HOW TO CHANGE A FUSIONWORKS USER'S VOICE MANAGER AND WEBEX PASSWORD

Fusion Connect Client Portal

Resources

Watch a Video:

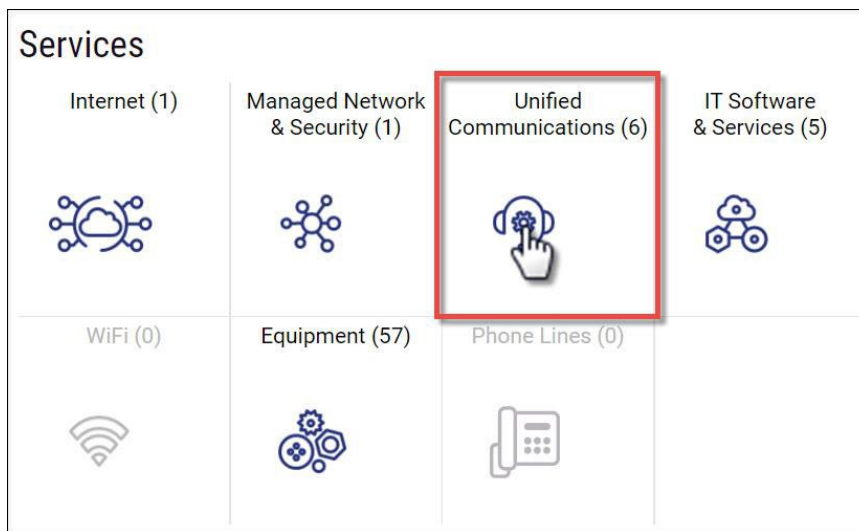**[How To Change A FusionWorks User's Voice Manager And WebEx Password](#)**

More Resources:

See a complete list of Fusion Connect Client Portal self-support documents here:

https://www.fusionconnect.com/support/portal-support

How do I change my Voice Manager and WebEx password?

If you have FusionWorks Hosted Voice service, you can change your Voice Manager and WebEx password by selecting the Unified Communications section of the Services tile.

The Unified Communications page will display all your locations with hosted voice service. The Service column will display the platform the hosted voice service is on.

Note: These instructions are only for locations on the FusionWorks platform.

To view the user profiles for a specific site, select the **three-dot menu** next to the site and then select **Manage Voice**.

In the Fusion Works Links section, selecting the **Users** link will display the users for the location you selected in the previous step. Selecting the **All Users** link will display the users for all locations.

The Fusion Works All Users page displays a list of users, their Directory First and Last Name, Extension, phone Number, Email address, Calling Plan, and the Site Name for the site the user is located at.

You can edit a user's profile by selecting the **icon** next to the user's name to open the User Details page.

Select the **Change Voice Manager/WebEx Password** link to change your Voice Manger and WebEx password.

Note: Voice Manager and WebEx use the same password.

Once you have entered the new password, click the **Save** button.

Note: The password must be at least 8 characters and include at least 1 number.