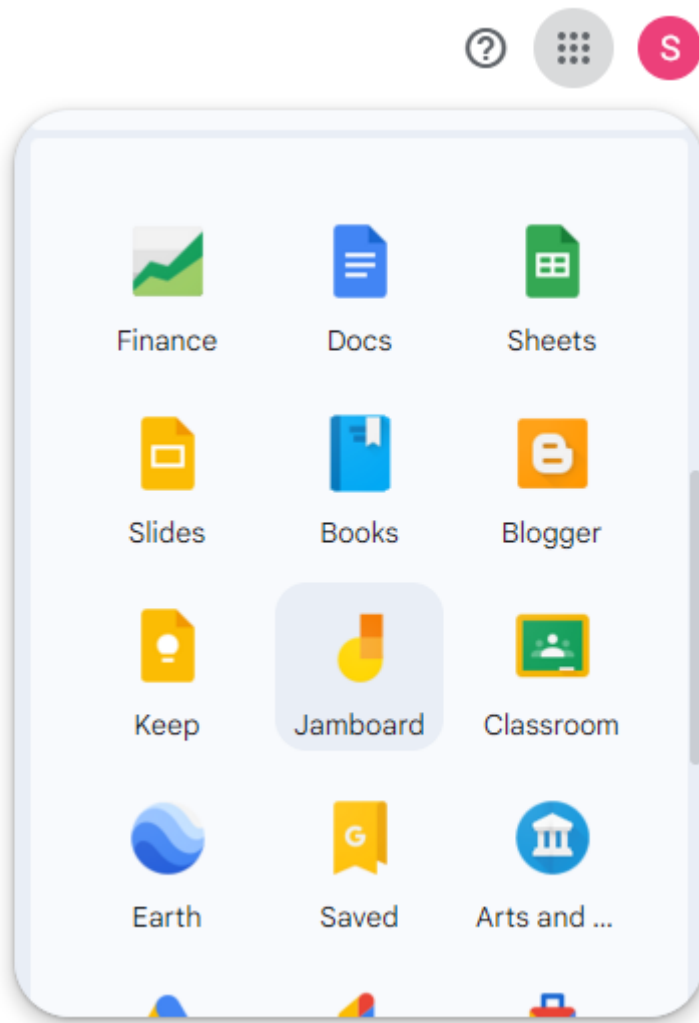


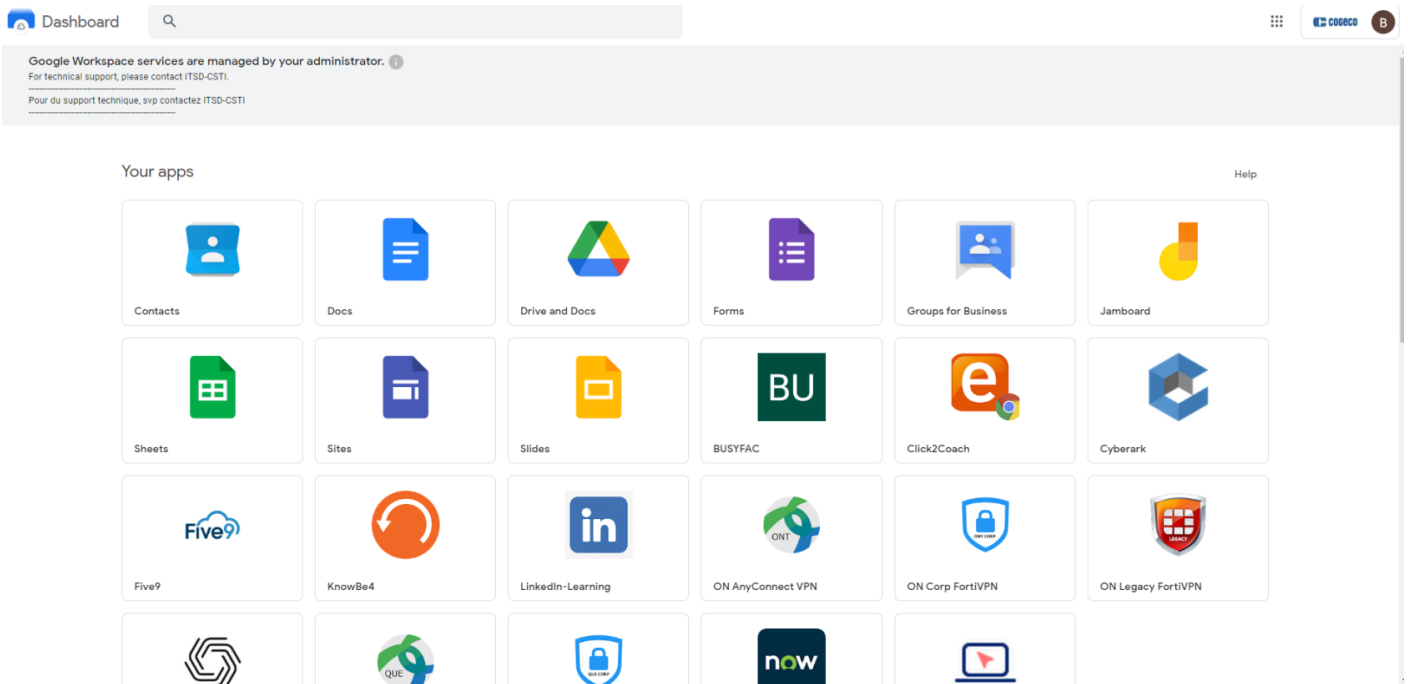
Five9 Icon missing - For Agents

1. Five9 is missing from waffle

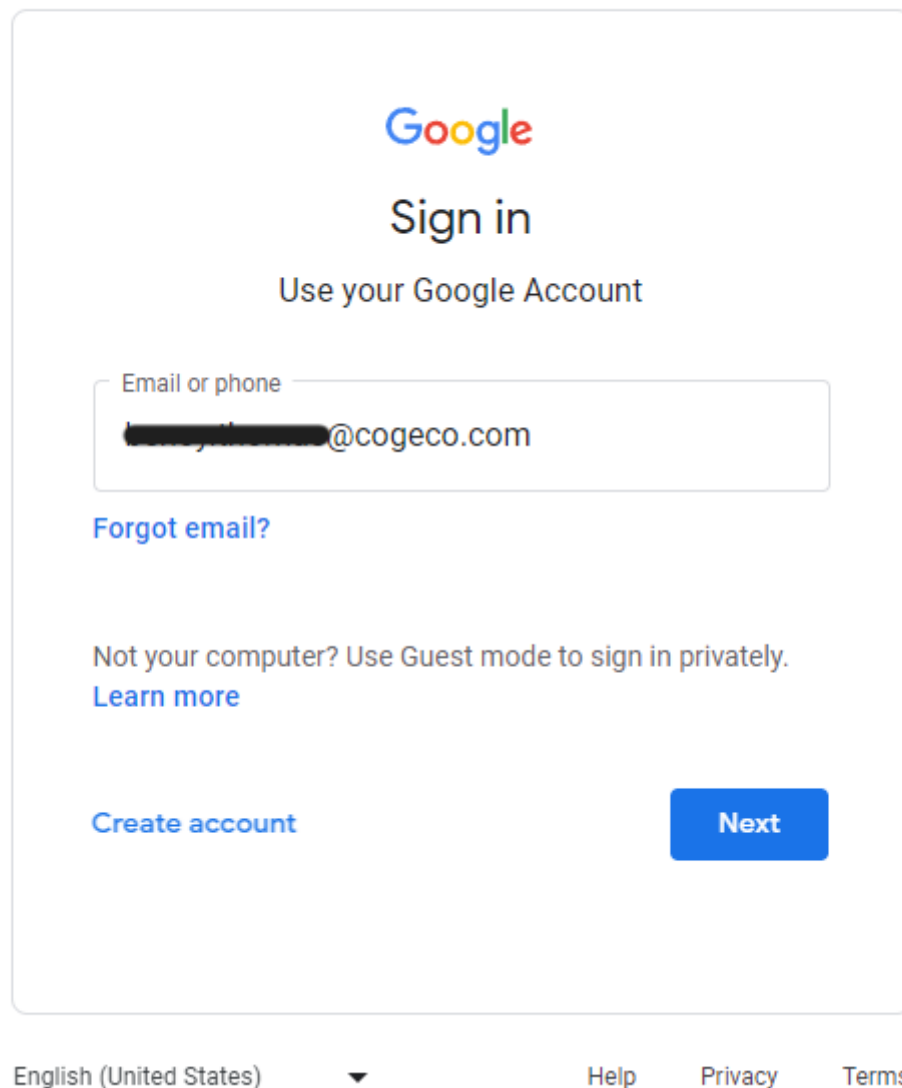


2. Use this link to go to Dashboard page where Five9 is always available if cogeco account is logged in :

<https://workspace.google.com/dashboard>



3. If five9 is still not available here you should be automatically redirected to login to your Cogeco account.

A screenshot of the Google Sign in page. At the top is the Google logo, followed by the text "Sign in" and "Use your Google Account". Below this is a text input field labeled "Email or phone" containing the email address "firstname.lastname@cogeco.com". To the left of the input field is a link "Forgot email?". Below the input field is the text "Not your computer? Use Guest mode to sign in privately." followed by a link "Learn more". At the bottom left is a link "Create account" and at the bottom right is a blue button labeled "Next". At the very bottom of the page, there is a language selector showing "English (United States)" with a dropdown arrow, and links for "Help", "Privacy", and "Terms".

Google

Sign in

Use your Google Account

Email or phone

firstname.lastname@cogeco.com

[Forgot email?](#)

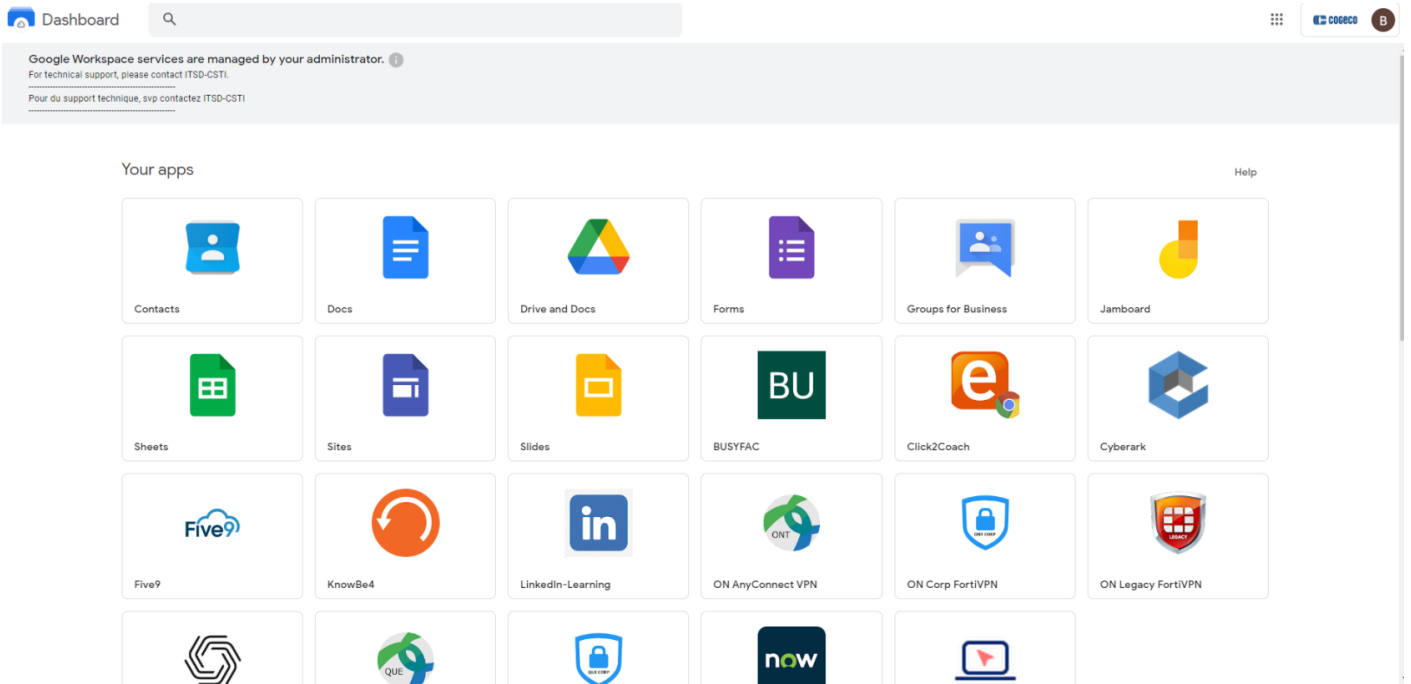
Not your computer? Use Guest mode to sign in privately.
[Learn more](#)

[Create account](#)

[Next](#)

English (United States) ▼ [Help](#) [Privacy](#) [Terms](#)

- use [firstname.lastname@cogeco.com](#)
- click next > put in your password > click next > enter the 2FA code.
- you will be directed back to the dashboard page where all the cogeco apps are available including Five9.



Revision #3

Created 24 November 2023 17:04:40 by Damanpreet Singh

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