

# 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

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.

### Company Account Administration



Please choose an action

[Create New User](#)

[Edit Active Users](#)

[Reports](#)

[Back](#) [Help](#) [Logout](#)

## 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

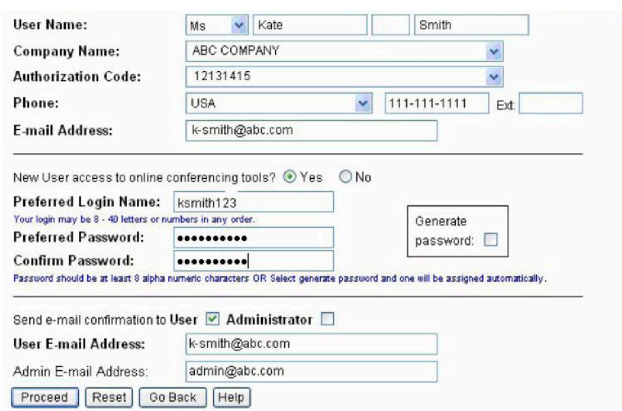
## New Users

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.



User Name: Ms Kate Smith

Company Name: ABC COMPANY

Authorization Code: 12131415

Phone: USA 111-111-1111 Ext:

E-mail Address: k-smith@abc.com

New User access to online conferencing tools? ☒ Yes ☐ No

Preferred Login Name: ksmith123

Your login may be 8 - 40 letters or numbers in any order.

Preferred Password: \*\*\*\*\*

Confirm Password: \*\*\*\*\*

Password should be at least 8 alpha numeric characters OR Select generate password and one will be assigned automatically.

Generate password: ☐

Send e-mail confirmation to User ☒ Administrator ☐

User E-mail Address: k-smith@abc.com

Admin E-mail Address: admin@abc.com

[Proceed](#) [Reset](#) [Go Back](#) [Help](#)

## 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.

### REQUEST LOGIN

#### My Contact Information

We will send you sensitive information about conferencing products to this address.

Address Line 1:

Address Line 2:

Address Line 3:

City/State/Zip:

Country:

My Timezone is:

ABC ID:

Please enter up to 20 alphanumeric characters, which can be used as a reference code to identify the calls listed on your Verizon Audio Conferencing invoice by name, number or a combination of both. Please refer to Help for additional details.

## 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.

### REQUEST LOGIN

#### Congratulations XYZ

You have successfully created a leader profile for Kate Smith. A welcome letter along with a login name and password will be sent to you, and the new user's e-mail address shortly.

You may begin using the Manage My Meetings portal immediately.

Would you like to go to Manage My Meetings now?

## 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 - Search

Please select Customer Account and fill in at least one field

First Name	<input type="text"/>
Last Name	<input type="text" value="SMITH"/>
Email Address	<input type="text"/>
Login Name	<input type="text"/>
Billing Code	<input type="text"/>
Date Created	From: <input type="text" value="MON-DD-YYYY"/> To: <input type="text" value="MON-DD-YYYY"/>
Customer Account	<input type="text" value="ABC COMPANY"/>
Authorization Code	<input type="text" value="12131415"/>

## 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.

### Edit User

You may delete up to 25 users at a time on all pages.

Name	Phone Number	Email Address	Billing Code	Inactivate
<a href="#">Smith, John</a>	+1-111-111-1111	JOHN.SMITH@ABC.COM	compccr	<input type="checkbox"/>
<a href="#">Smith, Kate</a>	+1-222-222-1212	K.SMITH@ABC.COM	123456	<input type="checkbox"/>
<a href="#">Smith, Lara</a>	+1-444-444-1212	LARA.SMITH@ABC.COM	123456	<input type="checkbox"/>
<a href="#">Smith, Matt</a>	+1-333-344-1616	MATT.SMITH@ABC.COM	12345	<input type="checkbox"/>

Users 1 - 4 of 4

\* Administrators  
\*\* Only marked users on the current page will be selected for inactivation.  
Users on multiple pages may be selected to be inactivated.

[Modify Search](#) [Inactivate Selected Users](#) [Help](#) [Logout](#)

## 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

### Inactivate Users

Any users that remain in Active status could not be inactivated either because they have conferences that have not been processed for billing, or because they are an active Conferencing Administrator. Please contact the conferencing center for assistance.

Name	Phone Number	Email Address	Status
Smith, John	+1-111-111-1111	JOHN.SMITH@ABC.COM	Inactive
Smith, Kate	+1-222-222-1212	K.SMITH@ABC.COM	Active

[Admin](#) [User List](#) [Help](#) [Logout](#)

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.

The screenshot shows the 'MY IDENTITY' tab selected in a navigation bar. The form contains the following fields and options:

- Your Name:** Dropdown menu with 'KATE' selected, and a text box with 'SMITH'.
- Login Name:** Text box with 'ksmith123'.
- Address Line 1:** Text box with 'TEST'.
- Address Line 2:** Text box.
- Address Line 3:** Text box.
- City/State/Zip:** Text box with 'CHICAGO', a dropdown menu with 'IL' selected, and a text box with '60642'.
- Country:** Dropdown menu with 'USA' selected.
- Phone:** Text box with '222-222-1212' and an 'Ext.' text box.
- Fax Number:** Text box.
- E-mail Address:** Text box with 'K-SMITH@ABC.COM'.
- Time Zone:** Dropdown menu with 'CENTRAL TIME' selected.
- VZID:** Text box with '123456'.
- Admin Privileges:** Text box with 'Not Granted' and a link to 'Manage Admin Privileges'.

At the bottom of the form, there are buttons for 'Update', 'Reset', 'Help', and 'Logout'. A 'Reset Password' link is also visible next to the Login Name field.

## 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.

The screenshot shows the 'PROFILE MAINTENANCE' section with the 'Reset Password' link highlighted. Below the link, there is a text box for 'Login Name' and a text box for 'E-mail address'. Below these, there is a text box for 'Auth Code'. At the bottom, there are buttons for 'Proceed', 'Reset', 'Go Back', and 'Help'. A note at the bottom states: 'Note: E-mail containing the new password will be sent to the User's e-mail address only.'

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'.

### Manage Admin Privileges

The screenshot shows the 'Manage Admin Privileges' screen. It has a title 'Please choose authcodes to assign to the current user'. Below the title, there are two columns: 'Available Auth Codes' and 'Granted Auth Codes'. The 'Available Auth Codes' column contains a list of codes: 'ABC COMPANY (12131415)', 'XYZ BUSINESS (199999V)', and 'NEWARC BANKING (898989)'. The 'Granted Auth Codes' column is empty. Between the columns, there are two arrows pointing in opposite directions and buttons for 'Add All' and 'Remove All'. At the bottom, there are buttons for 'Update', 'Block', 'Help', and 'Logout'.

## 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.

Manage John's Meetings

INSTANT MEETING SUBSCRIPTIONS

INSTANT MEETING SUBSCRIPTIONS

INSTANT VIDEO SUBSCRIPTIONS

RESERVED AUDIO AND MEET CALLS

RESERVED VIDEO CONFERENCES

MY IDENTITY

MESSAGES

Your Name:

John

Smith

Login Name:

jsmith123

Create Login

Address Line 1:

99 Clear Lake Avenue

Address Line 2:

Address Line 3:

City/State/Zip:

Country:

Phone:

(1)111-111-1111

Ext

Fax Number:

E-mail Address:

JOHN.SMITH@ABC.COM

Time Zone:

ABC ID:

82856

Please enter up to 20 alphanumeric characters, which can be used as a reference code to identify the calls listed on your MC Audio Conferencing Invoices by name, number or a combination of both. Please refer to Help for additional details.

Admin Privileges:

Not Granted

Manage Admin Privileges

Note: If User's E-mail address is getting changed, then the verification message will be sent to the previous address.

Update

Reset

Help

Logout

## 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 SUBSCRIPTIONS

NET CONFERENCE APPLICATIONS

RESERVED AUDIO CALLS

RESERVED VIDEO CONFERENCES







MY IDENTITY

MESSAGES

Current/Future

Completed

To View, Update or Delete a subscription, click on the Conference ID. To control your Instant Meeting via the web, click on the arrow under the Features column.

Conference ID	Meeting Description	Phone Number(Total)	Leader	Features
<a href="#">7867949</a>	All Purpose Meeting	1-222-222-1212(2)	KATE SMITH	  
<a href="#">7867950</a>	All Purpose Meeting	1-222-222-1212(2)	KATE SMITH	  

Subscriptions 1 - 2 of 2

Add Subscription

Help

Logout

## 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

WELCOME: SMITH to the Subscription Leader? ☒ Yes ☐ No

Leader's Name:

Meeting Name:

Start Date:  End Date:  ☐ End Date ☒ No End Date

Phone Numbers: ☐ Toll Free ☐ Private Dialing Plan

Leader Password:

Participant Password:

Number of Participants:

Features: ☐ Quick Start ☐ Name Recall ☐ Conference Entry Exit ☐ Auto Conference ☐ Waiting Room ☐ Send Participant List ☐ Reference Code

Send email confirmation to: ☒ Leader ☒ Contact ☒ Admin

Admin Email Address:

Leader Email Address:

Contact Email Address:

VZC:

Please enter up to 20 alphanumeric characters, which can be used as a reference code to identify the calls listed in your Audio Conferencing Invoice by name, number or a combination of both. Please refer to Help for additional details.

## 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.

### Reports

Please choose a report

- [Active Users Report](#)
- [Active Instant Meeting Subscriptions Report](#)
- [Active Instant Net Subscriptions Report](#)
- [Regular/Recurring Calls Report](#)
- [Inactivated Users Report](#)
- [Active Online Logins Report](#)

\* Note that in some cases reports do not reflect the current status. Please contact the [Helpdesk](#) if you have any questions about reports.

## Contact Us

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

- Email: [customerrelations2@mymeetings.com](mailto: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



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