


# Password Reset User Guide

Last modified 11.15.19

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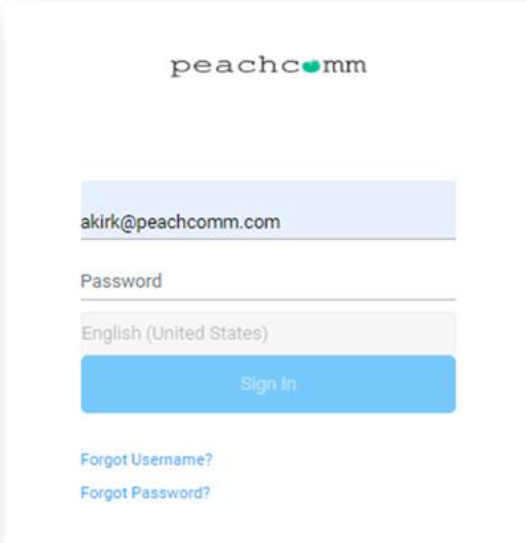
peachcmm



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- A single username and password is used for the **My Phone Next** and the **UC-One Communicator** application.
- If you forget your password, you must use **My Phone Next** <https://voip.peachcomm.com/myphonenext/> to reset the code otherwise you are not allowed to log into the **UC-One Communicator** application.
- In addition to our step-by-step user guide, Cisco's BroadSoft Support Center has a User Guide available at [https://supportcenter.broadsoft.com/resetting\\_password/](https://supportcenter.broadsoft.com/resetting_password/).

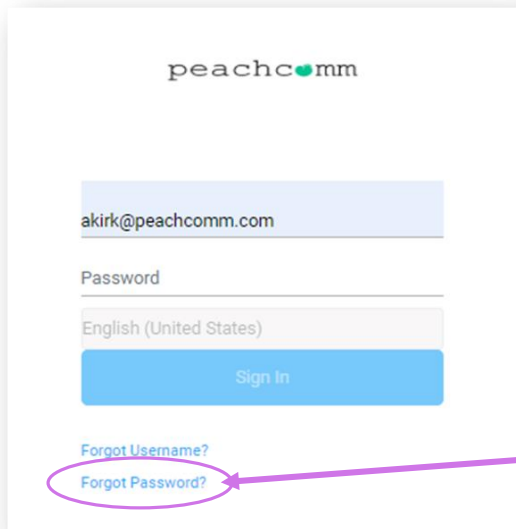


The screenshot shows the peachcomm login interface. At the top is the peachcomm logo. Below it is a form with the following elements:

- A text input field containing the email address "akirk@peachcomm.com".
- A text input field labeled "Password".
- A dropdown menu showing "English (United States)".
- A blue "Sign In" button.
- Two links at the bottom: "Forgot Username?" and "Forgot Password?".

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## STEP 1



peachcomm

akirk@peachcomm.com

Password

English (United States)

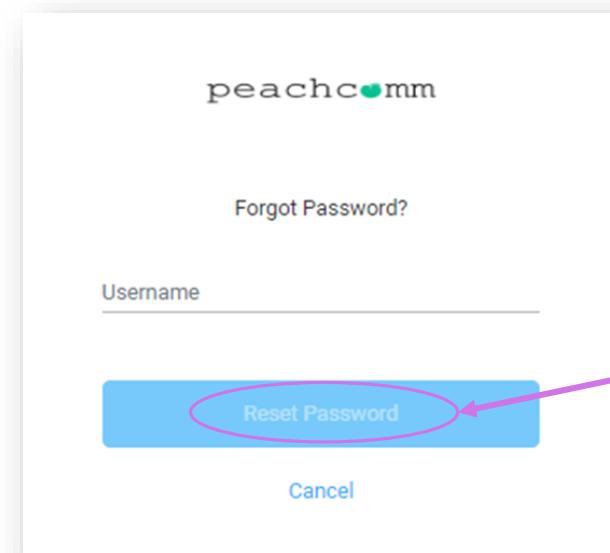
Sign In

Forgot Username?

Forgot Password?

Select “**Forgot Password**” from the bottom options on the log-in screen

## STEP 2



peachcomm

Forgot Password?

Username

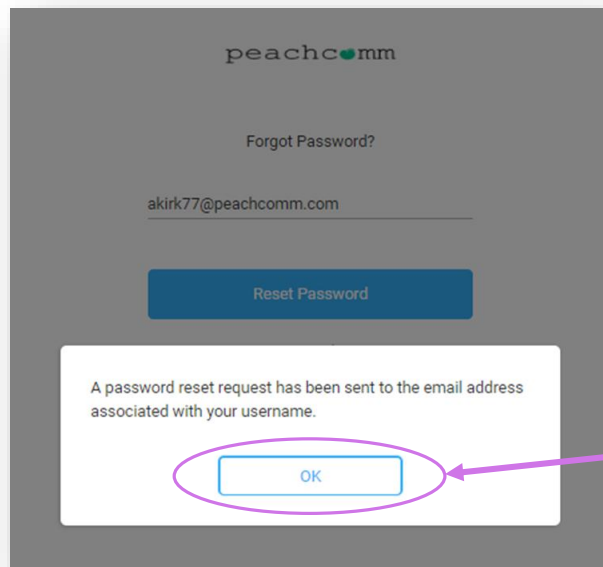
Reset Password

Cancel

Key your Username and select the “**Reset Password**” button

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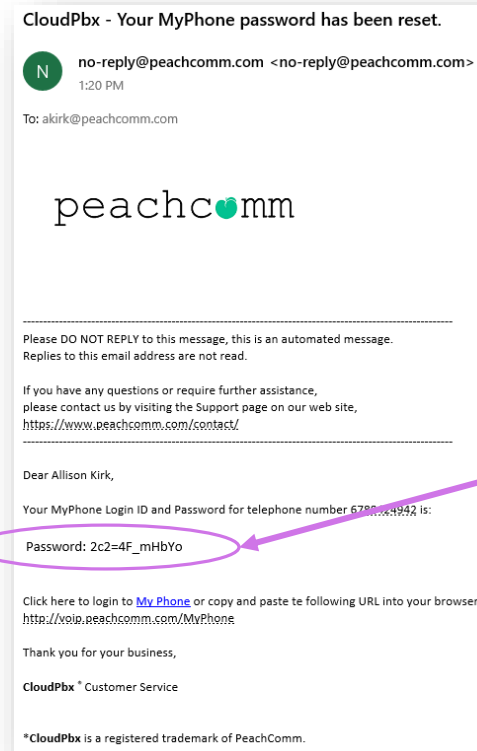
## STEP 3



Upon clicking the button, the following screen will appear

Select “**OK**” to return to the original log-in screen

## STEP 4



PeachComm Support will automatically send an email like this one which contains a temporary password. Use this to gain access to the **My Phone Next**.

**My Phone Next:**

<https://voip.peachcomm.com/myphonenext/>

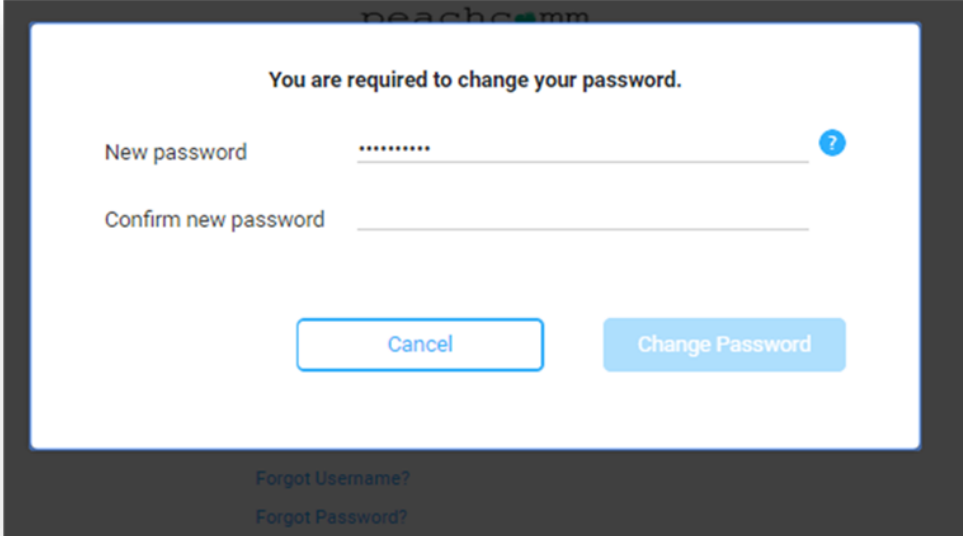
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## STEP 5

Once you submit the temporary password, a new screen will appear with fields to enter and confirm a new password.

Use your mouse to click between the Initial Password line and the Confirmation Password line. Do not use the Tab key to move between fields.

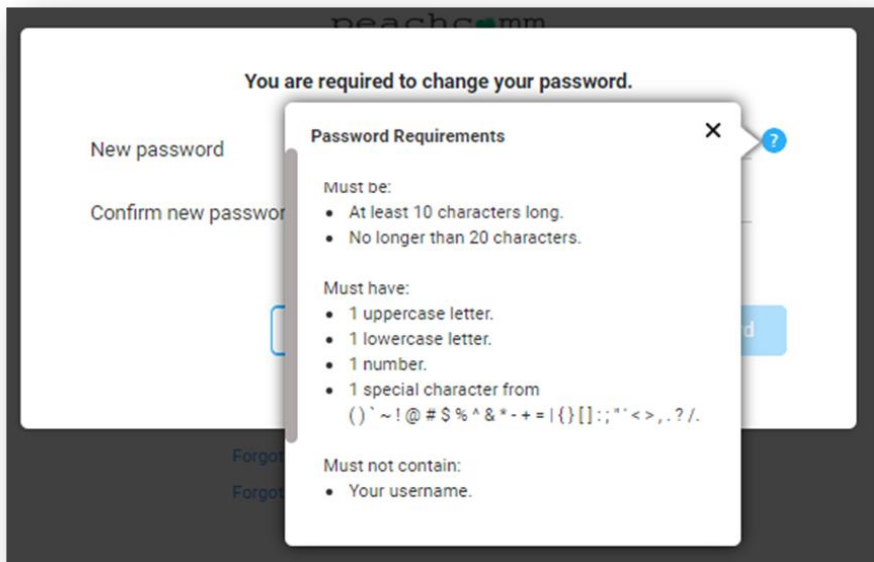


The screenshot shows a web interface for password reset. At the top, the text reads "You are required to change your password." Below this, there are two input fields: "New password" and "Confirm new password". The "New password" field contains a series of dots and a blue question mark icon. Below the input fields are two buttons: "Cancel" and "Change Password". At the bottom of the form, there are two links: "Forgot Username?" and "Forgot Password?".

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## STEP 6

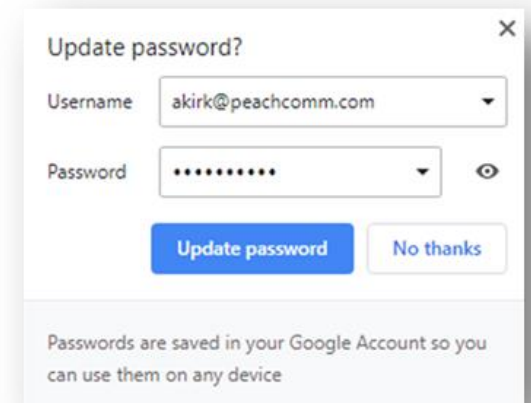
Passwords will not be accepted unless they meet the requirements noted below. Keep your password documented in a safe, secure place.



The screenshot shows a password reset form with a modal window titled "Password Requirements". The modal lists the following requirements:

- Must be:**
  - At least 10 characters long.
  - No longer than 20 characters.
- Must have:**
  - 1 uppercase letter.
  - 1 lowercase letter.
  - 1 number.
  - 1 special character from `() `~!@#$%^&*~+=|{}[];:~<>.,?/.`
- Must not contain:**
  - Your username.

**IMPORTANT:** If you are the Phone System Administrator and use Chrome as your primary search engine, we recommend not using the Google Account Password Manager that pops up to save your codes. This is due to both portals having the same primary URL which is what Password Manager captures. When you change one, the Password Manager tries to use it for both sites. Since both applications have unique passwords, it causes a conflict.



The screenshot shows a dialog box titled "Update password?". It contains the following fields and buttons:

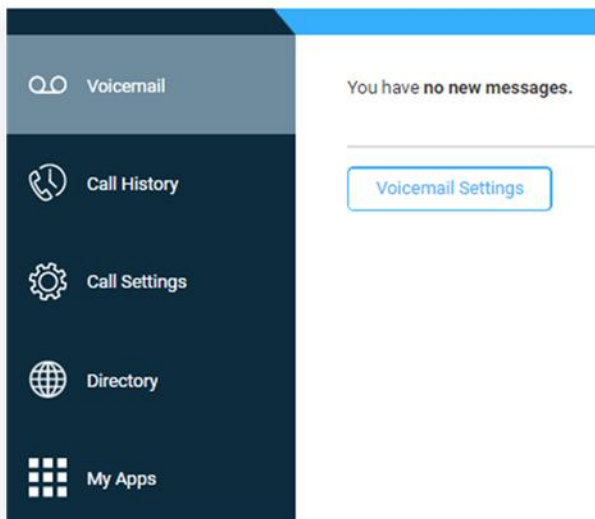
- Username:
- Password:
- Buttons: "Update password" (blue) and "No thanks" (white)

Below the form, a note states: "Passwords are saved in your Google Account so you can use them on any device"

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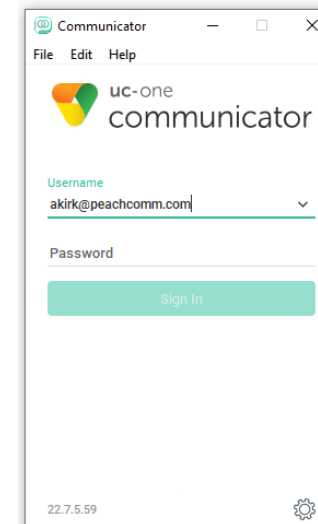
## STEP 7

Once the new password is accepted by the system, you will be redirected and automatically logged into the **My Phone Next** portal.



## STEP 8

The same password will need to be used to log into the **UC-One Communicator** applications on both your desktop and mobile devices.





**For Additional Support Email**  
**[support@peachcomm.com](mailto:support@peachcomm.com) OR**  
**Call us at 877-953-8741**