

How to Instructions

How to take over an existing Vonage account

To take over a Vonage account used previously by another staff member, follow steps below:

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1. Receive log in details from management

- Email address

- Existing Vonage (0203) phone number

- Password **#Lovepeople_2026**

2. Download VONAGE APP by clicking on link [Vonage UK Support | Center | Features & Settings](#)

<https://support.vonage.co.uk/articles/answer/Extensions-App-for-iPhone-and-Android-17193>

3. Log into Vonage portal [Vonage Online Account - Login](#)

4. Enter assigned Vonage number and password **#Lovepeople_2026**

5. Check that your name, home address, and email details are correct.

6. Check that the phone number assigned to you is correct

Call VONAGE customer service if you experience any problems with downloading the APP or with making calls at 0207 993 9000
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How to change your Vonage work phone number

To request a FREE Vonage number change, simply call Vonage **0207 993 9000** and request that your number be changed. Upon receipt of your new number, please take the following action: -

a. Update your work email signature

b. Update your DTC AM time card template

c. Inform management of your new Vonage number

Changing your Vonage number avoids DRAG on the number due calls coming in from old candidates that keep calling back long after the hiring campaign closes which can slow down your workday.

1. Upon completion of onboarding
 2. Upon completion of probation
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How to send a TEXT out using a TEXT TEMPLATE

- Log into your click send account
 - Click on SMS
 - Click on Quick SMS
 - Enter mobile number of contact/recipient under (TO)
 - Click on templates
 - Click on template name
 - Preview and close
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Create TEST invoice in STRIPE

To create your stripe invoice, please open link below

<https://www.youtube.com/watch?v=l-DXSziNz84>

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Create a TEST Invoice

- Go to your STRIPE account
- Create an invoice using the details below as follows:
- Purchaser: **Joanne Summers**
- Payment due date: **(use today's date)**
- Invoice amount: **£3.00**
- Product/service: **Personal Development**
- Send invoice to: **staffsupport@healthprimaryltd.co.uk**

ADD payment due date to your work email calendar

- Go to your work calendar, and add the invoice number, amount to your calendar for 7 days from the date of invoice.

NOTE: If you should have any questions on this request, please contact your mentor.

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Create TEXT TEMPLATE in your CLICK SEND Account

[ClickSend SMS Tutorial for Beginners | Step-by-Step Guide to Sending SMS Messages 2026 - YouTube](#)

- Log into your click send account
 - Click on TEMPLATES (left of screen)
 - Click on + icon
 - Enter a template name
 - Copy and paste template email content in template BODY
 - Click ADD
 - Close
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How to obtain a VODADFONE mobile unit

How to obtain a VODAFONE mobile in lieu of Vonage Service

In the event you do not wish to create a Vonage VoIP account for online calling, you must obtain a mobile handset from ARGOS costing £13.00 with a monthly top up for unlimited calling minutes costing an extra £10.00. The phone comes with its own SIM card, so you will have a new number when calling. All costs will be refunded back to you by the company

[ARGOS Mobile Phone](#)

How to top a Vodafone from ARGOS

The NOKIA must be topped up, so after buying it, purchase a £10.00 TOP UP Voucher from VODAFONE so get unlimited minutes for 30 days

To top up your work mobile phone, please follow steps below:-

Go to VODAFONE ONLINE TOP UP

<https://www.vodafone.co.uk/my-vodafone-account/pay-as-you-go-top-up/top-up-online>

Purchase a £10.00 top up

Once the £10.00 is loaded, dial 2345 from your work mobile, and convert the £10.00 to a 30 day BIG VALUE BUNDLE

Please do not make any calls until you receive a text from VODAFONE that your BIG VALUE BUNDLE is activated

How to contact VODAFONE customer service

To contact Vodafone customer service, dial **191** from the mobile phone unit

How to order a Vodafone mobile from ARGOS

To obtain a separate work mobile from ARGOS, please follow steps listed below: -

1. <https://www.argos.co.uk/>
2. In the ARGOS website search bar, enter **NOKIA pay as you go phones**
3. **Make sure that the service provider is VODAFONE**

OR click on the link below

<https://www.argos.co.uk/search/nokia-pay-as-you-go-phones/?clickOrigin=searchbar:search:term:nokia+pay+as+you+go+phones>

3. Select cheapest NOKIA available
4. ADD to cart
5. Enter your post code to check for availability
6. Either pay and collect in nearest ARGOS store, or pay and request HOME DELIVERY

**NOTE: The phone comes with a SIM card, so there is no need to buy one separately.
Please make sure that the service provider is VODAFONE**

How to collect your ARGOS handset

You can obtain your ARGOS mobile handset in two ways, by in-store collection, or by home delivery.

If you collect the phone in-store, you are authorized to leave your work station for up to 2 hours to collect the phone.

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