

Agent Login

Agents must **login** to the Flow Agent Dashboard and also **connect** an extension in order to accept calls for assigned queues.

Logging in to the Agent Dashboard:

1. Go to the Flow Domain login given to your company
2. Enter the Agent ID number.
3. Enter the Agent password.
4. Click the **Sign In** button.

If the Agent is not connected to a handset after logging into Flow, they will be notified in their Agent Home screen. When an Agent is not connected to an extension, they cannot take calls.

Connect an extension to Flow:

1. On the extension dial # followed by the **Agent ID number**.
2. The system will inform you that the extension is now connected with the Agent ID. The Dashboard will note that the Agent is logged in and to which phone system extension.

Disconnecting an extension to Flow:

1. On the extension dial * followed by the **Agent ID number**.
2. The system will inform you that no extension is connected.

Related articles

- [Supervisor Call Functions](#)
- [Call Logs](#)
- [Outbound Calling](#)
- [Updating a Agent Password](#)
- [Agent Login](#)