



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:

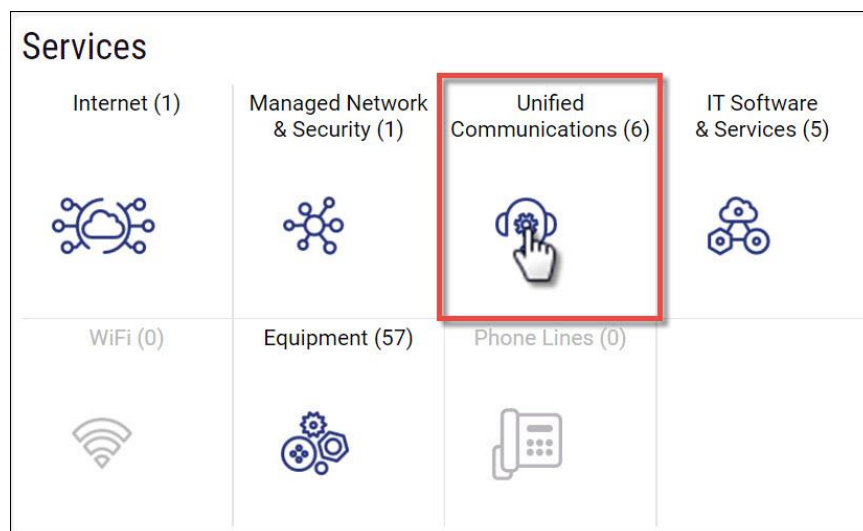
See a complete list of Fusion Connect Client Portal self-support documents here:

<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.

Corporate Account For Cloud Ser Customer Services

Internet Managed Network & Security Unified Communications IT Software & Services WiFi Equipme

Sites States 6 sites

| Site | Service | Line Id |
|---------------------------------|-----------------|---------|
| Ashley Palacol | FusionWorks (M) | 559400 |
| Billy Fisher | FusionWorks (M) | 591868 |
| Billy Fisher LITTLE RIVER 1 | FusionWorks (M) | 618758 |
| Corporate Account For Cloud Ser | FusionWorks (M) | 547497 |
| Pleasanton Office | FusionWorks (M) | 515703 |
| Wallingford Office | FusionWorks (M) | 515704 |

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

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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.

Corporate Account For Cloud Ser Fusion Works

Settings

Caribbean Dial Plan

Edit

Fusion Works Links

Users **All Users** Group Service Advanced Voice Configuration Voicemail Auto Attendants Phone Numbers Phones Soft Phones Call Recordings Manage E911 Notification Groups Default Phone Settings Device Bulk Service Configuration Trunks

Voice Directory Utilities

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.

Fusion Works All Users

Name

| Name | Directory First Name | Directory Last Name | Ext | Number | Email | Calling Plan | Site Name |
|----------------------|----------------------|---------------------|------|--------------|----------------------|--|----------------|
| 2nd trainer 2nd line | 2nd trainer | 2nd line | 2981 | +12066022981 | noreply@megapath.com | Hosted Voice Employee National with UC (M) | Seattle Office |
| Aqua-Man | Aqua | Man | 1804 | +17039351804 | noreply@megapath.com | Call Center Pro Agent National (M) | Billy Lab |
| Batman | Bat | man | 1802 | +17039351802 | noreply@megapath.com | Call Center Pro Agent National with UC One (M) | Billy Lab |
| Billy CCAP1 | Billy | CCAP1 | 2796 | +17034292796 | noreply@megapath.com | Call Center Premium Agent National (M) | Herndon Office |

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.

Fusion Works Users

Justin's Lab Phone User

Users Details

User: Justin's Lab Phone

Directory First Name: Justin's

Directory Last Name: Lab Phone

Select Time Zone: (GMT-04:00) US/Eastern

Phone Number: +17034292791

Extension: 2791

Email: justin.kim@fusionconnect.com

E911 Address

If your employee dials 911 from their Fusion VoIP phone, the respective Public Safety Answering Point will use the Following location address for dispatching emergency Services.

2300 CORPORATE PARK DR,
STE 300,
HERNDON,VA,US,20171-4847

Change E911 Address

E911 Location:

E911 Notification Group:

Change Voicemail PIN

Change Voice Manager/WebEx 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.

Change Voice Manager/WebEx Password

Enter a new password with at least 8 characters and 1 number.

New Password *

Confirm Password *