

## E911 Mobility Guide

If you move your phone, change your location, or use your soft phone at another location, you must update your CURRENT address via the CommPortal for your 911 emergency calls to reach the proper emergency personnel.

**Please place the included sticker on or near your phones so users are aware of this.**

- Open the CommPortal via the Web: <http://lightpathhostedvoice.com>
- Login with your Phone Number and Password.
- At the bottom of the home screen click on "Set Emergency Location."
- Click the "set your current location" hyperlink.
- Fill in your Name and CURRENT: Street Address, City, State and Zip Code.
- Click "SUBMIT".
- Your telephone number will appear as "READ ONLY". NOTE:

Special characters !@#\$%^&\*() will not be recognized.

- If the information is correct, the data will be saved.
- If the information is not correct, you will be prompted to enter the correct information.
- After retyping the correct address or selecting one of the suggestions, click on "SUBMIT" again.

If the location cannot be updated you MUST use a land-line to dial 911 until the problem can be resolved.

If you continue to experience any problems, please call Customer Care at 866-611-3434.