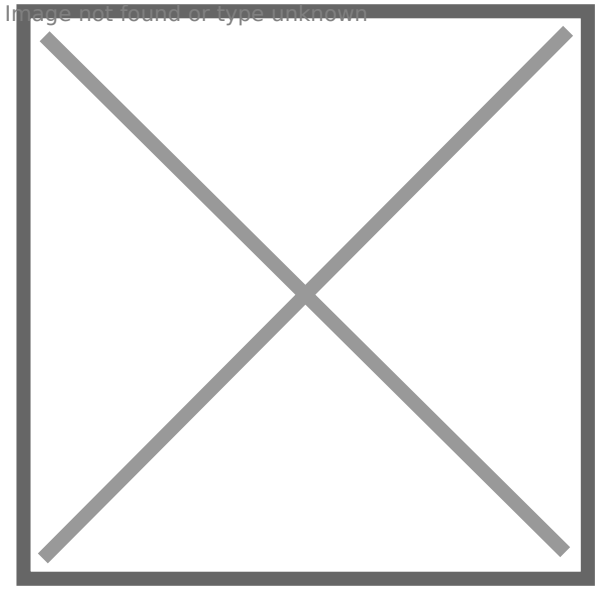
65.032 Logging in to Wildix



Docs

Document Control

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Date	Author	Version	Change
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https://www.youtube.com/embed/dP6-Etfv54Y
This short video outlines the written instructions below

Your Invitation

Once your account has been created, you will receive an email invitation from Wildix PBX, no-reply@wildix.com. If you don’t see it in your inbox check your junk mail as it may have been mis-filed there. If you still don’t see it, please contact us and we’ll be happy to re-send your login details; our contact details are at the bottom of this page.

This is an example of an invitation:

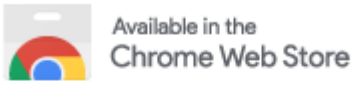
Wildix

Login: 4080
Password: 3j!kaJdZcl
Extension: 4080
Mobile:
Office Phone: +441752422950
Fax:

Access to Collaboration

nc-a12.wildixin.com

Chrome Extension



Mobile

There is some key information in the email:

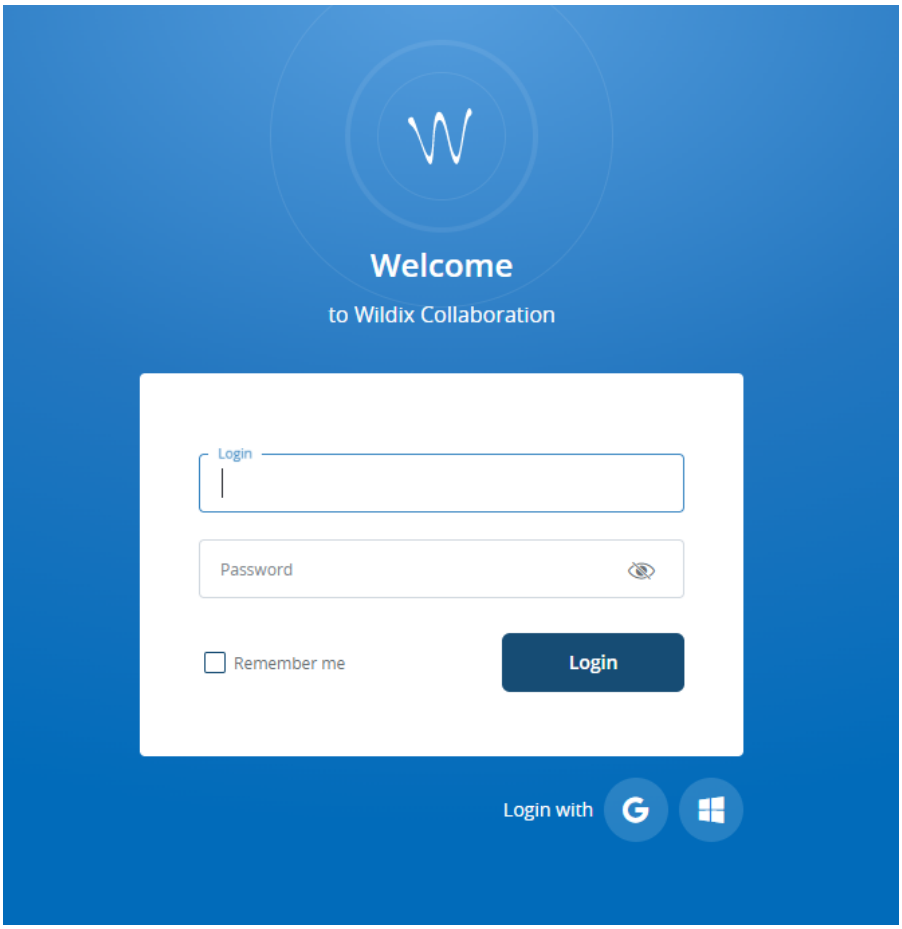
- Access to collaboration. This is the address of your phone service and always ends in ".wildxin.com" it is sometimes referred to as a Domain
- Login: This is your username
- Password: This is the password to use to log in to the Collaboration web page and the app
- Mobile, Office and Fax numbers, if set
- A link to the Google Chrome extension to which provides features like Click-to-Dial of any number you see
- A link to the app for iPhone and Android phones

Logging in to Collaboration on your computer

Note: The Collaboration works best using Google Chrome or Microsoft Edge.

Open Chrome, and enter your “Access to collaboration” as received in the invitation. If the browser responds that you should use HTTPS, agree and change to HTTPS

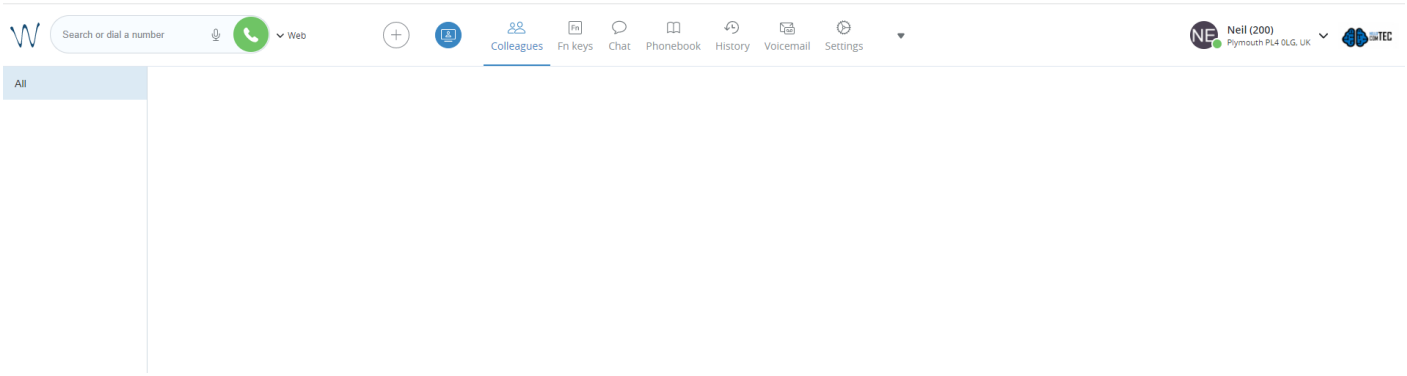
Next, you will be greeted with the Wildix login screen:



There are three ways you can log in:

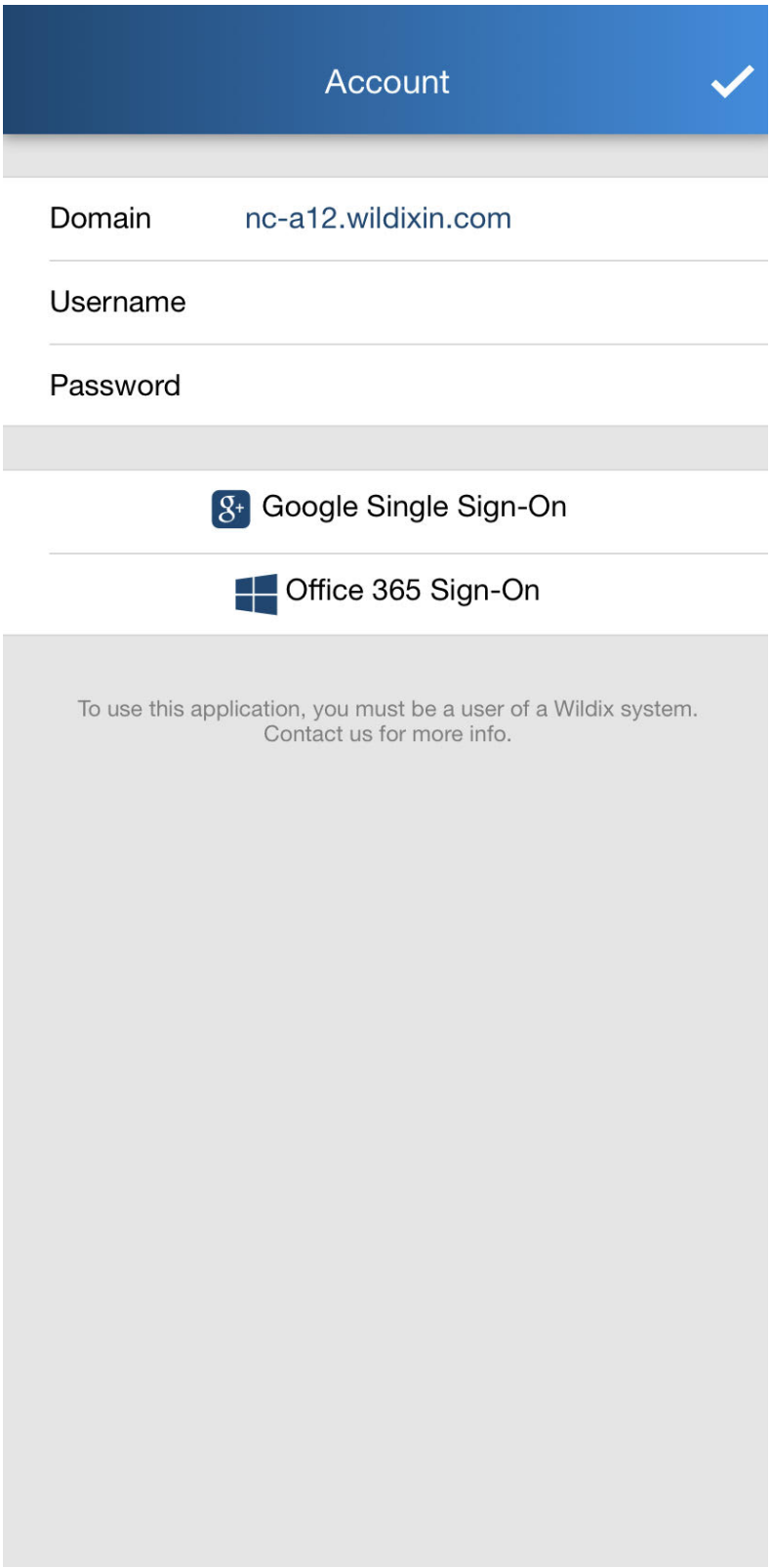
1. You can enter the username and password provided in the invitation email
2. If your email is provided by Microsoft 365 (Formerly Office 365), you can click on the Login with Microsoft button and enter your Microsoft 365 usernane & password. If you're already logged in to Microsoft, you'll only need to click [Continue]
3. If your email is provided by Google Workplace, you can click on the Login with Google button and enter your Google Workspace username & password. If you're already logged in to Google Workspace, you'll only need to click [Continue]

Once you have logged in, you will be in Collaboration:



Logging in using the App

The App can be used to continue your business communication and collaboration while out of the office. The first step is to follow the link in the invitation to the App Store (Apple) or Google Play (Android) and install the app:



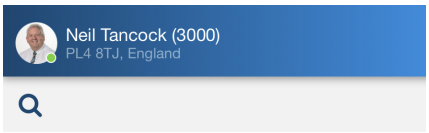
Once the app is installed, open it and it will ask you for your login information. The Domain is the hostname mentioned under “Access to Collaboration” in your invite. It will end in “.wildixin.com”

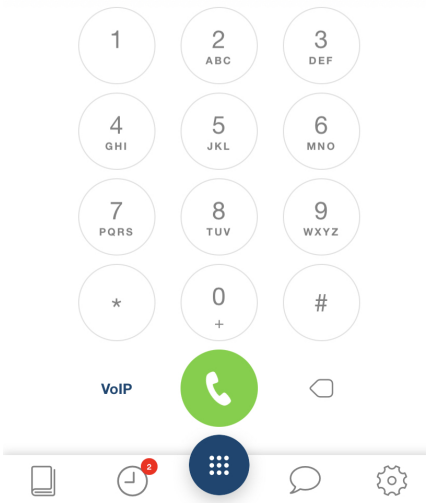
As with the web-based Collaboration, there are three ways you can log in:

1. You can enter the username and password provided in the invitation email
2. If your email is provided by Microsoft 365 (Formerly Office 365), you can click on the Login with Microsoft button

3. If your email is provided by Google Workplace, you can click on the Login with the Google button

Once you have logged in, the App will be connected to your account:





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Need help? Get in touch!

You can call us on 01752 373000, option 2 or, if you are on Number Club, just call extension 3001

You can email us at hub@safeharboursupport.com

You can chat & Collaborate with us at https://kite.wildix.com/nc-a12/3001

You can Whatsapp us right here: https://wa.me/441752373000

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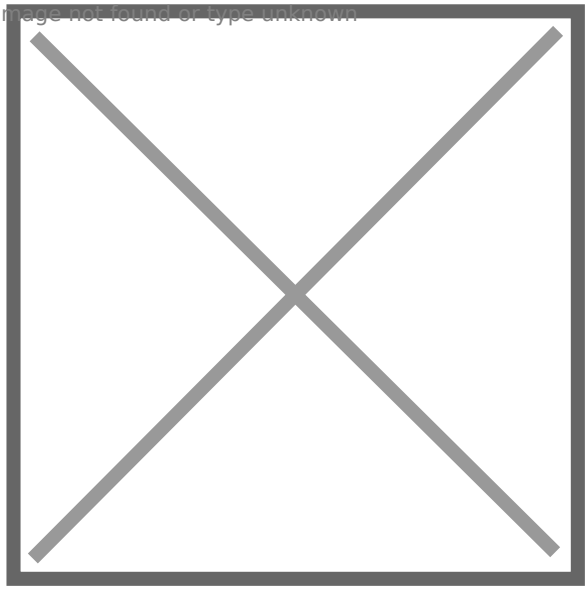

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