High Ground University

Level 1 Dashboard Options

In this video we will discuss how to update your contact information if you are a level one user. A level one user is enabled to see text messages, phone calls, or emails from their organizations communication system. These users can also be enabled to login to their personal dashboard to reiew and edit their contact information within the organizations system.

If you've been given a username or password, to login to your organizations system this video will help explain the options that you have for changing or updating your information. Once you have logged into your account, you'll be automatically redirected to your dashboard. Your dashboard screen shows your contact information, message history, groups, as well as grant you access to your contact preferences.

First, we suggest you update your username and password to something you'll remember. Simply hover over dashboard on the navigation bar, you'll have the option to change your username, as well as your password. Next, review your contact information. The contact information tab for your dashboard consists of landline phone numbers such as home or work., mobile phone numbers and email addresses for your organization to contact. From this screen, you can edit or remove information, as w3ell as change how your information is used. To remove contact information, say an outdated phone number or email address, simply click the red delete button to the far right of the contact information. To edit the information simply click the edit button which is a pencil. Update your information then click save.

You may notice an orange asterisk next to your email addresses. This denotes your primary email address which is used for password recovery. If you do not see an orange asterisk next to your email address or would like to change your primary email address, simply click on the link under your contact type to change it.

To select how your information is used, click he detail icon. Once you do this, a pop-up icon will appear, giving you the ability to change your preferred message language as well as voice message language. You can also turn off or on your voice and text message abilities. For instance, if you'd like your cell phone number to be only used for text messages and not for voice alerts you can make that change by selecting yes under text message and no under voice message for that particular phone number. Similar options are available under details for an email address.

Just below your contact information, you'll notice the groups you are associated with in your organization. Some users will have the ability to opt into groups if their administration has set up the group to allow users to opt in. To do this, simply select the group from the drop-down menu at the bottom of the page and click the blue disk to the right to save your changes.

Next to contact information tab, is the message history tab. By clicking the message history tab, you'll be able to view all the message that have been sent to you by your organization.

You also have the option to update your physical address by clicking on the address tab.

Thanks for watching! If you have more questions, please feel free to contact our Customer Success Team at support@highgroundsolutions.com.