Administrator Customer Journey

Optus Loop

Quick Reference User Guide

Optus Loop〰〰Overview

Optus Loop is a cloud based Unified Communications suite of products. It has collaboration tools, allows you to Talk, Chat, have video calls and share files over your desktop.

You can use Optus Loop on any device from a Yealink desk phone to your desktop, mobile device or tablet.

Once your company has purchased the Optus Loop product it needs to be setup specifically for your company and you.

What happens next?

You'll receive a Welcome call from the Loop On-Boarding team to confirm your details are correct, then Optus will set up an account and provision the Users, Station Types (licences) and Services for you, however you will need an Administrator in your company to specifically configure features for your users and services specifically for your company.

Once Optus have created the account for your Company, your Administrator will receive an initial email containing the Link and Login credentials for the **Optus Loop Administration Portal.**

User Account Creation Email

From: no-replies@loop.optus.com.au [mailto:no-replies@loop.optus.com.au]
Subject: Optus Loop - Your user account has been created

OPTUS

Hi xxxx Loop,

Your user account has been created.

Please use the following credentials to access the My Account link.

User name: XXXX_LOOP

(**Note**: Password will be sent in a separate email)

You can login to the Optus Loop My Account, or you can copy and paste the following link in your web browser.

https://loop.optus.com.au/rep

Cheers,
Your Optus Business team

Help & Support
Privacy

This email was sent by: Optus 1 Lyonpark Road Macquarie Park, NSW, 2113, Australia.
If you are not the intended recipient and we've sent this email to you in error, please let us know here.

You'll also receive a second email containing the **initial Password** to log into the account.

User Account New Password Email

From: <u>no-replies@loop.optus.com.au</u> [<u>mailto:no-replies@loop.optus.com.au</u>]
Subject: Optus Loop - Your user account has been created. - New Account Password

OPTUS

Hi xxxx Loop,

Please use the following password to log into your user account.

Password: E863ERG#

Cheers,
Your Optus Business team

<u>Help & Support</u>
<u>Privacy</u>

This email was sent by: Optus 1 Lyonpark Road Macquarie Park, NSW, 2113, Australia.
If you are not the intended recipient and we've sent this email to you in error, please let us know <u>here</u>.

THIS IS A SYSTEM GENERATED EMAIL. PLEASE DO NOT REPLY TO THIS MESSAGE.

Tip – check Trash or Spam for emails if you don't receive them in your

Inbox Tip – keep these emails

User Account Login – Rep Portal

As an Administrator you can log into the Loop Administration Portal using the login and password sent in the Welcome emails.

OPTUS

Username

Password

Forgot Password?

🔒 Sign In

Version : 21.1.3   Language   English (Australia) ▼

What's involved in setting up your Company's Optus Loop Users and their Profiles

The Loop On-Boarding team will also provide you with an information session to show you how to find all the feature guides and videos, answer any questions and provide you with support details on how to log a fault. If you find you need additional training this will also be organised for you.

Now you have the tools and information to log into the Portal to make changes to users, and configure site features.

The Administrator will log into the Optus Loop Administrator portal and assign every user in the company a phone number, and then the End User will receive some emails from Optus Loop with their personal My Phone User Id and Passwords to access My Phone.

End Users can set up a lot of features as they like them in the My Phone portal.
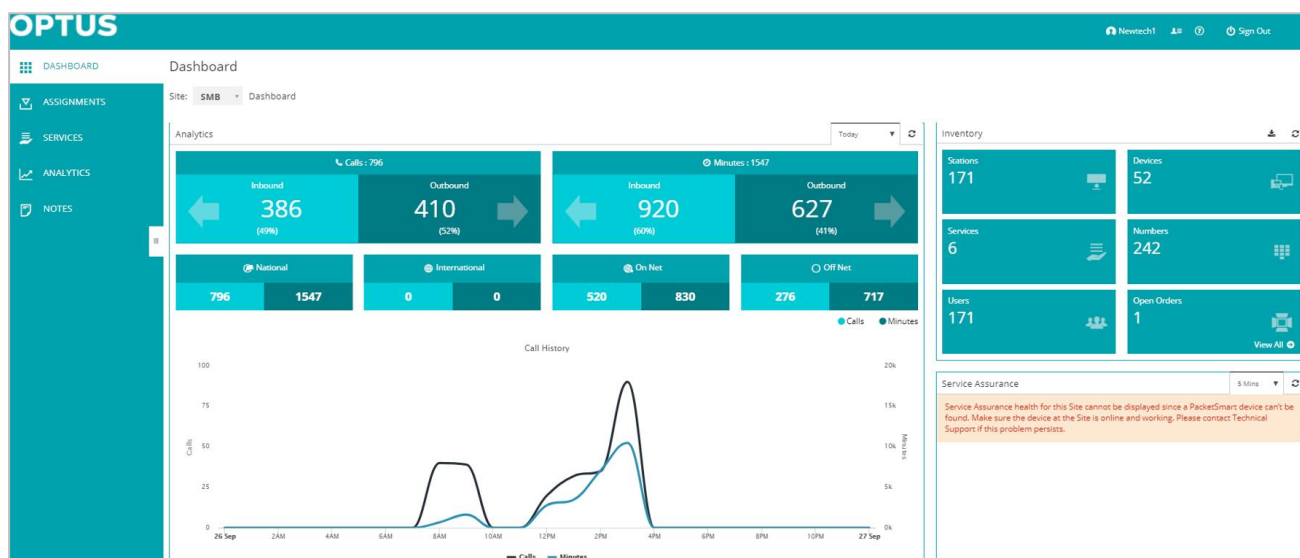
For more detailed instructions on customising features view "how to videos" or Quick Reference guides on the Optus Support website.

[Optus Loop Support](#)