



911 Voice Portal User Guide

Updated October 2025

Overview

It is important to make sure your line has a Valid 911 address. 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 telephone number 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

This is a list of the phone number(s) that are routed to you and your device(s). To add or remove a phone number, please contact Customer Support.

Phone Numbers
Phone number
1 (385) 455-3080

Devices

The device(s) assigned to you are listed here.

Devices	
Device	Line
CP-8851	Line 1

E911 Address

In the event a 911 call is placed from your phone number, emergency services will be dispatched to the address listed here.

E911 Address	
Phone number	Address
1 (385) 323-1426	425 N 835 E, Lindon, UT, 84042 

Edit E911 Address

If this is not the address of your physical location, click the pencil icon on the right to update it. Once saved, it may take several hours for the changes to take effect.

| Important !

If any of your account information is NOT correct, or if you cannot edit your E911 Record (either the button isn't there or you get an error), please contact Customer Service right away to get it updated.

Phone Number - 1 (385) 323-1426

Customer Service Record
Address Preview
[Redacted]
Lindon, UT 84042

E911 Record
☐ Same as customer service record

Postal code*
84042

Enter address
[Redacted] Lindon, UT 84042 ✕

Address Preview
[Redacted]
Lindon, UT 84042 Manual entry

☐ Provide lat/long ⓘ

Cancel Save