

Inbound User Login & MFA

First Access to Inbound

Please note when your users are created they will be emailed a username & password. The password is a temporary password and will only be valid for 60 minutes.

- If the user logs into their account within 60 minutes, they will be required to change the temporary password to one of their choosing.
- If the user does not log in within 60 minutes, they will need to reset their password.

'Forgotten Login Details' option on the Inbound portal. A new password will then be sent to the users email address and they will be able to reset their temporary password.

- Once reset the user will still need to change the password to one of their choosing.

Gamma **Inbound**

Inbound login

Please enter your username and password to login.

Username

Password

Login >

[Forgotten login details?](#) [Not an Inbound user yet?](#)

[Find out more about Inbound >](#)

[View online demo >](#)

Access to Inbound with MFA Enabled

Please note screenshots show SIP Trunk Call Manager but the process is identical

- Enter your Inbound credentials to log in.
- When logging in you will be prompted to use MFA.



MFA Registration

ⓘ Multi-factor authentication has been enabled.

You will need a mobile device and authenticator app to continue. Popular choices are:

- Microsoft Authenticator
- Google Authenticator

Both available from Android or iOS stores.

Please ensure you have your authenticator app ready.

[Continue >](#)

- Scan the following QR code in to your authenticator app and you will receive the One Time Passcode to log in.



MFA Registration

 We will now link your account with your authenticator app.

Step 1: Open your authenticator app

Step 2: Choose to scan QR code or barcode

Step 3: Scan the below image



[Can't scan image? ▾](#)


[< Back](#)

[Continue >](#)

- Enter the code you receive in to the relevant box and click Continue in order to complete your login.



MFA Registration

 Please open your authenticator app and enter the 6-digit code displayed on the app into the box below.

MFA Code

[< Back](#)

[Continue >](#)

Password Management - Forgotten Passwords

If a user forgets their password, they can again reset it using the same process as described above. The user again will again be sent a temporary password, and will need to create their chosen password once reset.

Password Management - Changing Your Password

A user can change their password at any time once logged into the Inbound portal (top right of the screen). Administrators cannot reset or change a user's password.



[Old GUI](#)



[Michael Lever](#)



[Change password](#)



[Log out](#)

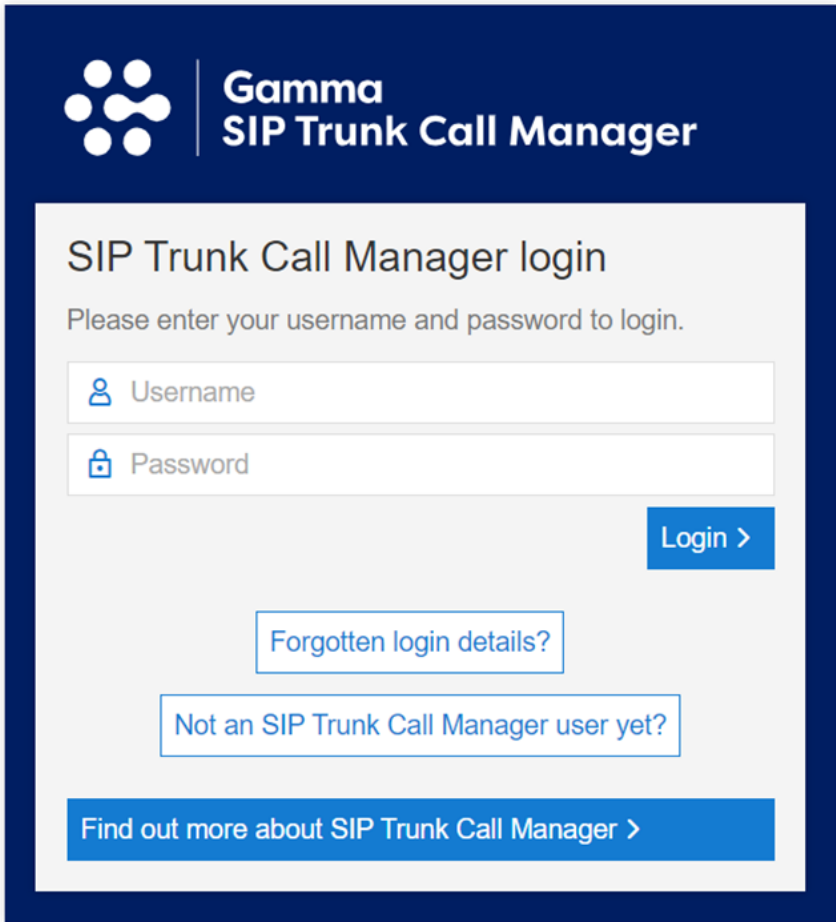


[Help](#)

MFA Management - Enable MFA (Self Service)

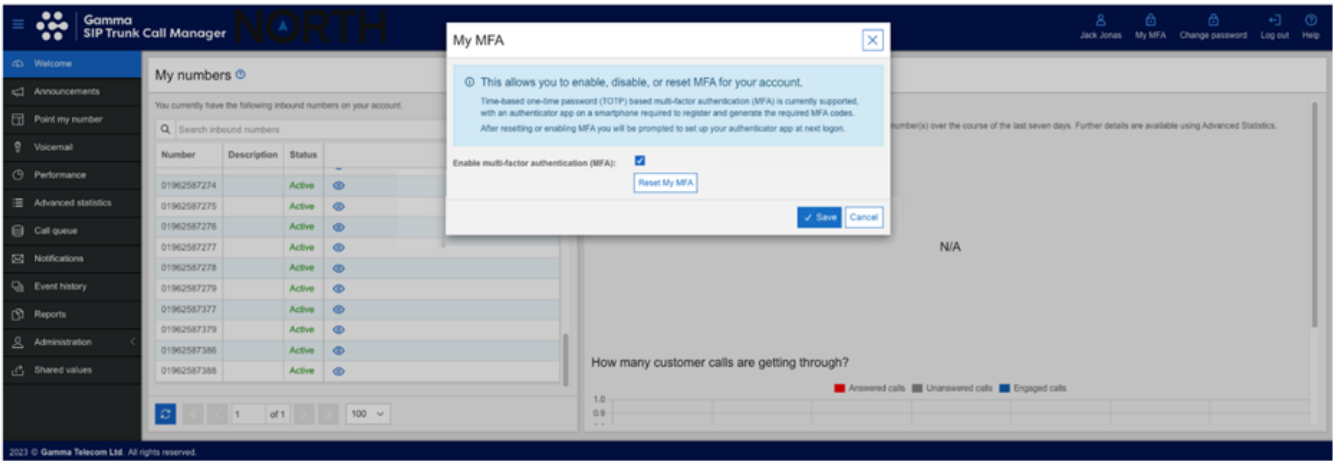
Please note screenshots show SIP Trunk Call Manager but the process is identical

- Log in to Inbound using your credentials.



The screenshot shows the login interface for Gamma SIP Trunk Call Manager. At the top left is the logo, consisting of five white circles arranged in a pattern. To the right of the logo is the text "Gamma SIP Trunk Call Manager" in white. Below the logo and text is a white box with a dark blue border. Inside this box, the title "SIP Trunk Call Manager login" is displayed in dark blue. Below the title is the instruction "Please enter your username and password to login." in dark blue. There are two input fields: "Username" with a person icon and "Password" with a lock icon. To the right of the password field is a blue button labeled "Login >". Below the input fields are two links: "Forgotten login details?" and "Not an SIP Trunk Call Manager user yet?". At the bottom of the white box is a blue button labeled "Find out more about SIP Trunk Call Manager >".

- Provided you have the relevant credentials, select My MFA at the top right of the screen.
- A pop up will appear. Check the box for Enable Multi-Factor Authentication (MFA) in order to enable MFA for yourself.



- Click Save to finish the action.

MFA Management - Reset MFA

Please note screenshots show SIP Trunk Call Manager but the process is identical

- Log in to Inbound using your credentials




Gamma SIP Trunk Call Manager

SIP Trunk Call Manager login

Please enter your username and password to login.

 Username

 Password

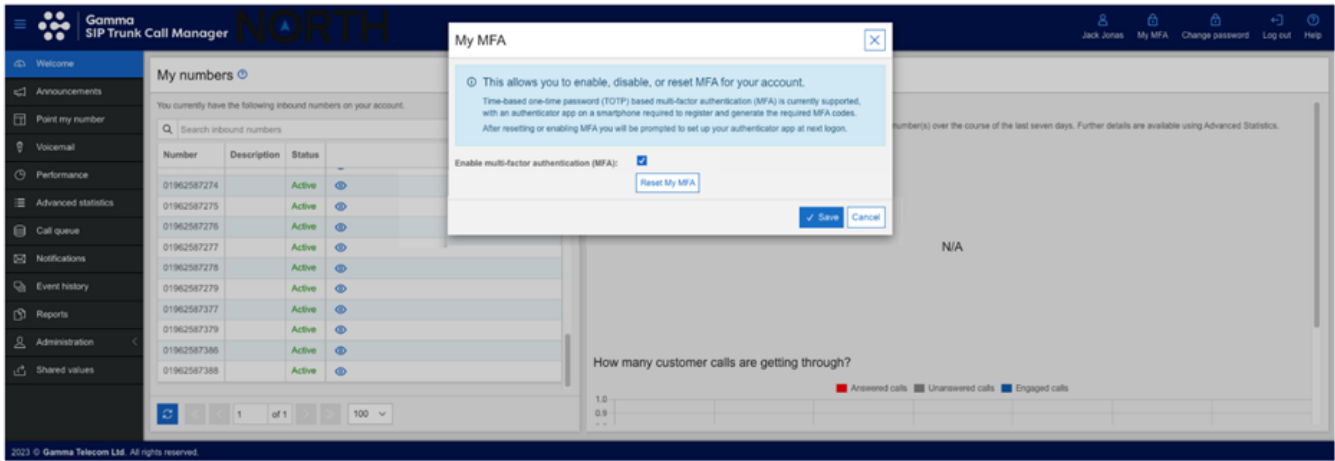
Login >

[Forgotten login details?](#)

[Not an SIP Trunk Call Manager user yet?](#)

[Find out more about SIP Trunk Call Manager >](#)

- Provided the user has the relevant credentials, select My MFA on the top right of the screen.
- A pop-up will appear, from here select Reset MFA. This will mean that you have to reregister and activate your MFA credentials. This could be used in the situation where you have lost your phone, as an example.



- Click Save to finish the action.

MFA Management - Disable MFA (Self Service)

Please note screenshots show SIP Trunk Call Manager but the process is identical


- Log in to Inbound using your credentials.



Gamma SIP Trunk Call Manager

SIP Trunk Call Manager login

Please enter your username and password to login.

 Username

 Password

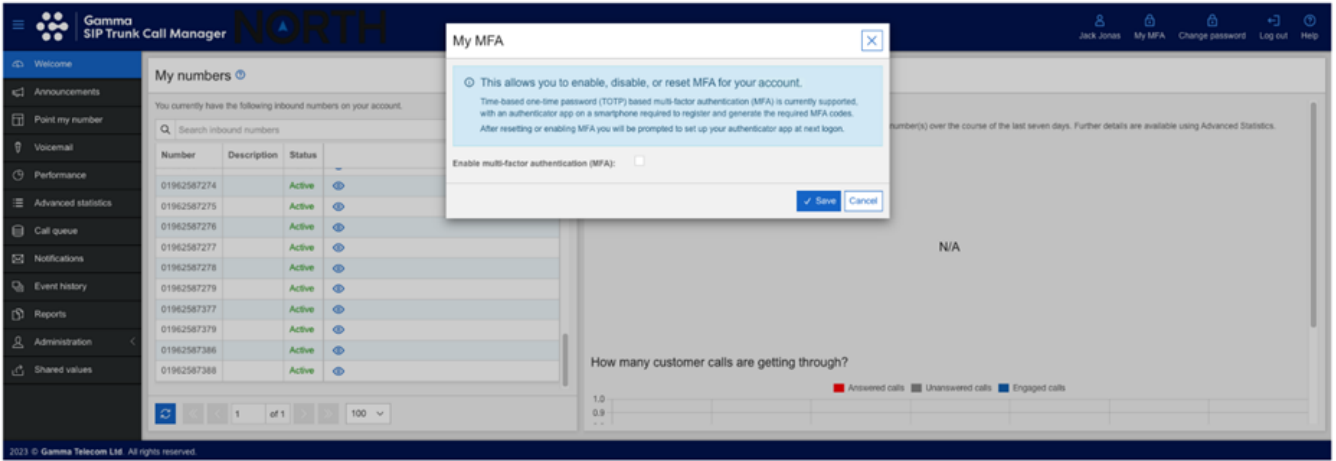
Login >

[Forgotten login details?](#)

[Not an SIP Trunk Call Manager user yet?](#)

[Find out more about SIP Trunk Call Manager >](#)

- Provided you have the relevant credentials, select My MFA from the top right of the screen.
- A pop-up will appear. Uncheck the box for Enable Multi-Factor Authentication (MFA) in order to disable MFA for yourself.



- Click Save to finish the action.