

## 1. Introduction

The purpose of this document is to provide detailed guidance for using Voicebuy Customer Self-Care portal. It contains instructions and descriptions of all menu and sub-menu items, forms and settings.

It is highly recommended to learn about the corresponding features from this document or the corresponding online help prior using the Customer Self-Care portal.

## 2. Login

Welcome to Voicebuy Customer Self-Care portal! We shall help you to stay connected with your friends and family through low cost VoIP calls.

Voicebuy Customer Self-Care portal is designed for providing Business VoIP solutions to the users worldwide. With Customer Self-Care portal, each can perform following actions:

- Create your wholesale SIP account in only 3 clicks and call any destination worldwide at local costs.
- Setup and manage your IP PBX business phone network via web-based configuration interface absolutely free.
- Buy DID phone numbers and forward to multiple extensions, making communication between your offices more effective.
- Play customizable IVR phone greetings, gather information and route calls to the appropriate recipient.
- Create calling cards or pinless accounts using toll-free and local access numbers.
- Keep track of used services and bills directly from your user interface. Pay bills online, using [PayPal](#), [Skryll](#) and [MoneyGram](#).

Using flexible configuration options provided by Customer Self-Care portal, customers may define own dialing plans for convenient local and international calls. Quick refill of the account balance is also possible online.

To use all above mentioned advantages, please identify yourself by logging into the portal. If you are not registered yet, then take a chance to get your personalized secured user account. For more details, see [Registering a New User](#).

If you forgot your password, please press [Forgot Password](#) link to start the password recovery procedure.

### 2.1 Logging in

To login to Voicebuy Customer Self-Care portal, insert your email address and password.

**Note:** If you are logging in to your account for the first time, you will be requested to validate your account. Verification is done through your mobile phone. To validate your account, please

insert your mobile phone number and press the **Send** button. You will receive an SMS with a verification code. Insert the verification code to the corresponding field and press **Verify** button.

Once your account has been verified, you will be provided with an option to change your password. Then, you will be redirected to your personal home screen.

## 2.2 Registering a New User

To use the IP PBX features offered by Voicebuy Customer Self-Care portal, you should fill in a registration form, accessible when you press **Do not have account yet?** link on the Login screen.

The following personal information is requested upon account registration:

- **First Name**
- **Last Name**
- **Organization**
- **Address Line 1 and 2**
- **Country**
- **State**
- **Zip Code**
- **Mobile Phone Number**
- **Currency**
- **Email**
- **Confirm Email Address**
- **Subscription** – by selecting a subscription plan, you will be charged for your calls based on the rates in the corresponding subscription plan. To learn about rates of every subscription plan, press on **more...** link.
- **Interface Language**
- **I accept terms and conditions** – for successful registration, make yourself familiar with Voicebuy Self-Care portal terms and conditions and tick this checkbox.
- **Receive news about Voicebuy Services** – by ticking this checkbox, you will subscribe to the newsletters related to Voicebuy services.
- **Receive Rate Update Notifications** - by ticking this checkbox, you will subscribe to the newsletters related to Voicebuy rate changes.
- **Captcha** – this mathematical expression captcha is used to verify your human being.

**Note:** All required fields are marked with an asterisk. Please make sure you are providing an accurate and up-to-date information.

**Attention:** The provided email address and mobile phone number will be used for account verification and further communication. Please make sure the provided email address is valid.

**Submit**

After submitting the registration form you will be asked to check your email for account details. Here you will be provided with the link to login to your Voicebuy account and the password.

After successful log in you will be forwarded to your profile page, where you will be asked to verify your phone number. The verification code will be sent to your mobile phone. Insert it in the "Verification code" field and press "Verify".

### 2.3 Password Recovery (Forgot Password)

The password recovery screen offers you a possibility to recover your account password through email or mobile phone. By selecting **By SMS** or **By Email** option, you will be requested to provide a valid phone number or email address.

If you have chosen an **SMS** recovery option, your new password will be sent to the provided mobile phone number. You may now login to your account using the received password. If you feel unsecure, you may change your password from [Profile](#) screen.

If you have chosen **Email** recovery option, recovery link will be sent to your email address. By pressing on the received link, you will reset your password and will be requested to define a new one.

### 2.4 Logout

This link is used to log out from your account.