Administration Tool User Guide

Audio Conferencing Administration Tool

Verizon Conferencing and the Manage My Meetings portal allow administrators to manage and maintain conferencing data for their end users.

This user guide shows you how to complete the following tasks:
- **Create New Users:**
  - Create new users for the accounts you administer
  - Create new logins, allowing users to access the tools for their own services
- **Query and Edit Active Users:**
  - Search existing user data, including user profiles, subscriptions and user status
- **Add or modify subscriptions, including:**
  - Audio Instant Meeting subscriptions
  - Inactivate current users and cancel their subscriptions. Create and View
- **Update user profile information, including:**
  - Modifying user name, e-mail address and contact address
  - Grant administrative privilege to other users
  - Remove Administrative privilege from other users
  - Create user logins so users may access their own information
  - Reset user passwords
- **Conferencing Reports.**
  - Active Users Report by Authorization code with leader information
  - Active Instant Meeting Subscriptions Report by Authorization code
  - Regular/Recurring Calls Report by Authorization code
  - Inactivated Users Report by Authorization code
  - Active Online Logins Report by an Authorization code
  - Search reports according to your specifications

Getting Started

Company Account Administration

To begin your session as an Administrator:
- Go to https://e-meetings.verizonbusiness.com
- Choose Manage My Meetings or Login

Once you log in, the application will navigate to the Company Account Administration screen. Access your own conferencing information by selecting the Manage My Meetings link or continue your session by selecting the required action.

Create New User Screen

As an Administrator, you can customize each new user according to your company preferences. Be sure to complete all requested information fields.

Existing Users

- After the Authorization Code is selected, enter the user's first and last name.
- Select Proceed to populate the remaining fields

New Users

Complete the required information.
- You have the following options:
  - o   A new user with a login and password
  - o   A new user without a login or an e-mail confirmation
  - o   A new user without a login but with an e-mail confirmation
- If a login is required for the user, the user e-mail address is a required field
- If a user is created without a login, a Leader Registration email will be sent without login name / password fields
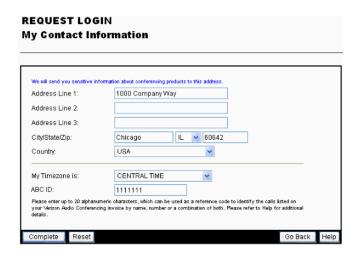
Note: When a new user is created with or without a login, an e-mail confirmation will be sent to the user and/or the administrator based on the selected checkboxes

As the administrator, it is recommended that you keep the initial email confirmation for your records.

Create New User - Contact Information

Enter the new user's address, time zone and billing code into the Contact Information screen and select 'Complete'. The Create New User confirmation screen will appear to confirm the new user profile.

Create New User - Confirmation Added

Once the confirmation screen appears, select one of the following functions:
- Select "Yes" to navigate to Manage My Meetings.
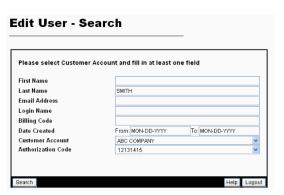- Select "No" to return to the Company Account Administration screen.

Edit User - Search Screen

The Edit User - Search screen helps you search for active users. You must enter search criteria in one of the fields in addition to the Authorization Code. The Authorization Code field is a prepopulated list of the Authorization codes you may manage.

For more precise results, complete all known fields. Note that the Login Name field is case sensitive.

Edit User

The Edit User screen displays the results of the Edit User - Search screen. From this screen, you can edit individual user data or inactivate one or more users. To edit a specific user, select the user name, which is a link to Manage My Meetings in the user's context.

As an Administrator, you may inactivate specific individuals, or all individuals listed on the current screen. To inactive all users on the screen, choose Select All, then select Inactivate Selected Users.

Inactivate Users Screen

The Inactivate Users screen allows you to verify the list of users you selected for deactivation in the previous screen. If you do not wish to inactive some user, you can remove the check mark for that user in the Inactivate column.

Once you have confirmed the users you wish to inactivate, select the Inactivate button. The inactivation process may take 5 to 10 seconds per user, and will cancel all meetings related to the users selected.

The Status column of the Inactivate Users Confirmation Screen confirms which users were inactivated. If the status remains active at this point, it may be for one of the following reasons:

- You may not inactivate your own user profile
- Please contact the conferencing center for assistance with the following situations:
    - Remaining activity for the user that has not yet been processed for billing
    - Users with Admin privileges for any account with your company cannot be inactivated

Use the following buttons to navigate to the next function:

- Admin - returns to the Company Account Administration screen
- User List - returns to the previous user list without the inactivated users

My Identity

The My Identity tab of Manage My Meetings allows you to update user profiles.

My Identity - Reset Password Screen

Once you have accessed the My Identity screen for a user with a current login, the Reset Password link is provided, if you wish to reset the user's password.

Complete the requested information, and select Proceed. An e-mail with a randomly generated password will be sent to the user's e-mail address.
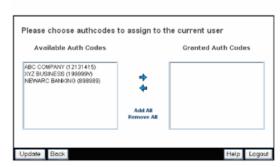
My Identity - Manage Admin Privileges

The Manage Admin Privilege screen lets you assign customer Authorization codes to current users for user administration purposes. Note: you must be a "Super Admin" to create new administrators.)

To grant administration privileges to a user highlight the available Authorization Codes and move the codes to the Granted Authorization Codes column, or use the Add All button.
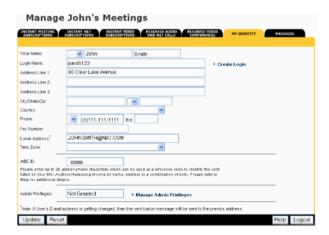
To remove privileges, follow the same instructions, or simply select 'Remove All'.

My Identity - Create Login

When a user does not have a login and password for Manage My Meetings, the Create Login feature is shown. The Create Login link navigates to the Create New User screen, allowing you to customize features for this user.

Instant Meeting Subscriptions Tab

The Instant Meeting Subscriptions section lets you view, update or delete subscriptions.

As an Administrator, you can modify the user's existing conferences or create new conferences. The Add Subscription link will navigate to the Instant Meeting Create Subscription screen, where you can create a new subscription. The Conference ID is a link to current subscriptions.

Instant Meeting Create Subscription

The Instant Meeting Create Subscription section provides all the necessary information for creating a new conference for the selected user. Complete all requested information and select Submit. An e-mail confirmation will be sent to the selected combination of the leader, contact and administrator.

Create Subscription

[form image showing subscription creation fields]

Reports

The Reports section allows you to download a variety of user-friendly reports. All reports offer a search function, allowing you to specify your search criteria. Choose from the following reports:

- Active Users Report by Authorization Code with leader information
- Active Instant Meeting Subscriptions Report by Authorization code
- Regular/Recurring Calls Report by Authorization code
- Inactivated Users Report by Authorization code
- Active Online Logins Report by an Authorization code

You must select the desired Authorization code for each search. Please contact Verizon Customer Relations for assistance with reports containing 10,000 queries or more.

Contact Us

Please contact Verizon at one of the numbers below or email us for further assistance.

- Email: customerrelations2@mymeetings.com
- United States: 800-475-5000 or 415-228-5025
- Australia: 1800-505-020
- Hong Kong: 852-2802-5100
- Europe, Middle East & Africa: 44-20-7950-9950
- Singapore: 65-6883-9144