HOW TO MANAGE FUSIONWORKS USER PROFILES

Fusion Connect Client Portal
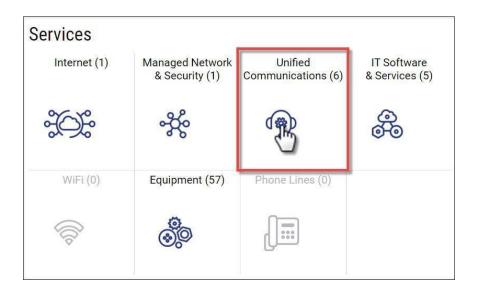
Resources

Watch a Video:

How To Manage FusionWorks User Profiles

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 manage my FusionWorks user profiles?

If you have FusionWorks Hosted Voice service, you can manage your user profiles 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 for *ALL SITES*, their Directory First and Last Name, Extension, phone Number, Email address, Calling Plan, and the Site Name for the site the user is located.

To edit a User's profile click their **Pop Out Window icon** next to the user's name to open the User Profile page.

The **User Details** section allows you to edit the **User Details** *(Name and Directory Name)*, change their **E911 Address**, change their **Voicemail PIN**, change their **Voice Manager/WebEx Password** *(if applicable)*, **Run Registration Report** *((to see if and where their number is registered)*, **View Group Memberships** *(to see if they're assigned to Hunt Group(s) or Call Center Queue(s)…*

The **User Services** section *(see below)* allows the ability to:

- Enable and use the **"0" Out Phone Number** feature
- Enable **Call Recording** *(if applicable)*
- Enable **Voicemail To Email** w/**Transcriptions**
- Enable User - **Fax** *(allowing them to use their assigned number for incoming faxes)*

Once you update the User's details in the Users Details section, select the **Apply** button or the **Save** button to save your changes.

Note: Apply will save your change but keep you on the same screen. Save will save the change and close the tab.

Users Details

User *	Billy Supervisor Two
Directory First Name *	Fusion
Directory Last Name *	Technical Training
Select Time Zone	(GMT-04:00) US/Eastern
Phone Number	+17039351814
Extension	1814
Caller ID Phone Number	+17039351800
Email	wfisher@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,
HERNDON,VA,US,20171-4845

E911 Location (No Selection)

E911 Notification Group (No Selection)

User Services

'0' Out Phone Number ⓘ	☑
Phone Number *	+17044215555
Record ⓘ	☐
Fax ⓘ	☑
Transcribe ⓘ	☑
Audio Conferencing ⓘ	☐
Email Message Copies ⓘ	☑

Apply Save Cancel

To change a User's Voicemail PIN select the **Change Voicemail PIN** link:

Change Voicemail PIN
Change Voice Manager/WebEx Password
Run Registration Report
View Group Memberships

Once you have entered the new **INITIAL PIN** *(meaning temporary PIN Number)* click the **Save** button. Your User will use the Initial PIN Number to access their Voicemail. The system will then prompt them to reset their PIN Number:

Change Voicemail PIN

Enter a new Initial PIN that is between 4-8 characters.

New PIN *
Confirm PIN *

Save   Cancel

To change the password for Voice Manager and WebEx for a User, select the **Change Voice Manager/WebEx Password** link.
Note: Voice Manager and WebEx use the same password. The password must be at least *8 characters and include at least 1 number*.

- Using the password with WebEx, the password you enter will be the password your User will use to access their WebEx; hence WebEx WILL NOT prompt them to reset their password:

Change Voicemail PIN
Change Voice Manager/WebEx Password
Run Registration Report
View Group Memberships

You can click **Run Registration Report** to find out if your User's number is registered and if so to what device or devices.

In the example below, you see this User is registered, the number that's registered, and to what device – a VVX450 handset:

You can click **View Group Memberships** to see whether the User is assigned to any Hunt Group(s) or to Call Center Queue(s).

In the example below, the User is assigned to 1 Hunt Group and 4 different Call Center Queues:

Once you have made your changes select the **Apply** button or the **Save** button to save your changes.

Note: Apply will save your change but keep you on the same screen. Save will save the change and close the tab.