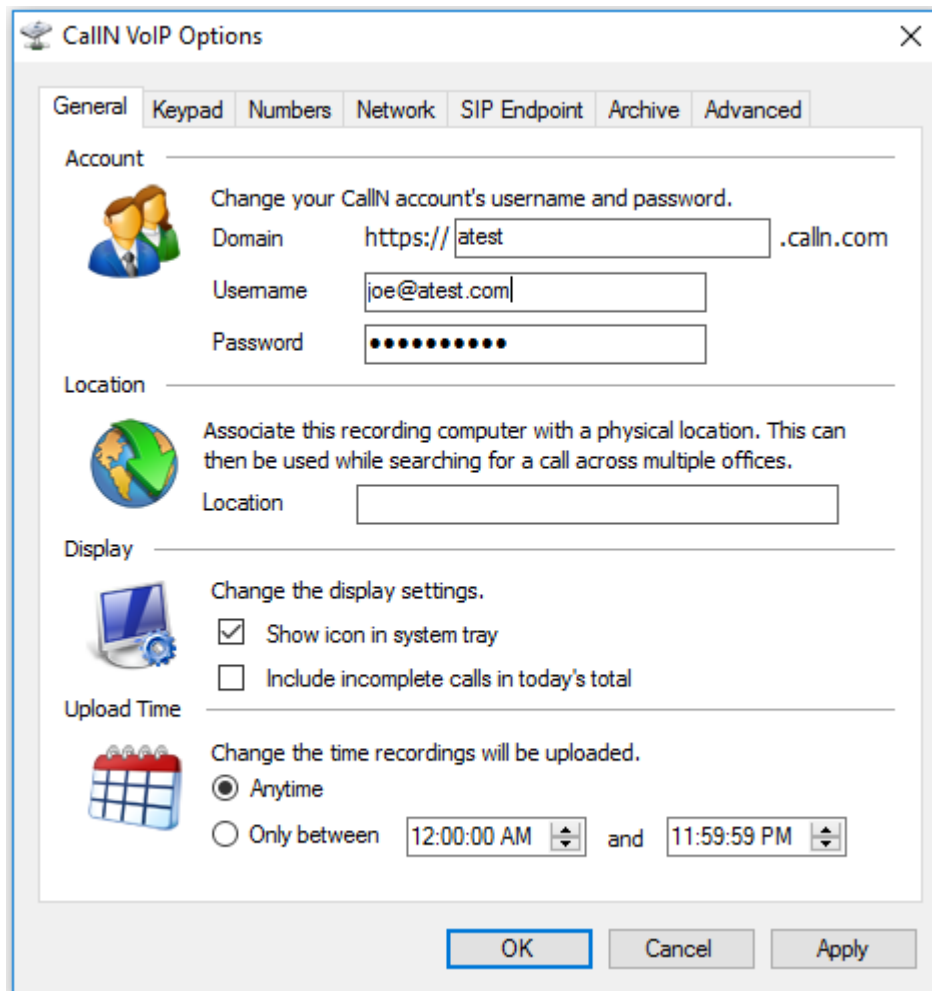


Technical Note: What are my logon details?

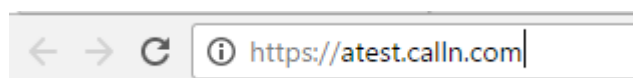
CallN runs within your business unnoticed and if you do not log into your portal often or you are absent from the business for a while, you may forget your CallN Portal logon credentials. There is a simple process to recovering your credentials, or places to look to find out the details.

The three things you need to log on to your CallN Portal are you CallN domain (company.calln.com), your user name (joe@mycompany.com) and your password. If you can't remember calln domain or your user name, the CallN application on the recording computer may help you recover these. If you open the client on the recording computer by right clicking on the CallN application in the system tray of the computer near the clock and choose options from the list. If the icon does not show, click the ^ in the system tray to show hidden icons.

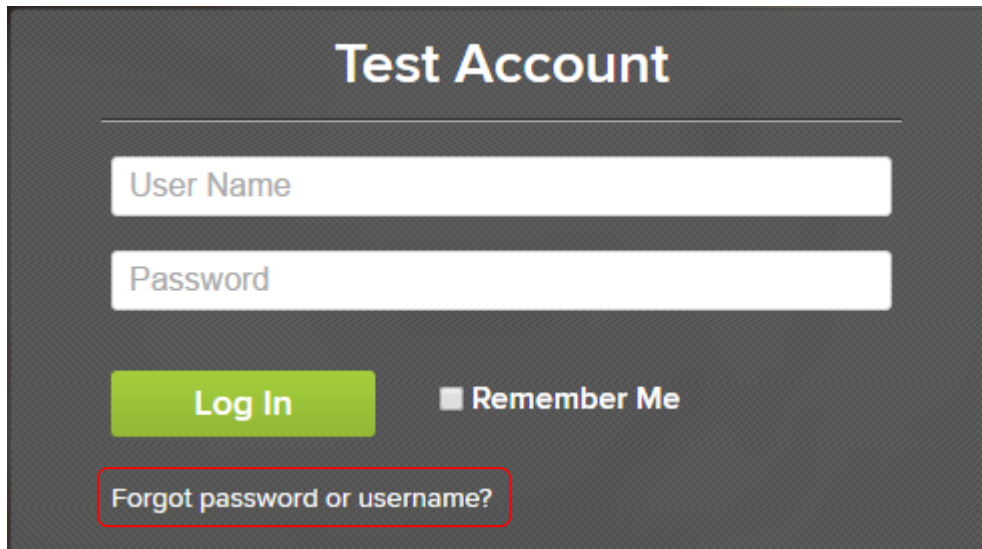
Once open, the client will display on the general tab the domain name and a username. The username generally displayed will belong to the account owner so it may not be your username.



From a web browser, enter your domain name in the address bar and hit enter.



Once your portal asks for your credentials, click "Forgot password or Username?"



Test Account

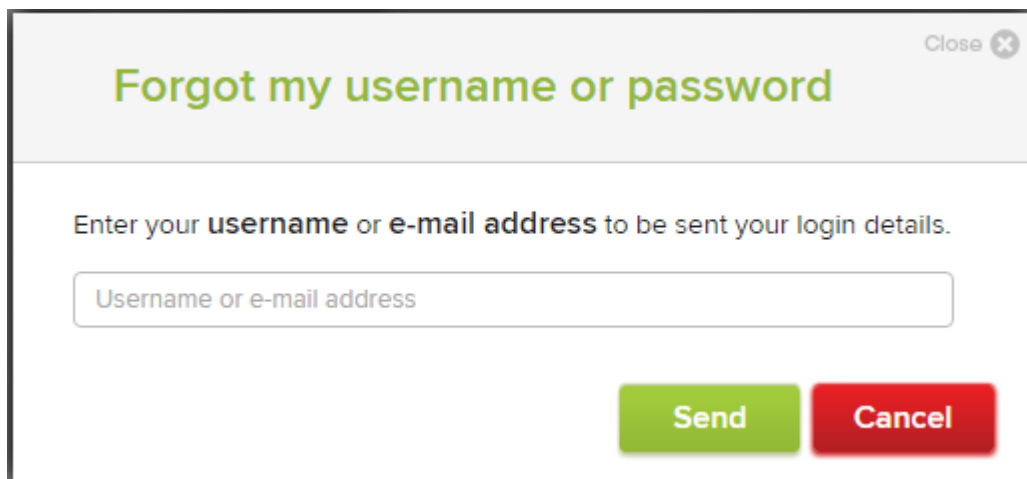
User Name

Password

Log In Remember Me

Forgot password or username?

You will be prompted to enter your email address. The system will do a look up on the email address and send you your details to log on to your CallN Portal.



Close

Forgot my username or password

Enter your **username** or **e-mail address** to be sent your login details.

Username or e-mail address

Send **Cancel**

If you are still having problems logging in to your portal, please email the CallN support at support@calln.com or call us on 1300 467 768, and we will help you find your details.