



VeraSMART/Calero

Guide for Department Representatives

How to create a shortcut to VeraSMART/Calero on your desktop:

1. Resize your Web browser so you can see the browser and desktop in the same screen.
2. Left click the icon located to the left side of the address bar.
3. Continue to hold down the mouse button and drag the icon to your desktop.
4. If the monthly email distribution is deleted, your report can still be accessed through the VeraSMART/Calero application.

*If you deleted your email sent from VeraSMART with the link to your monthly report, the report goes to your VeraSMART, MySmart > Report Inbox. By creating a shortcut to VeraSMART on your desktop you can log in to view your report.

Retain this report in your VeraSMART, MySmart > Inbox for audit purposes. Do Not Delete.

Forwarding the Assigned Charges by Organization:

1. Check the check box next to the report (multiple months can also be selected) select forward.
2. In the email addresses field enter the email address you want to forward the report to, multiple email addresses can also be entered, put a ; at the end of each email address.
3. A message can be entered in the text box, then select Send.

VeraSMART Tips:

You may have one Level 1 (SmartTag Number) or multiple Level 1's assigned to you. Once you click on the month you want to view in your MySmart > Report Inbox the SmartTags that are assigned to you will populate. Click on the SmartTag in the Level 1 column that you want to view.

Viewing by SmartTag Number:

There are two View options when you select the SmartTag number you want to View:

- **Summary** - Lists all wired and wireless devices assigned to the SmartTag
- **Overview** – Total of all charges by *Call Accounting, Wireless and Internal Charges

**Call Accounting are all desk phones, long distance call records and charges.*

Summary View will auto select once you click on the SmartTag number. All the wired and wireless numbers billed to this SmartTag will be listed. This view consists of the name on the extension or wireless device, long distance and equipment totals by each number assigned to each SmartTag. If you select Overview, this will total all charges for the month on that SmartTag by Call Accounting, Wireless and Internal Charges.

Viewing by Wired or Wireless Number:

- **Overview** - Total monthly charges for that device (monthly equipment and charges for all calls).
- **Charges** – Equipment charge and extra services for that number.
- **Call Accounting Call Details** – List of all phone call details.

Please note: If you do not have the option of selecting Call Accounting Call Detail on an extension, there were no call records for that extension.

Hit the back button until you return to the list of all wired and wireless numbers billed to that SmartTag or until you reach the list of all SmartTags assigned to you.