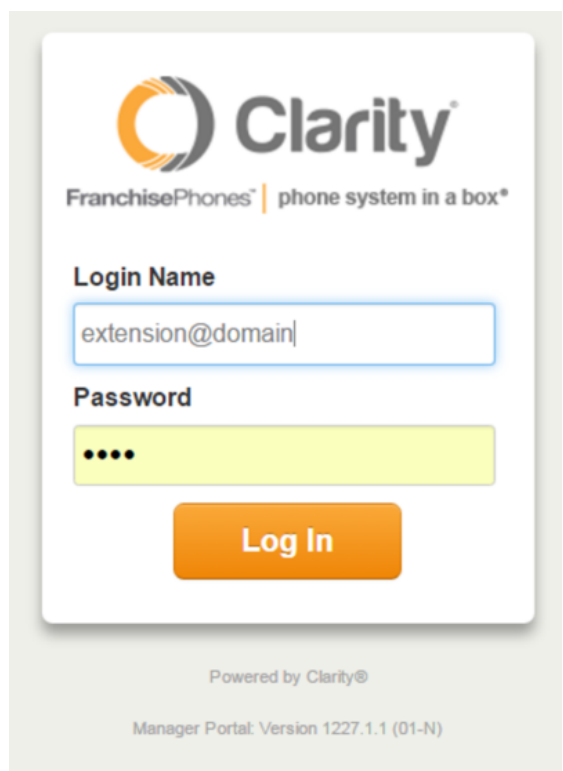


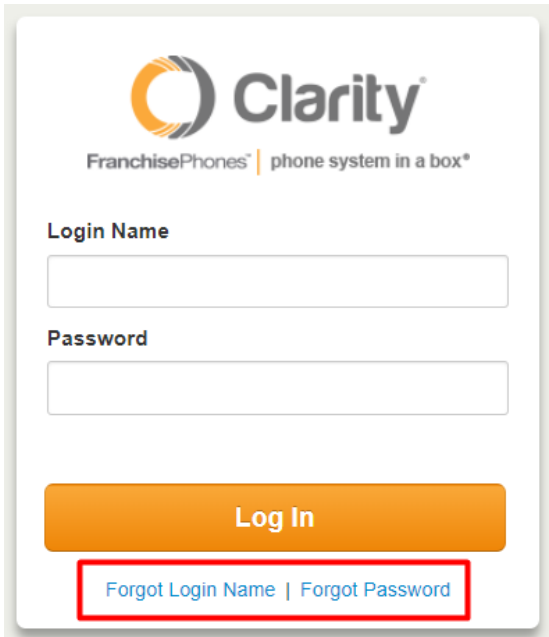
## Setting Up Your Portal Chat is as Easy 1, 2, 3

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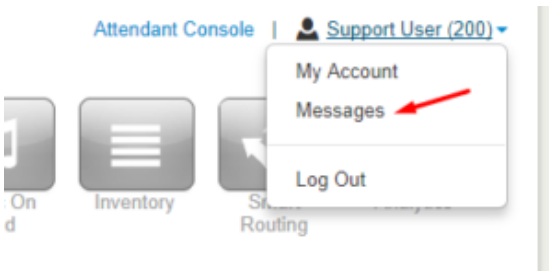
1. Navigate to [portal.clarityvoice.com](https://portal.clarityvoice.com), you should see the login page:

A screenshot of the Clarity login page. At the top left is the Clarity logo, which consists of a stylized orange and grey 'C' followed by the word 'Clarity' in a bold, sans-serif font. Below the logo is the text 'FranchisePhones | phone system in a box'. The main content area is a white box with a light grey border. It contains a 'Login Name' label above a text input field with the placeholder text 'extension@domain'. Below that is a 'Password' label above a password input field with four black dots. A large orange button with the text 'Log In' is centered below the password field. At the bottom of the white box, it says 'Powered by Clarity' and 'Manager Portal: Version 1227.1.1 (01-N)'.

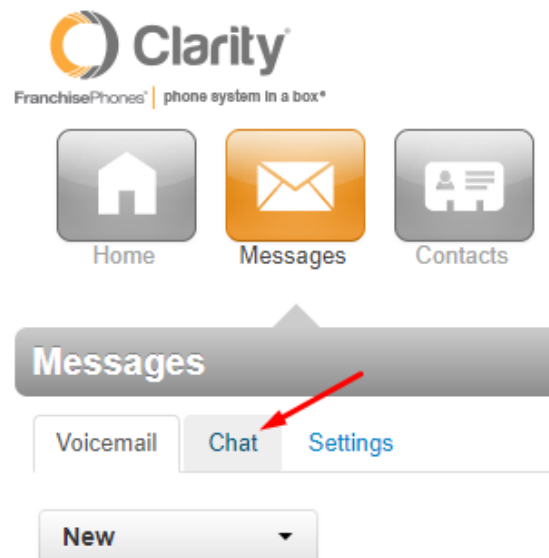
2. Enter your **Extension** and **Domain**, for example, 200@handyman, along with your password. If you don't know your password, click **Forgot Password** to have a password reset email sent to you. **Click Login**.



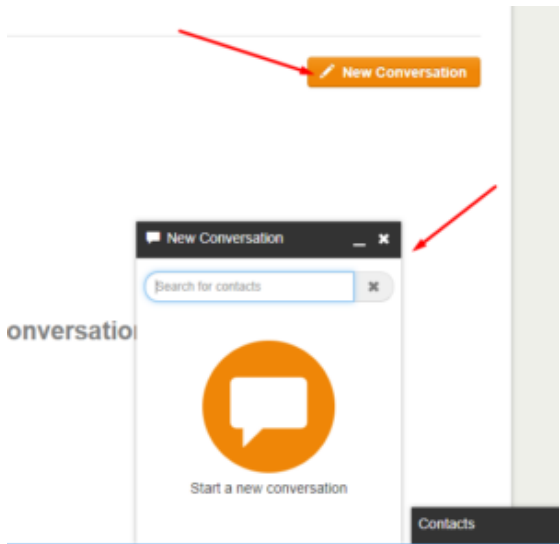
3. The main landing page has several tabs, click your **User Name** in the top right corner, then choose **Messages** in the drop down.



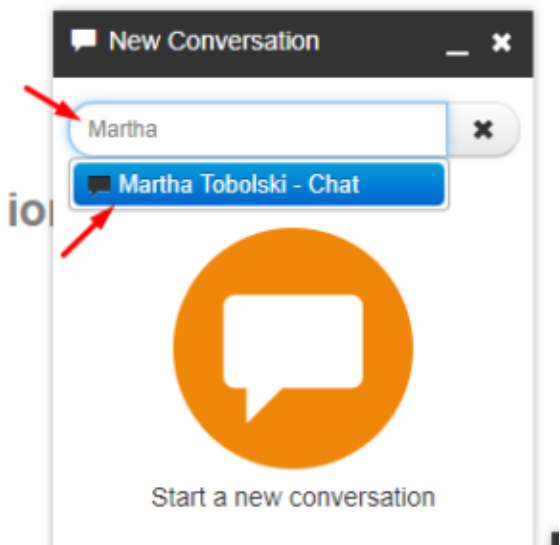
4. Under the **Messages** button, choose the **Chat** tab.



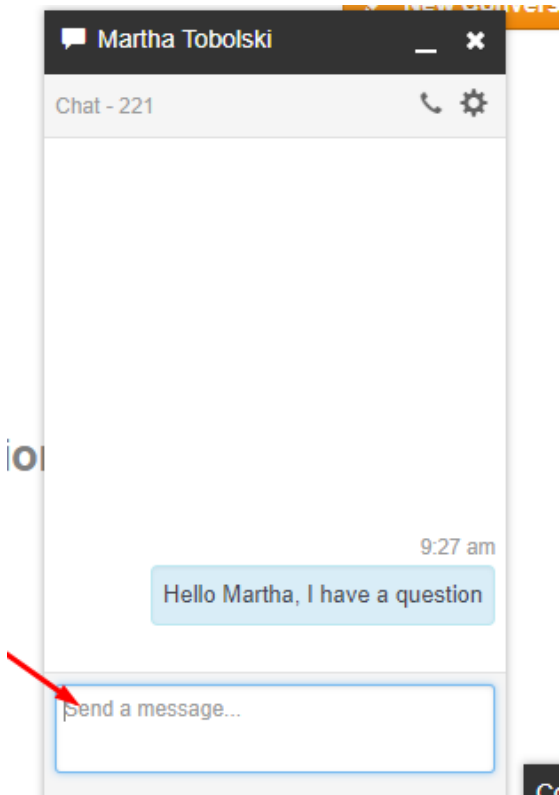
5. Click **New Conversation** to start a new chat. A new chat window will appear.



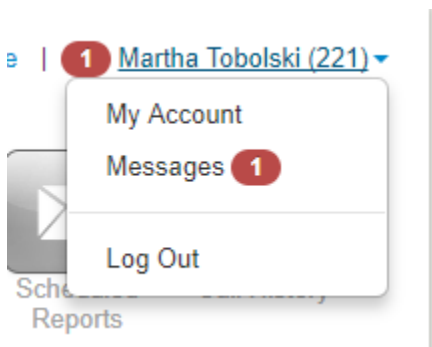
6. Type the name of the contact you would like to chat with. Then choose their name from the drop down. **\*NOTE: The person whom you would like to chat MUST appear in your contacts.**



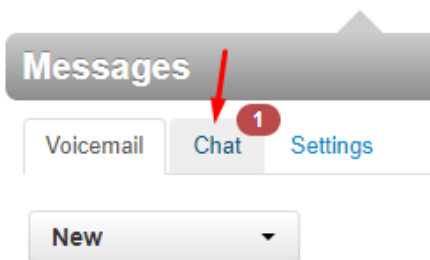
7. Type your message and press **<Enter>**.



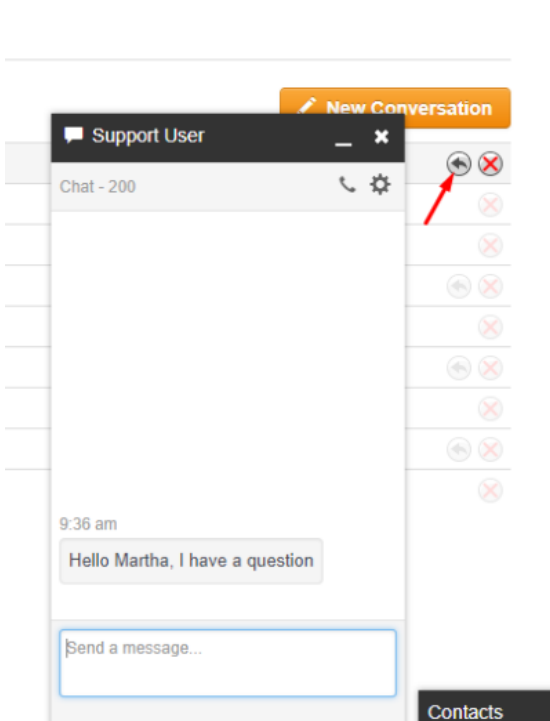
8. When you have a new Voicemail or Chat Message, the number of new messages will appear in **RED** next to your User Name in your Clarity Portal.



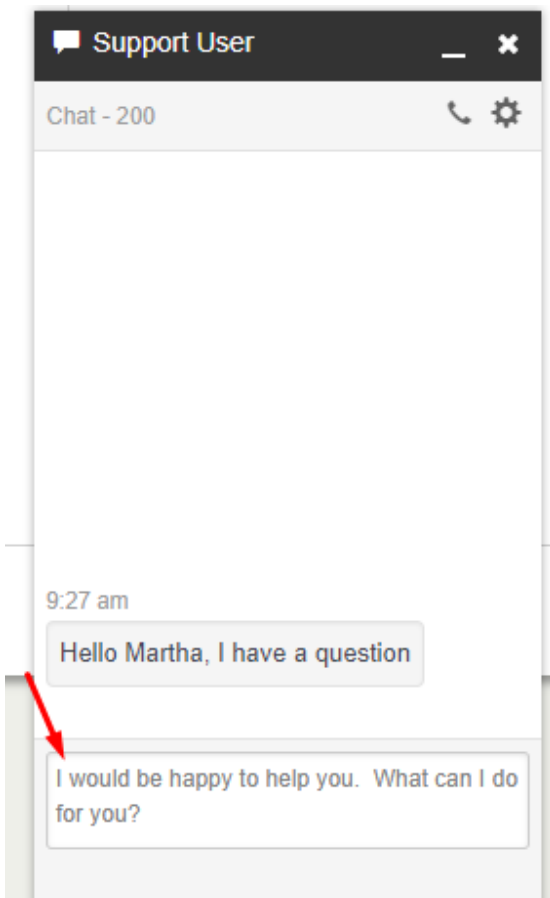
9. Click the **Messages** button, then click the **Chat** tab to view your new chat.



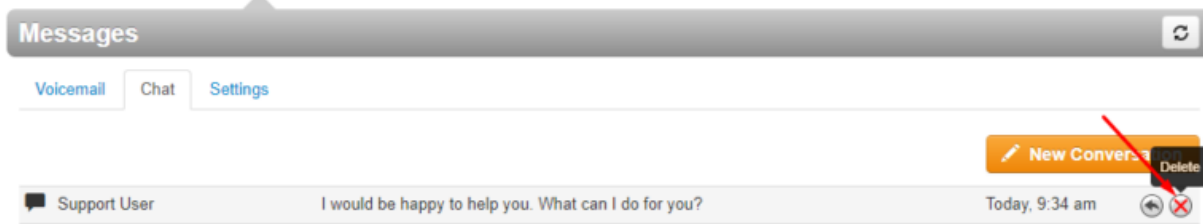
10. Next to the chat, click the **Reply** button to respond to the chat.



11. A new **Chat** window will appear and you can type your message.



12. Click the **RED 'X'** to delete the chat.



If you have any additional questions or require additional assistance, please contact Support at 800.676.3995. We are available 8 AM to 9 PM EST, Monday through Friday. Or, feel free to contact us on our support page at: <https://clarityvoice.com/support/>

CLICK HERE FOR MORE CLARITY QUICK TIPS!