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Getting Started

Mike Johnstone - 2025-09-14 - [Web App](#)

Getting Started

Welcome to our guide that will provide you with step-by-step instructions to get the Cloud PBX account and to make calls, messages, and video conferences all in one by using the Web App. Whether you are an existing customer familiar with some of the steps or a new customer getting started, we are here to guide you through the process of setting up your account.

1. Signing Up

New customers can follow this guide to sign up for an account on our **Cloud PBX** and gain access to the feature-packed **Web App** that supports telecommunication business needs.

Here's a quick guide on how to sign up for the Web App:

1. **Visit** the SIPcity [website](#).
2. **Select** the plan that suits your requirements from the available options [here](#).
3. Complete the sign-up application.
4. Check your email and follow the provided instructions.
5. Set up your [Account](#).

2. Add numbers to your PBX Account

Congratulations on signing up for your PBX Account! This guide will help you get started by setting up your account and enhancing your Web App experience.

To add more numbers to your account, follow these steps:

1. Log into your [account](#).
2. Go to **Switchboard**.
3. Click on **Add Number**.
4. Choose **Country**, **State**, and **Locality**.
5. On the **Number Type** field, choose **VoIP**.
6. Select a suitable rate plan from the "**Plan**" field.

7. Click on **Add** to save settings and add the chosen number to your account.

(image)

Note: The number will be charged to your account accordingly to the Plan you have chosen.

3. Create New Users

Let us assist you in the process of establishing a fresh user profile within your account. Users can be granted permission to log in using their individual email addresses, granting them access to the portal's functionalities and features. Refer to the concise guide below to understand the steps for creating a new user:

1. Log in to your [account](#).
2. Navigate to **Profile > Contact Information**.
3. Choose "**Create new user**" under User Profiles.
4. Fill in the following information and then click "**Add User**":
 - a. Name.
 - b. Email address.
 - c. Role.
 - d. The **Account Number** field will display a list of available numbers that can be selected and assigned to the user.

(image)

The **assigned number** to the new user will be integrated with the **Web App**, allowing users to leverage this number for communication purposes. Whether it's making calls, sending messages, or engaging in other activities within the Web App, users can utilize the assigned number for efficient and effective communication.

After adding a user, an email will be promptly sent to the provided email address. Instructions for setting up the account can be found in item 4. New User Account - Password Setup Procedure, outlined below.

4. New User Account - Password Setup Procedure

The newly added user will receive a **New User Account** email, to set up a **password** that grants access to both the **Cloud PBX** account and the **Web App**. Here are the steps that need to be followed:

1. Access the email inbox.
2. Locate the **New User Account** email.
3. Click on the "**Create My Account**" link provided in the email.
4. Set up a **password** for the account.

(image)

5. Log in to your Web App Account

To log in to the Web App, simply use the email and password that you have previously set to your Cloud PBX account.

1. Access the [Web App](#).

2. On the **Email** field, enter your email address.
3. On the **Password** field, enter your password.
4. Click on **Login**.

(image)

5. Set up your Account

To ensure a smooth start with the App, it is important to complete the account setup process upon your initial login. Follow the step-by-step guide below to assist you in configuring your account and getting started quickly:

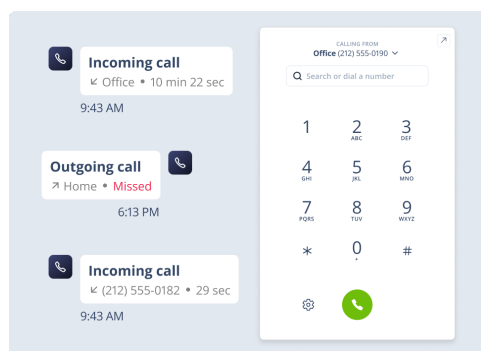
1. Log in to your Web App [account](#).
2. On **Profile**, fill out the necessary information.
3. Click "**Continue**" to proceed to the next section.
4. **Number**: This step displays a list of available numbers that can be registered in the app. If you have already a number attached to your user, this step will be skipped.
5. Click "**Finish**" to complete the setup process.

(image)

6. Explore the Web App features

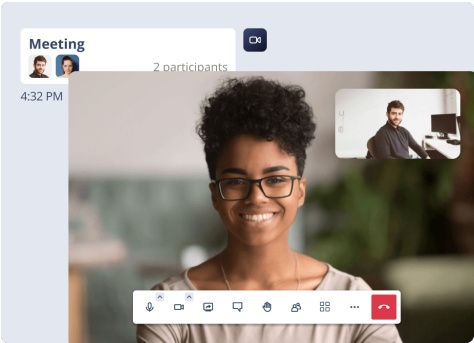
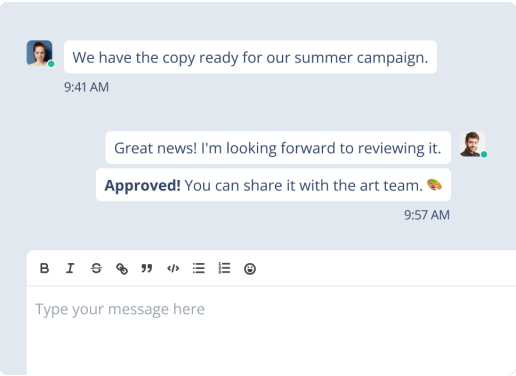
Discover the wide range of features available in the Web App. Engage in phone calls, conduct video conference meetings, leverage powerful call functionalities, engage in chats, and explore various other exciting capabilities.

Experience the full potential of our **call feature**, equipped with remarkable functionalities, designed to enhance both internal and external communication.



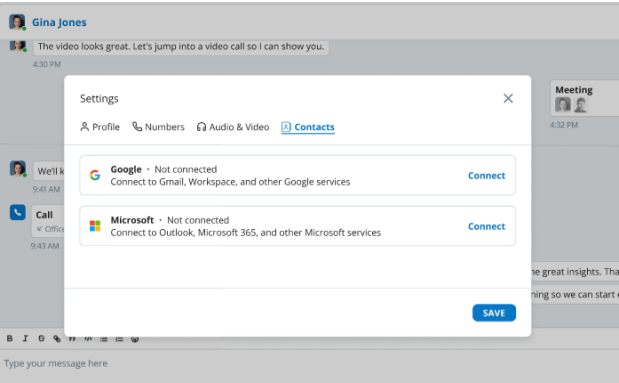
Experience the full potential of our **call feature**, equipped with remarkable functionalities, designed to enhance both internal and external communication.

Enhance communication within your company by exploring our **chat feature**. Engage in seamless conversations and improve collaboration among team members. Create groups and let everyone be a part of the conversation.



Initiate **video conferences** effortlessly with your contacts, facilitating face-to-face communication regardless of physical location. Enjoy the benefits of real-time visual interactions.

Manage your **contacts** by **syncing** them from your **Google** and **Microsoft** accounts. With the Web App, you can conveniently access all your contacts in one place. Enjoy the convenience of making calls to your contacts directly from the app while maintaining a comprehensive record of your interactions.



Discover the full potential of our telecommunication services by accessing the **WebApp**. Collaborate effectively with your team and explore the wide range of features available to enhance your communication experience. From making calls to conducting video conferences, the WebApp provides a comprehensive platform for seamless communication and improved teamwork. Dive in and unlock the power of our telecom services in collaboration with your team.

- Tags
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