



1822 Auburn Way N Suite D, 98002  
253-852-1543

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2103 Grant St Bellingham WA, 98225  
360-671-4906

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servicedesk@npinfo.com

## End User – Video Based Training

Welcome to your new Interconnect Voice portal. This is your self-paced end-user training. Please watch all of the videos below. It will help familiarize you with your new system.

- [Introduction](#)
- [Messages](#)
- [Contacts](#)
- [Answering Rules](#)
- [Time Frames](#)
- [Phones](#)
- [Music on Hold](#)
- [Call History](#)

In addition to training, you should have received a separate “Welcome” e-mail. The Welcome e-mail contains your login information to the portal. If you did not receive this e-mail, please call our service desk and we will resend. Our service desk can be reached at 253-852-1543. Please be prepared to provide your company name, and your name so we can locate you in our system.