



User Account Delete/Add

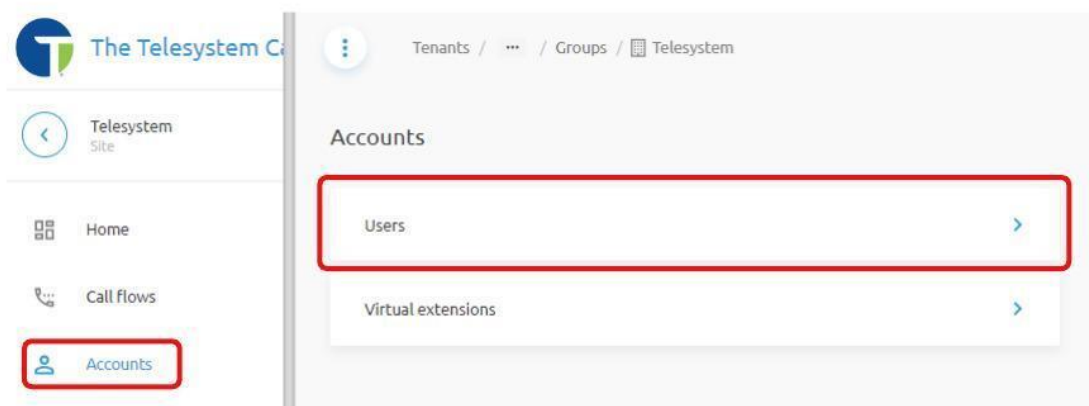
A Tenant/Enterprise or Group level admin has the ability to permanently delete a user's account which will remove the phone number, extension, licenses, voicemail settings, and phone assignment for the user account.

This process will allow the admin to reassign any of these services to a new account through the Add User process documented later in this guide.

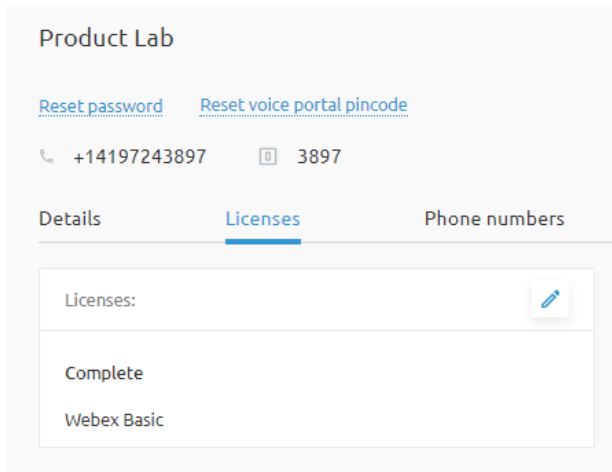
Delete User Account

Warning: This process will permanently remove the selected account and cannot be undone once executed.

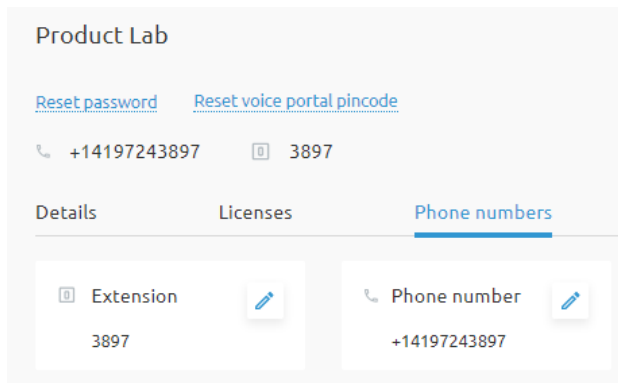
1. At the Enterprise or Group level, navigate to the Accounts menu.
2. Select the Users drop down list



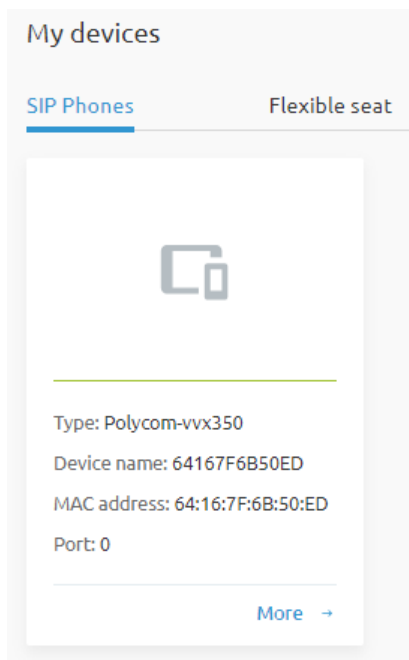
3. Search for the desired user and/or select the name from the Users list.
4. Click on the username to open the account.
5. Select the Details menu.
6. Prior to deleting the user account, the following information should be captured if a new user account with all the same settings plans to be created in the future:
 - Licenses tab: Notate license types assigned



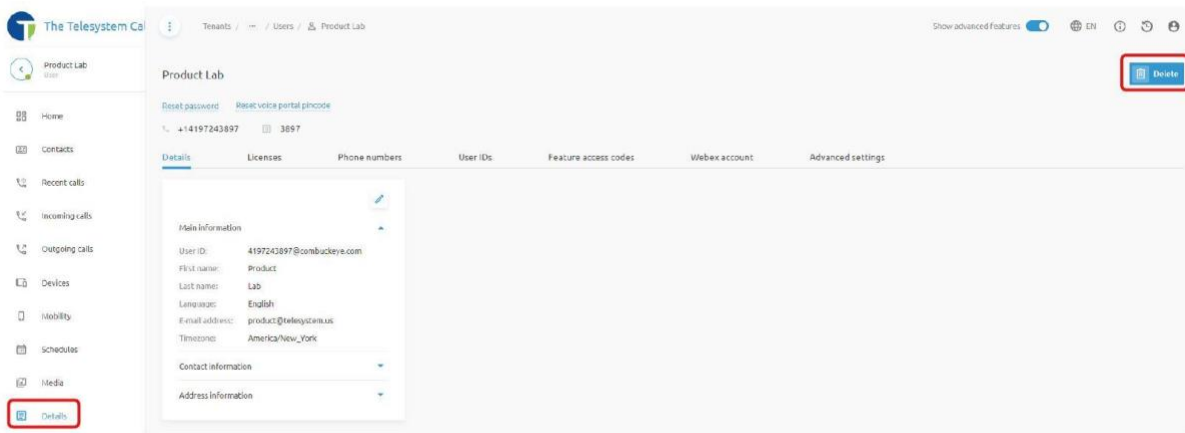
- Phone Numbers tab: Notate phone number and extension



- Devices menu: Notate the MAC address of the main device on the SIP Phones tab

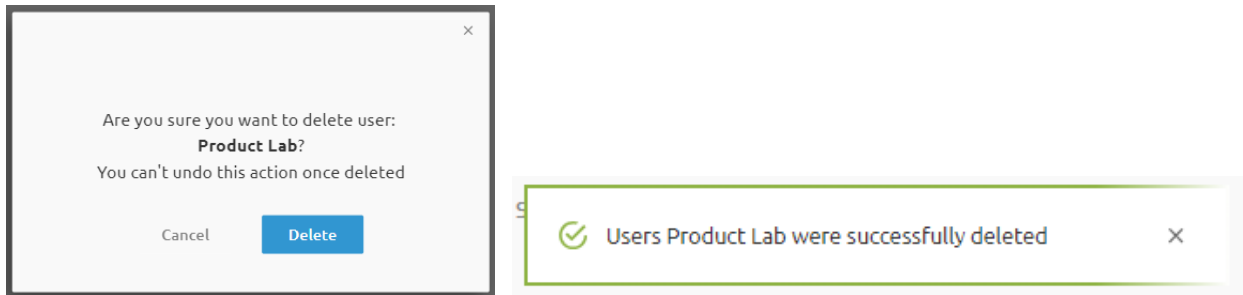


- Once the User account is ready to be removed, Click the Delete button in the upper right corner of the Details tab.



- Confirm the Delete request.

Warning: This process will permanently remove the selected account and cannot be undone once executed.

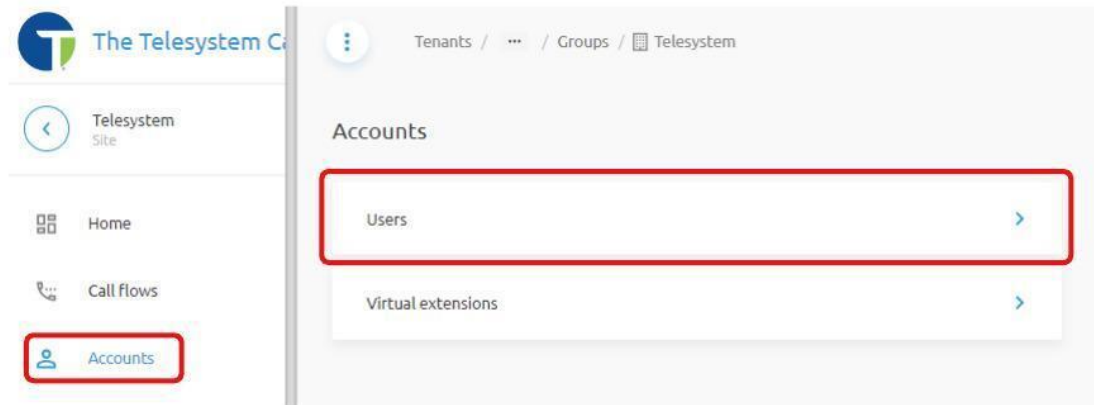


- Once the user account has been deleted, all voicemail settings associated with the account will also be removed including:
 - All Voicemail messages in the inbox
 - Announcements and Greetings
 - Email addresses configured for voicemail transcription

Adding New User Account

A new user account can be created by an Enterprise/Tenant or a Group Administrator.

1. At the Enterprise or Group level, navigate to the Accounts menu.
2. Select the Users drop down list



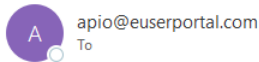
3. Click the Add button in the upper right corner



4. Complete the New User wizard
5. Create User tab
 - Complete the required fields
 - First name
 - Last name
 - Timezone

- Email (this is required for the Welcome email and Webex configuration)

- Selecting the “Send Welcome mail” checkbox will allow the new user to create their own password through a link in the email sent.



Dear user,

Please use the link hereunder to set your password:

<https://uccallportal.trusttelesystem.com/reset-password/Vk3a8DrCD4Ny30nb5CqblSsreKLOTBWi3DjReVEeeChrVRhgZPvxWR8fhnKOGnGp>

This link is valid until your password has been set correctly.

This mail is sent automatically, so do not reply on it.

Please, address your remarks or questions to <support@trusttelesystem.com>

Best regards,
Telesystem

6. Phone Number tab

- Choose the desired phone number off the list
- The phone numbers shown on the list are unassigned to other accounts and available for the new account. If no numbers appear on this tab, please reach out to the Telesystem Support team (888.808.6111) to request an additional number(s) get applied to your account

+ New user

1 Create user 2 Phone number 3 Extension optional 4 Licenses optional 5 Devices optional

Search

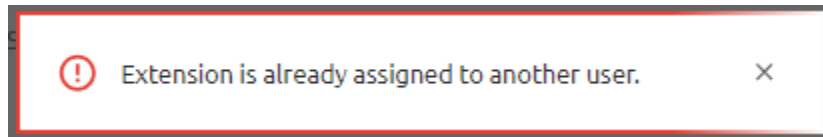
+14197243897

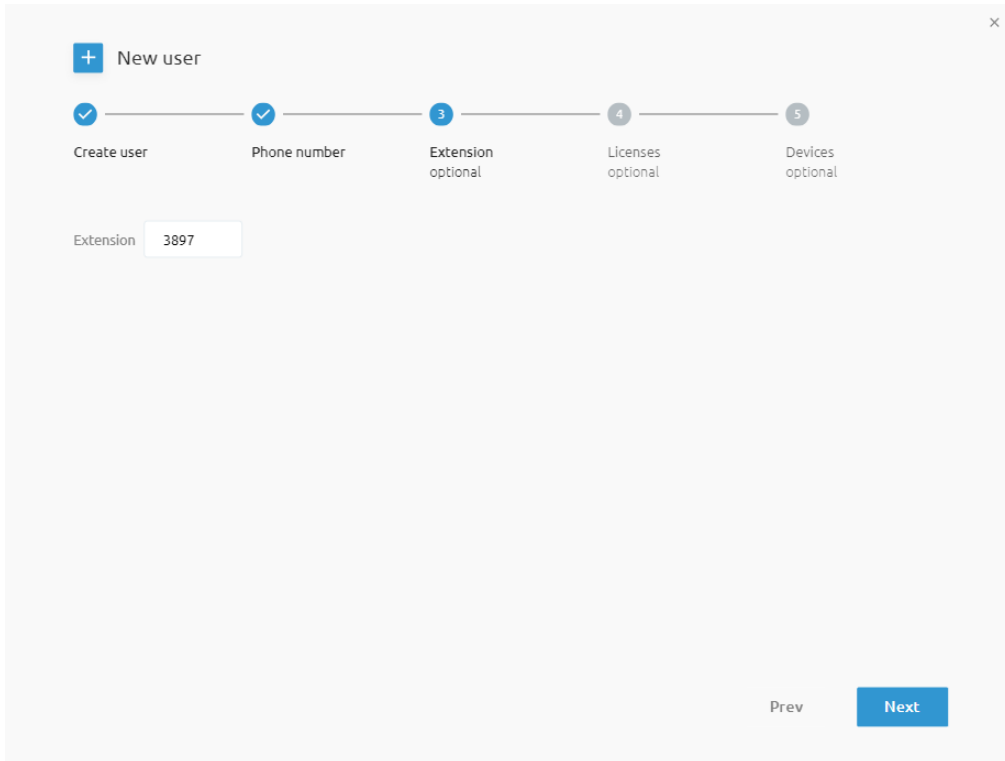
+17542200703

Prev Next

7. Extension tab

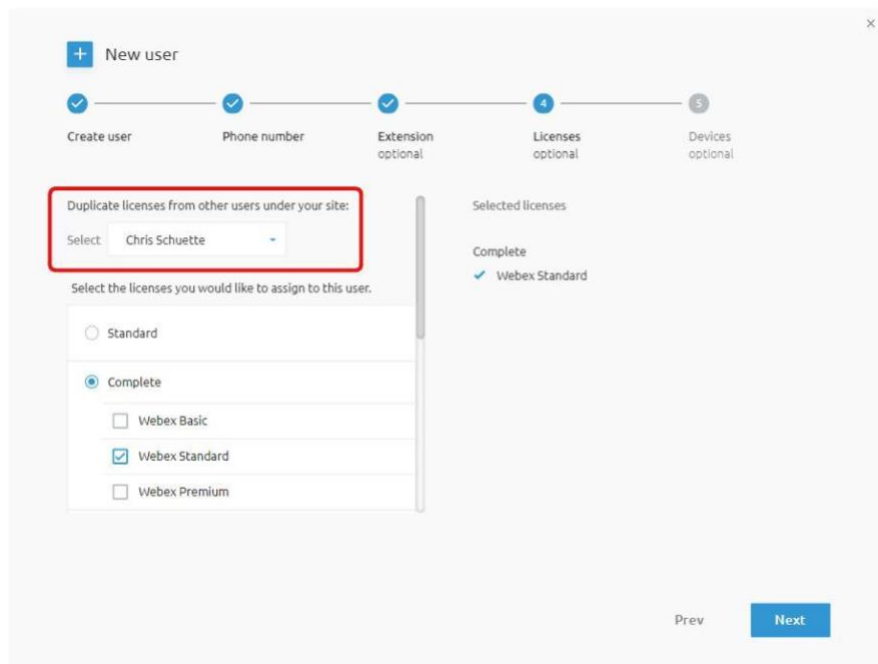
- The extension will be auto populated with the last four digits of the phone number chosen in the previous step.
- This field can be modified, but cannot match any other existing extension currently configured in the group. An error will be displayed if an existing extension is chosen.



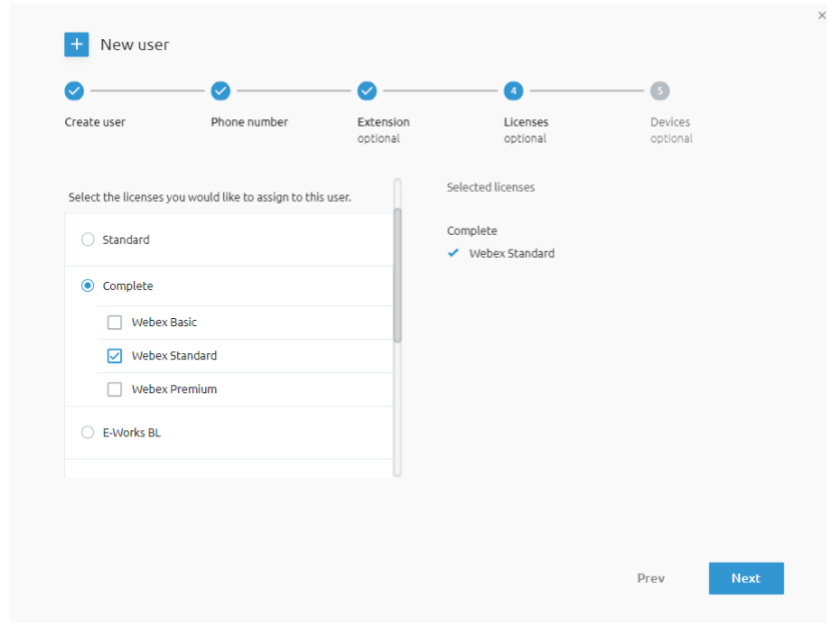


8. Licenses tab

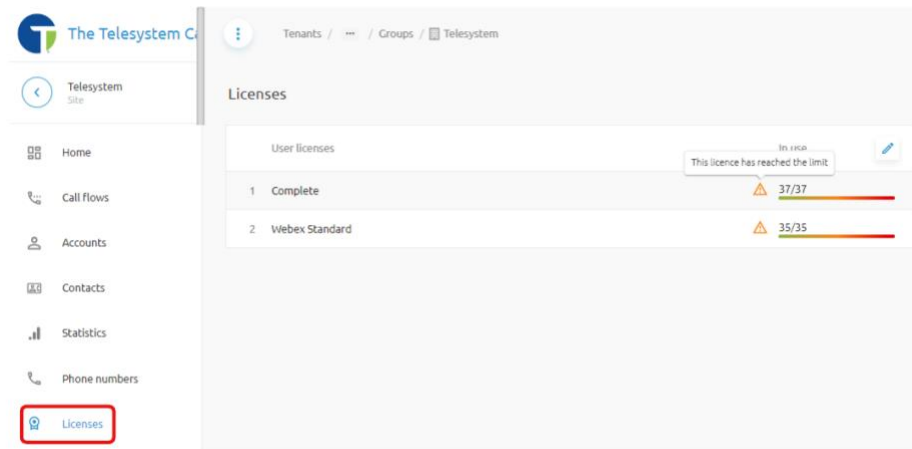
- If you would like to duplicate the license configuration assigned to another user in the group, choose the user account from the drop-down list. The license selection will auto-populate in the bottom section.



- Licenses can also be manually selected from the list.
 - The group will need to have licenses available before they can be assigned to a user. An error will be presented if a license is selected that is not open and available.

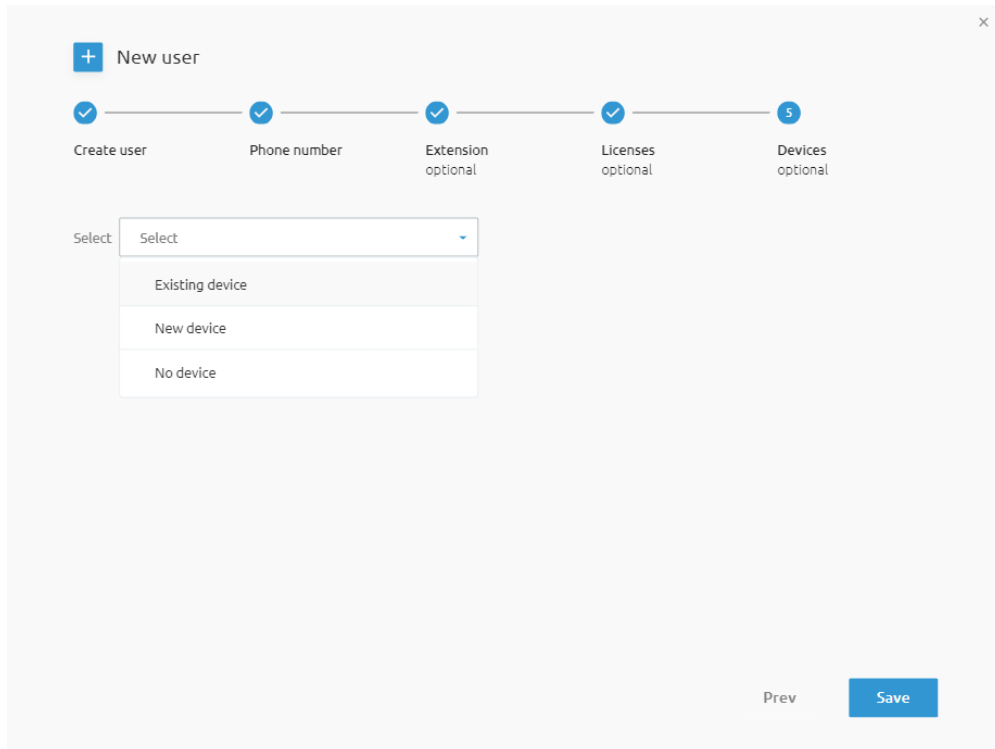


- Available license quantities can be verified on the Group level Licenses menu

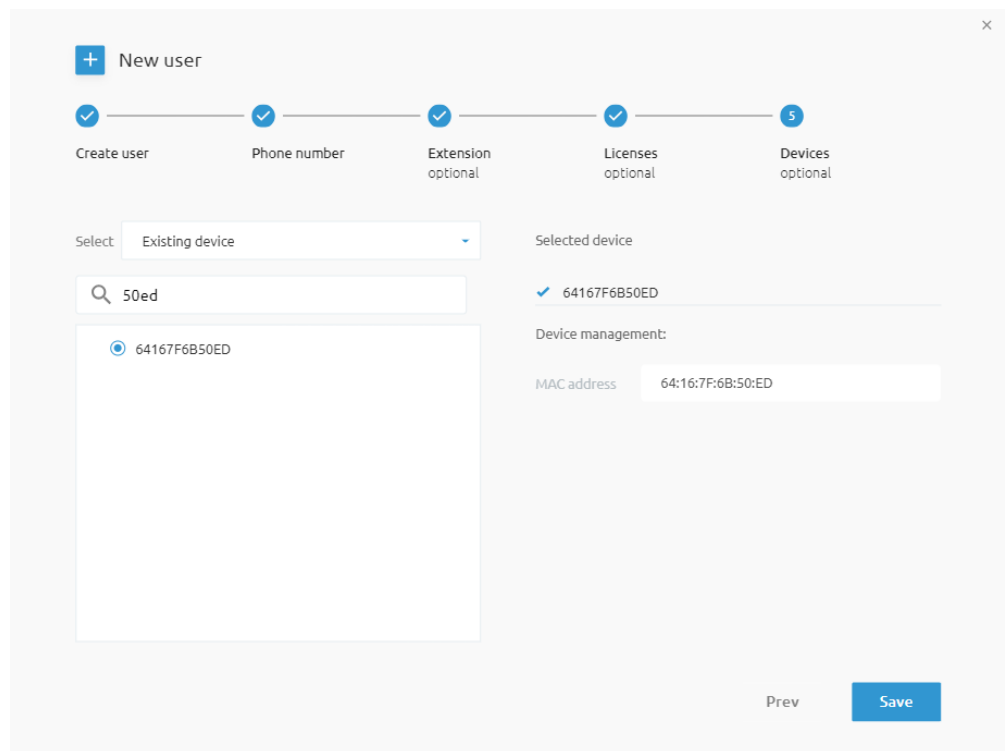


9. Devices tab

- There are three options for assigning a phone to the new user's account



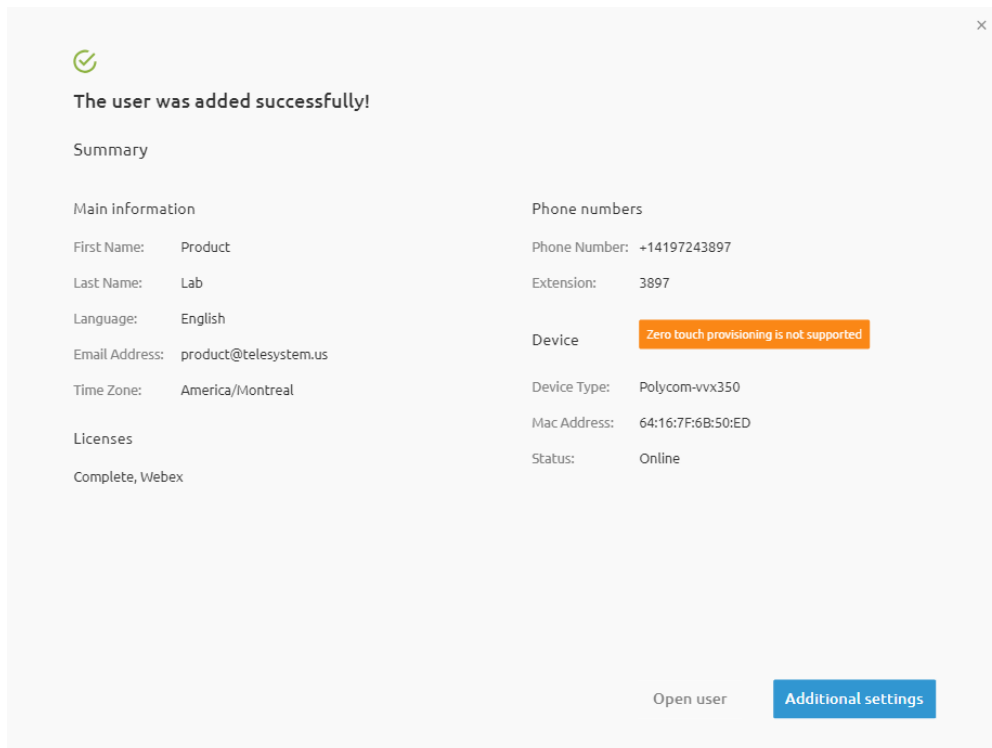
- Existing device – search for an available device using the last four digits of the MAC address from a spare phone or from the phone of an account previously deleted.



- New device – if a new device that is not currently assigned to the enterprise needs to be added, please reach out to Telesystem Support (888.808.6111) with the following information:
 - Phone Make/Model
 - MAC Address
 - Serial Number
- No device – if no phone is required for new user account

10. Summary tab

- This screen will display all the selections for the new user account



11. Phone number activation

- Once the new user account has been created, the phone number that was assigned will need to be activated in order for it to accept calls.
 - Navigate back to the Group level in the portal
 - Select the Phone numbers menu
 - Search for the phone number
 - Toggle the Activation radio button on

The Telesystem C

Tenants / Block Communications, Inc. / Groups / Telesystem

Telesystem
Site

- Home
- Call flows
- Accounts
- Contacts
- Statistics
- Phone numbers

Phone numbers

314 numbers for this group
1 numbers available for assign

14197243897

Deassign Assign

| <input type="checkbox"/> | Range From | Range to | Available | User type | Activated |
|--------------------------|--------------|----------|-----------|-----------|-------------------------------------|
| <input type="checkbox"/> | +14197243897 | | - | | <input checked="" type="checkbox"/> |

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