

Homelink Parent Portal User Guide

With Class Homelink you have access to an online Parent Portal to enable you to change/update your child's Speed Dial number/s and to review associated service usage.

The Homelink service allows you to have up to 10 telephone numbers to which your Homelink number can route calls (from 0 to 9). This is set up when you order the service.

Speed Dial changes - UK

However, if for some reason you need to alter your Speed Dials (for example a mobile phone number changes or you change location) you can make the change to the speed-dial routing via the Homelink portal.

Speed Dial changes - International

However, if you are making a change to an international number or adding a new Speed Dial number, which is international, you will be prompted to contact the Homelink Team. They will make the changes on your behalf. This is for security and fraud avoidance reasons.

Changes take immediate effect so you know that your child will always be put through to the correct number for a given speed-dial.

Usage information

The Homelink service enables you to view the usage made of the service.

- You can see which numbers have been contacted and how often.
- This will help you to check how much your bill is likely to be at the end of the month and that calls are going to the correct numbers.
- You can access this information via the Call Stats menu option within the blue menu bar at the top of the Homelink parent portal pages.

Using your Homelink Parent Portal

Accessing your Homelink parent portal

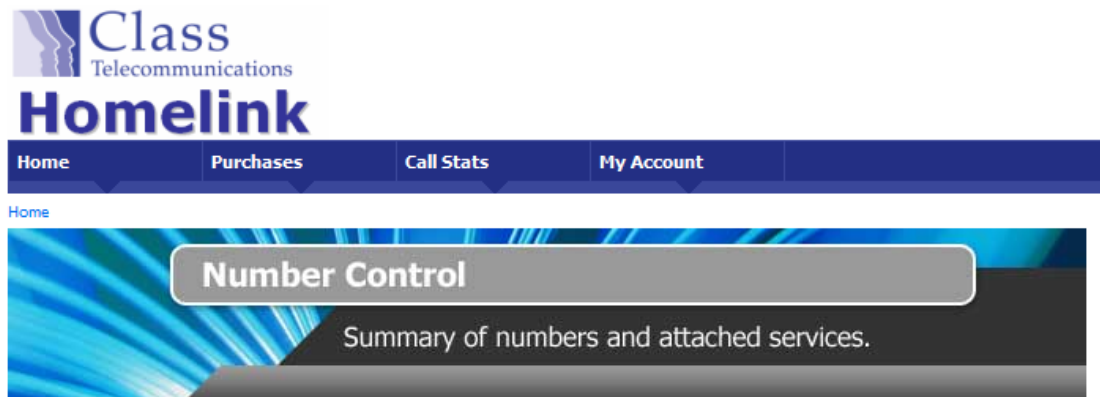
Go to the Homelink portal <http://homelink.numbercontrol.co.uk/>
A Login screen will be presented:



The screenshot shows the login interface for Class Telecommunications Homelink. At the top, there is the Class Telecommunications logo and the word 'Homelink' in a large blue font. Below this is a white login box with a blue header bar containing a yellow key icon. Inside the box, there are three input fields: 'Login / Account Code:', 'Password:', and 'Remember Login:' with a checkbox. A 'Login' button is located at the bottom right of the box. A grey arrow points to the right at the bottom left of the box.

Enter your Login/Account Code and Password (these are case sensitive).

This will take you to the Homelink Number Control page – this is the service home page – your Homelink number/s is/are displayed centre-screen:

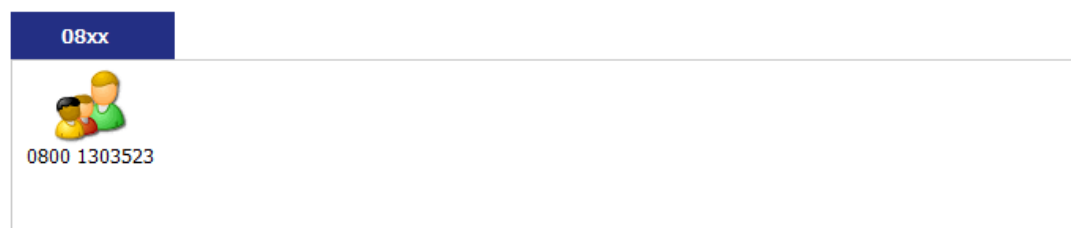


The screenshot shows the 'Number Control' page. At the top, there is the Class Telecommunications logo and the word 'Homelink'. Below this is a dark blue navigation bar with four tabs: 'Home', 'Purchases', 'Call Stats', and 'My Account'. The 'Home' tab is selected. Below the navigation bar, there is a large banner with a blue and green background. The banner contains the text 'Number Control' in a white box and 'Summary of numbers and attached services.' below it.

Number Control

Welcome to Number Control, where you can control the routing of your Homelink Speed Dial numbers and also monitor your Homelink call statistics. Please click on your Homelink number to access your Speed Dial management page.

Below is a summary of your current numbers and services



The screenshot shows a summary section for '08xx' numbers. It features a dark blue header with the text '08xx'. Below the header, there is a white box containing a small icon of three people and the number '0800 1303523'.

Making changes to your Speed Dials

Click on your Homelink number icon on your Homelink home page.

You will be taken to your Speed Dial management page – Homelink Control:



The screenshot shows the Homelink Control interface. At the top, there is a navigation bar with links for Home, Purchases, Call Stats, My Account, and Logout. Below this is a breadcrumb trail: Home >> Homelink Manager. The main heading is "Homelink Control" with a sub-heading "Manage - 08001303523".

Instructions for managing speed dials are provided:

- With Homelink you can make changes to your Speed Dial settings (below) yourself. You may wish to add a new contact, remove a contact name and number or change an existing contact number for a particular person.
- To add a completely new Speed Dial simply type in the new name in the next available "Name" box and the new contact number in the appropriate "Target" box. Then click on the "Save Settings" button. To remove an existing Speed Dial contact name and number, highlight the Name in the appropriate Name box and simply delete the name. Repeat with the Target telephone number. Then click on the "Save Settings" button. To change an existing Speed Dial contact number, highlight the number and overwrite it with the new number. Then click on the "Save Settings" button.
- When your changes have been saved successfully you will see a "Success" message appear. Click on the "Continue" button and you will appear back at the management screen. Your Homelink service changes will now be operational.
- Please note that if you wish to add an international number to your Speed Dial listing or change an existing international number, you must contact the Homelink Team and they will make appropriate changes on your behalf. This is to reduce possible misuse of the service.
- If you have any queries, please contact the Homelink Team the details of which are available in the Customer Services box on the right of your screen. Thank you.

The speed dial management table is as follows:

	Name	Target
0	Mum mobile	078xxxxxxx
1	Mum office	01372xxxxx
2	Dad mobile	077xxxxxxx
3	Auntie Heather mobile	078xxxxxxx
4	Uncle Chris mobile	075xxxxxxx
5	Nanna home	0208669xxxx
6		
7		

On the right side of the interface, there is a "Customer Services" box with a "Homelink Team" contact card (0800 999 6001) and a "Send me a message" link. Below that is a "Call Statistics" box showing a "June Call Summary":

- Answered Calls: 0
 - Peak Calls: 0
 - Off Peak Calls: 0
 - Weekend Calls: 0
- Missed Calls: 1

A "View Full Details" button is located at the bottom of the Call Statistics box.

In this section you will see on-screen instructions and a list of the speed-dial options you have in place from 0 - 9. Against each Speed Dial number is the menu description helping you identify who the contact is for that Speed Dial and the target number that calls to that Speed Dial will be sent to.


To modify the Speed Dial settings simply highlight the current information and overwrite with your change.

You may wish to add another Speed Dial contact. To do that, simply go to the next empty Speed Dial number and type in the Name and the Target number.

You will then need to save your changes (see next section).

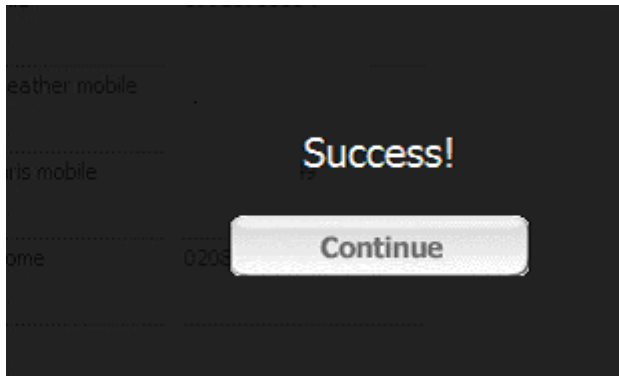
Saving changes

Saving your changes is simple. Just scroll down the page and click on the "Save Settings" button at the bottom of your Speed Dial list.



A screenshot of a Speed Dial list. It contains three entries, each with a number in a black box on the left and two empty input fields on the right. The numbers are 7, 8, and 9. Below the list is a button labeled "Save Settings" in orange text on a grey background. An arrow points from the text above to the "Save Settings" button.

You will see a "Success" message and may then click on the "Continue" button to return to your Homelink management page.



Your changes have been saved and you may simply log out of your Homelink service via the Logout button to the right of the menu listing at the top of the Homelink page.

Viewing Homelink Usage information

You are provided with a call statistic service with Homelink. These statistics provide you with information about the calls made using your Homelink service.

To view your usage information, go to the Call Stats tab in the top menu bar on your Homelink parent portal.



You can view several different types of reports; Summary Info, Missed Calls and the full Call Reporting service.

Summary Info

Summary information simply gives you an overview of each month's Homelink service usage.

Missed Calls

This provides you with a month-on-month view of missed calls to your Homelink number. This is unlikely to be of interest to you and is not about usage of the Homelink service.

Call Reporting

This is your usage report. You can select specific timeframes – a start and finish date and you will be provided with details of the calls made from your Homelink service – calls to your Speed Dial destination numbers.

Your usage report – calls made from your Homelink number to your Speed Dial target numbers:

Customise Report - Target Summary

Select your parameters

Start Date: End Date:

Minimum Duration: Secs

Maximum Duration: Secs

Call Result: Any

Calling Number:

Dialled NGN: All numbers

Show Unique Calls?

View Report

Tips

- Hover your mouse pointer over column headings to get a description of the column
- Click on column headings to order results by that column
- Click on the graph icon in the column headings to show a breakdown of that column by each row
- Hover over "Called Number" numbers to display their alias name

Target Summary

17th Jun 2010 00:00:00 - 23rd Jun 2010 23:59:59

Export report to [Excel](#) [PDF](#) [CSV](#)

Target Number	Calls	Ans	Un-Ans	Eng	% Ans	% Un-Ans	% Eng	Duration	Avg Duration	Avg TTA
07828	1	0	1	0	0%	100%	0%	0.2	0.2	0.0
Totals:	1	0	1	0	0.0%	100.0%	0.0%	0	0.2	0.0

You can also download your report in Excel, PDF or CSV format if required.

Once you have finished reviewing usage information you may either log out of your Homelink service or return to the homepage.

To return to the Homelink home page, simply click on the "Home" menu option in the blue menu bar at the top of the page.

To log out, simply select the Logout menu option from the blue menu bar at the top of your parent portal page.

General enquiries

If you require assistance or have a general Homelink enquiry, please contact the Homelink Team.

Our contact number and email address link are also available from within your Homelink parent portal to the right of each screen.

Customer Services

Homelink Team
0800 999 6001
[Send me a message](#)