

Setting up your White Label Account

Phonism provides the capability to white label the portal with your own custom domain, logo, colors, SSL certificates and [Intercom](https://www.intercom.com) (https://www.intercom.com) support chat for your customers.

Customizing your White Label theme

Whitelabel settings are applied in the Account tab of your Phonism admin portal.

Things you will need:

Logo - Image dimensions are 100px x 50px and should not exceed 5mb.

Colors - Primary color and secondary color

You can choose colors from the color palette or enter the hexadecimal code for the color you want. Once the Logo & Colors are uploaded and selected, your Phonism account will look something like this:

The screenshot displays the Phonism admin dashboard with the following components:

- Header:** FONISM logo, "Managing: Fonism SP1" dropdown, and user info "reseller.demo@phonism.com Sign out".
- Navigation:** Dashboard, Enterprises, Templates, Users, Resources, Logs, Account, Help, Changelog.
- 428 Phones:** Total phones bar chart showing CatchCloud and Pizza Companies.
- 7 Brands:** Phones by brand bar chart showing Cisco, Avaya, Mitel, Grandstream, Yealink, Polycom, and Htek.
- 429 Out of sync phones:** Phones that haven't synced within the past 30 days table.

| Mac Address | Domain | Tenant | Created |
|---------------|---------------|-------------|---------------------|
| 332266ddbcbcc | Joe's Pizza | Philidephia | 04/3/2018 20:31:34 |
| 225262431245 | Joe's Pizza | Philidephia | 06/22/2018 16:11:08 |
| 44cd33dd22dd | Joe's Pizza | Philidephia | 05/10/2018 16:35:52 |
| 77aabcc3322 | Pizza Masters | Tenant 12 | 01/23/2018 19:16:54 |
| 345345345345 | Joe's Pizza | Philidephia | 03/21/2018 17:40:10 |
| 112233456512 | Joe's Pizza | Tenant 3 | 06/12/2018 15:12:17 |
| 33ff33ff33ff | Joe's Pizza | Philidephia | 05/10/2018 16:28:22 |
| 12345125432a | Joe's Pizza | Philidephia | 07/17/2018 17:14:09 |
| 123456090909 | Joe's Pizza | Philidephia | 03/9/2018 21:12:24 |
| 343425253555 | Joe's Pizza | Philidephia | 05/22/2018 19:13:07 |
| 224433221123 | Steve's Pizza | Tenant 6 | 05/12/2018 06:21:37 |
- 0 Alerts:** Alerts within the past 30 days.
- 2 Logs:** Logs within the past 30 days table.

| Type | Message | Created |
|------|--|--------------------|
| Info | Assigned VoIP Credentials 100 to phone 2344bbbaaacc You should edit the phone and check that the SIP URI is still valid for these VoIP Credentials. | 07/8/2018 19:22:28 |
| Info | User fonism-admin@phonism.com logged in | 07/4/2018 05:04:25 |

You'll notice that the logo has changed from the original Phonism logo and the colors have changed.

Securing Your White Label Portal

Domains and SSL Certificates

Admin Portal CNAME

A Canonical Name used to alias one name to another. This allows you to have your own URL, while it is pointing to `app.xxxxx.phonism.com` with `xxxxx` being your account name.

Admin SSL Key:

Admin SSL Cert:

Admin SSL CA Bundle:

Phone CNAME

A Canonical Name used to alias one name to another. This allows you to have your own URL, while it is pointing to `p.xxxxx.phonism.com` with `xxxxx` being your account name.

Phone SSL Key:

Phone SSL Cert:

Phone SSL CA Bundle:

Cisco CNAME

A Canonical Name used to alias one name to another. This allows you to have your own URL while it is pointing to `cisco.xxxxx.phonism.com` with `xxxxx` being your account name. You need a Cisco CNAME if you are using any Cisco phones in your service.

Cisco SSL Key:

Cisco SSL Cert:

Cisco SSL CA Bundle:

SSL Certificates

You need to generate SSL certificates for at least 2 of the URLs.

For each certificate, you will generate your own private key and CSR to send to the certificate authority. On a UNIX based system, go to the command line and run the commands below.

```
openssl req -new -newkey rsa:2048 -nodes -keyout app-phonism.key -out app-phonism.csr
openssl req -new -newkey rsa:2048 -nodes -keyout p-phonism.key -out p-phonism.csr
openssl req -new -newkey rsa:2048 -nodes -keyout c-phonism.key -out c-phonism.csr
```

Follow the prompt instructions to provide your organizational details.

When prompted for the Common Name (domain name), type the fully qualified domain (FQDN) that uses your custom branded domain. In other words, use the domain name that end users will see in the browser. Do *not* use any domain name with .phonism.com in it.

After you finish this process, you will submit the *.csr file to the relevant Certificate Authority (see below). They will send you back a certificate file and a certificate authority file (e.g CABundle).

Once you receive those, you will upload the private key, certificate and the CABundle file securely to the Phonism whitelabel portal.

Warning: You must save your private key data in a secure location. Once uploaded to Phonism it is not possible for us to provide the private key back to you.

Certificate Authorities:

For the Portal/Admin URL (your CNAME that points to app.xxxxxx.phonism.com), Phonism suggests you use Symantec as a good choice, but a Comodo signed certificate (namecheap.com) will work just fine.

For the phone URL (your CNAME that points to p.xxxxxx.phonism.com), Phonism uses Symantec for all phones, except *Cisco devices*. Symantec or another well know root CA is recommended because some phones run legacy software that may not support the newer CAs in the SSL marketplace.

Cisco Devices

Cisco devices require their own signed certificate which they can get from their account rep at Cisco. (your CNAME that points to c.xxxxxx.phonism.com)

Note:

Your specific URL's for your CNAMEs to be pointed to are found on the account tab, under Whitelabel settings. Scroll down through and you will find all three addresses

Supporting Your Customers

Phonism supports third-party chat integrations via Intercom. You sign up for intercom chat support at <https://www.intercom.com> and enter your App ID in your Phonism white label settings page.

Other information

Check out this link for information on CNAMEs:

- <https://support.dnsimple.com/articles/cname-record/>

Check out this link for information on SSL certificates:

- <https://support.dnsimple.com/categories/ssl-certificates/>