

# Onboarding

Welcoem to comvay360. The portal to support your business communication and collaboration. In this chapter we walk you through the first steps in comvay360.

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# Log in to comvay360

You must go through a two-step verification process when logging in for the first time. You will receive a 6-digit code via the email address you provided when registering as a user. If you haven't received the email, please check your spam folder.

After entering the code, you can proceed with the login process.

**The password you received is temporary.  
You will be asked to change it the first time you log in. Keep this password safe.**

We will never ask you for your password.

If someone contacts you and asks for your password, please be cautious. If in doubt, contact your administrator or us.

Comvay360 permissions work with 3 types of system roles:

## **Administrator**

An administrator can manage users, create rooms, and edit system settings. Additionally, the administrator has the right to edit and delete content created by others.

## **Editor**

An editor can create Rooms but cannot manage users or edit system settings.

They can create and publish news articles and publish them on channels he/she has permission for.

## **Subscriber**

A subscriber can only manage his/her content and start a chat.

He/she can view content from channels that he/she has permission for.

**To manage playlists within PrimeTime, you need additional rights. If you do not have access, please ask your administrator.**

Upon registration, you will be guided through a brief introduction.

This will explain the primary functionalities of Comvay360.

A concise tour after sign-up will help you quickly become acquainted with Comvay360.

# Support

We developed comvay360 as simply as possible to get the best user experience. Even though it's pretty simple, with so many features, it's easy to get a little lost. Need a hand or have a question? Just let us know! We're here to help.

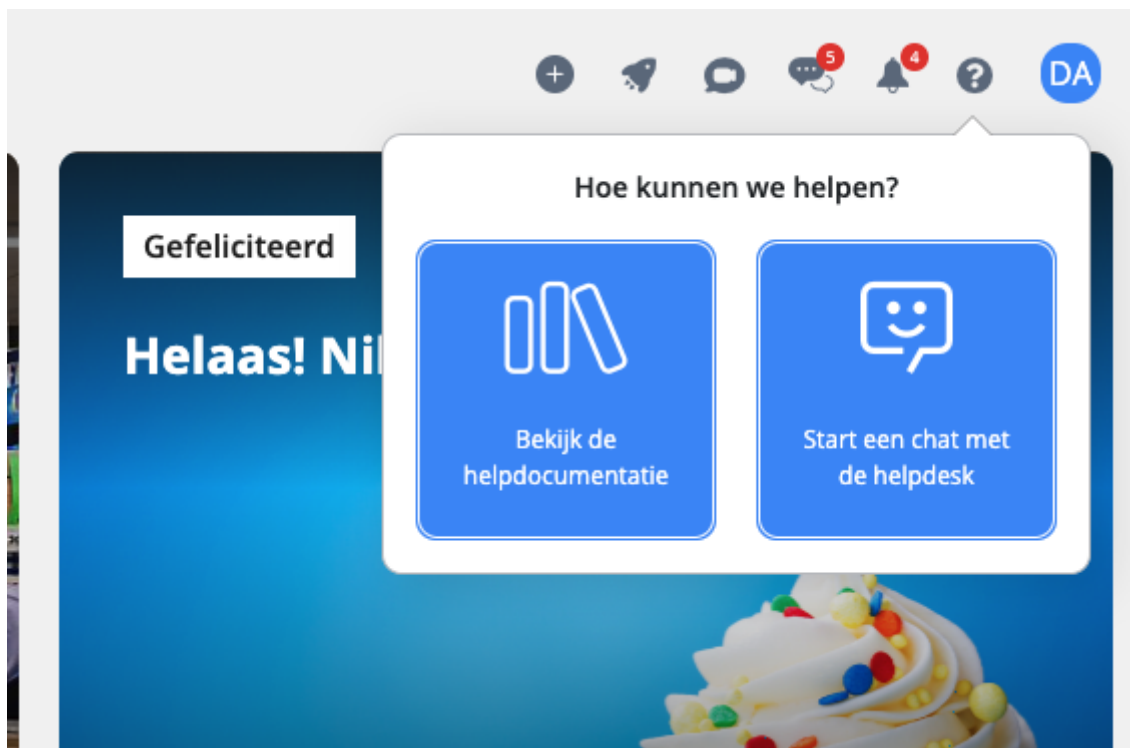
You can reach us in 2 ways:

- Within comavy360
- E-mail

## **Within comvay360**

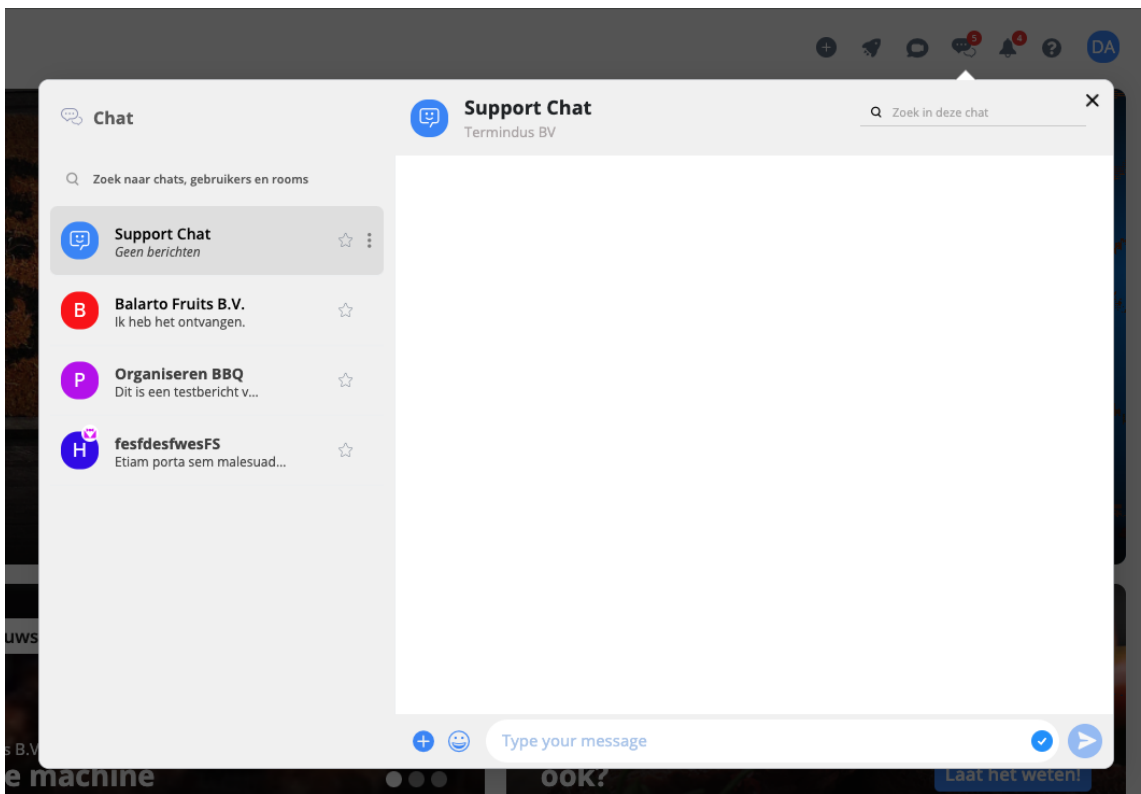
By far the easiest way to get in contact with us is by using our online chat. Just log in to comvay360 and click on the question mark icon on the upper right corner.

You then get two choices:



The first choice is our support documentation.

You'll find answers to lots of questions here. We're adding new stuff to the docs very frequently. Can't find what you're looking for? Start a chat with our support team. They'll get back to you ASAP. Chat is the other choice next to the support docs.



## E-mail

Got a super complex question? Email us at [e-mailadres is verwijderd]. Just keep in mind it might take us a bit longer to get back to you via email. We try our best to reply on the same day! We recommend starting a chat first, but if that doesn't work, we can always follow up via email. For really tricky stuff, we can even hop on a call or video chat.

**Please bear in mind, that our support channels are only open during business hours (Mon-Fri, 9 AM to 5 PM CET).**

Feel free to send a message outside these hours. We won't get to it until the next business day but your message won't get lost!