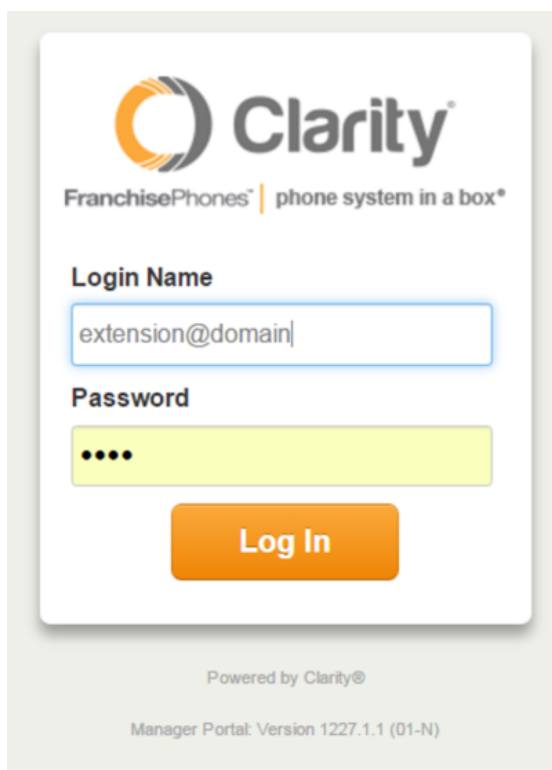


## Setting Up Your SMS Text in Portal is as Easy 1, 2, 3

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1. Navigate to **portal.clarityvoice.com**, you should see the login page:

A screenshot of the Clarity login page. At the top is the Clarity logo, which consists of an orange circle with a grey swoosh and the word "Clarity" in grey. Below the logo is the text "FranchisePhones | phone system in a box". The login form has two fields: "Login Name" with a blue border and a light blue background, containing the text "extension@domain", and "Password" with a yellow background and four black dots. Below these fields is an orange "Log In" button. At the bottom of the page, it says "Powered by Clarity®" and "Manager Portal: Version 1227.1.1 (01-N)".

Clarity  
FranchisePhones | phone system in a box

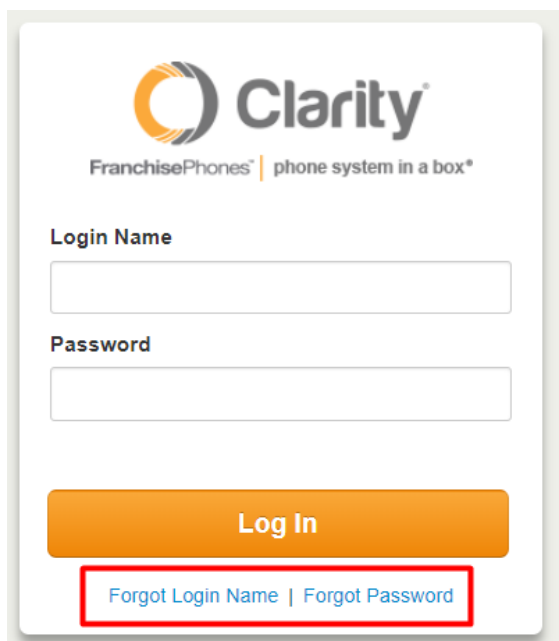
Login Name  
extension@domain

Password  
....

Log In

Powered by Clarity®  
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.**

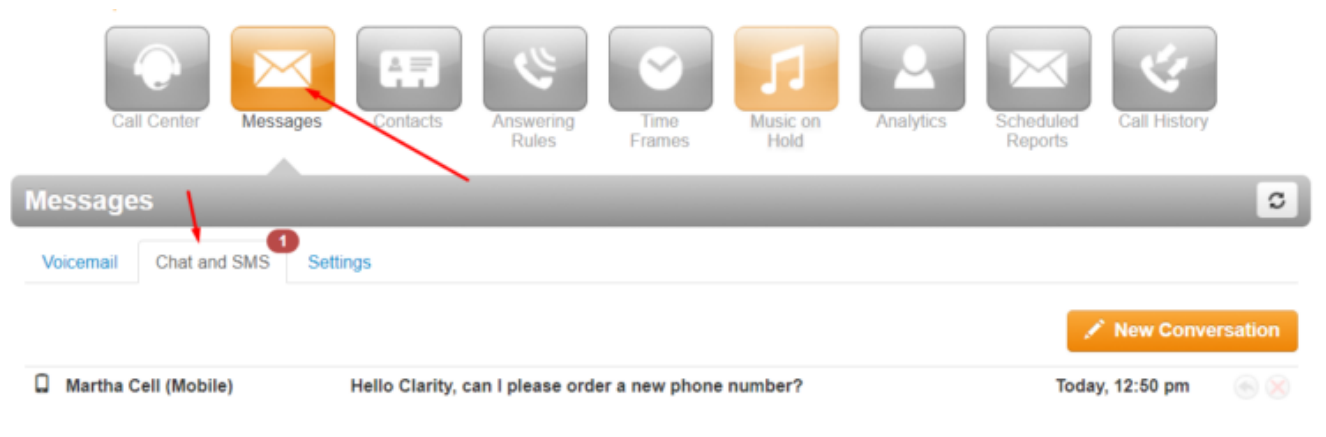


The login page for Clarity features the Clarity logo at the top, with the tagline "FranchisePhones® | phone system in a box®". Below the logo are two input fields: "Login Name" and "Password". A large orange "Log In" button is positioned below the password field. At the bottom of the login section, there are two links: "Forgot Login Name" and "Forgot Password", which are highlighted by a red rectangular box.

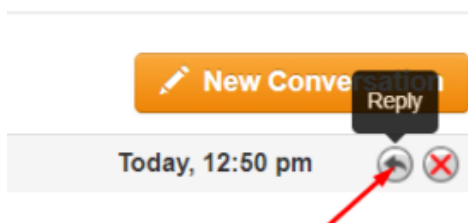
3. The main landing page has several tabs. In the top right corner a **red circle** with the number of new messages (voicemail, portal chat and SMS) will appear next to your login.

1 Martha Tobolski (221) ▼

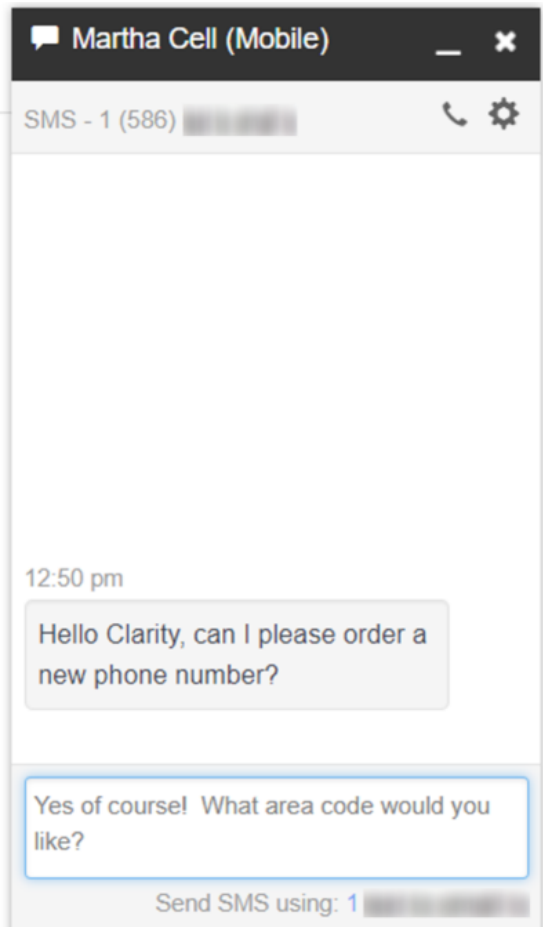
4. Click the **Messages** icon on the menu bar, then click the **Chat and SMS** tab to view your messages.



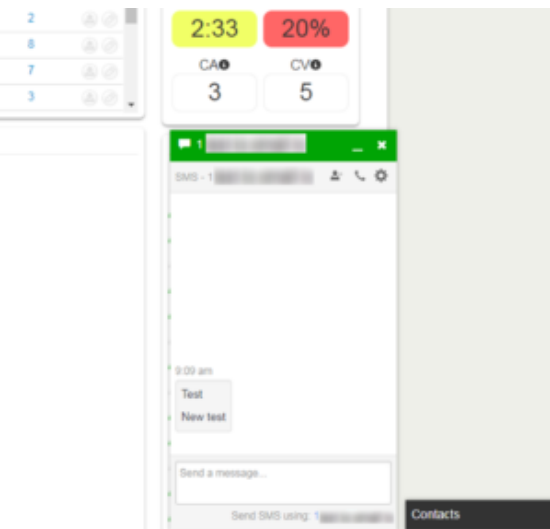
5. Click the **Reply** icon to reply to the message from the Portal.



6. A new window will appear and you can **type your reply**.



7. If a customer sends you an SMS message, you will receive an **audible and visual popup** of the message.



8. You can also call the customer directly from the response box by clicking the **phone icon**.



Call Center



Messages



Contacts



Answering Rules



Time Frames



Music on Hold



Analytics



Scheduled Reports



Call History

## Messages

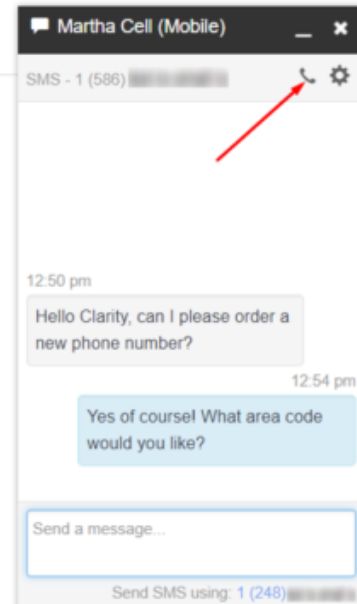
[Voicemail](#)

[Chat and SMS](#)

[Settings](#)

Martha Cell (Mobile)

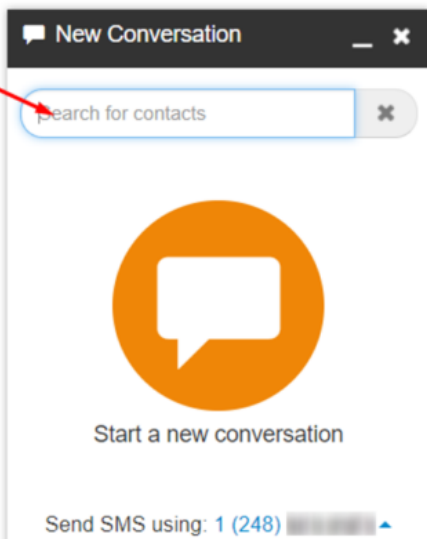
Hello Clarity, can I please order a new phone number?



9. To send a text to a customer, click on **New Conversation**. In the new popup window, type the 10-digit number of the person you wish to send a text.

**New Conversation**

Today, 12:50 pm



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!](#)