automatically populate with the existing information and are optional unless otherwise indicated. If the address is for a multi-unit building, you can add the Unit Type and Unit Number here.
Provide lat/long	Check this box to view and/or modify the latitude and longitude coordinates for the E911 address. These coordinates determine the PSAP responsible for receiving the 911 call, not the ambulance dispatch location. This additional information is useful for new addresses that haven't yet been registered with the Master Street Address Guide (MSAG).

Call Details

All phone numbers pointing to this user are listed here. Incoming calls to these numbers will follow the user’s Call Handling and Call Screening options as defined below. To add or remove a phone number, please contact Customer Support.

Call Details

Phone number

1 (206) 555-5102

Extension*

202

Caller ID

1 (206) 555-5102 – Jane Sarah

Setting the caller ID to "None" could result in some carriers rejecting the call.

Enable Caller ID

Save

Feature	Description
Phone number	The phone number(s), if any, routed to this user. If a number has not yet been assigned, see Phone Number Route Management .
Extension	The dialable extension the user can be reached at on the account. This field is required.
Caller ID	The phone number and name sent with outbound calls from this user which is displayed on the phone of the person being called. Users can choose the main account number, their phone number, or choose <i>None</i> to not send out any caller ID at all. This field is required. It is important to choose a number here, even if you choose to disable caller ID (below). If this field is set to <i>None</i>, outbound calls—even to 911— will be sent out as <i>Anonymous</i>, and the carrier may reject the call.

Enable Caller ID

This toggle determines if the caller ID name is or is not sent with outbound calls.

This setting can also be managed in the user's [Voice Portal](#).

- On: Caller ID will be sent on all outbound calls.
- Off: Caller ID will be sent as BLOCKED. The phone number selected in the *Caller ID* field will still be sent with calls to 911.