Adding an Administrator Using the Hosted VoIP Admin Portal

The following procedure provides users with the appropriate access and the ability to add Group and Department level administrators to existing Hosted VoIP Phone System accounts.

The Group and Department level administrators will only have the ability to make changes to the Group or Department they are given access to.

1. To add a new group or department administrator to an already existing group, first navigate to the Group Profile tab from the left side panel.

2. From the Site Info menu, select Administrators.

3. From this page, you may choose to Add, Edit, or Delete an existing Group Administrator.
Add a Group Administrator

1. Click the Add button.

2. Enter in the following information:
   Administrator ID (this will also become the user name that the administrator will use to login).
   - Last Name
   - First Name
   - Initial Password
   - Re-type Initial Password
   Note: The password must contain a minimum of 12 characters and include at least one of each of the following items: uppercase letter, lowercase letter, number, and special character.
   - Language
   - Administrator Type
     - Group
     - Department
   - Choose Department the administrator will be able to control.

3. Click the Save button to finish creating the new Administrator.
Edit an Existing Administrator

1. Use the drop-down box and choose the Administrator ID from the list.

2. In the Edit box, you may make changes to the available fields:
   - Last Name
   - First Name
   - New Password
   - Re-type Password
   
   **Note:** The password must contain a minimum of 12 characters and include at least one of each of the following items: uppercase letter, lowercase letter, number, and special character.
   
   - Language
   
   **Note:** The Administrator Type cannot be changed. In the event that the incorrect permissions were applied to a user when the account was created, you must delete the administrator and then create a new one.

Delete an Existing User

1. Use the drop-down box and choose the Administrator ID from the list, then click the Delete button. The page will refresh and then Administrator ID will no longer be available.