



HOW TO MANAGE FUSIONWORKS USER PROFILES

Fusion Connect Client Portal

fusionconnect.com

Connect. Protect. Accelerate.

Resources

Watch a Video:

[How To Manage FusionWorks User Profiles](#)

More Resources:

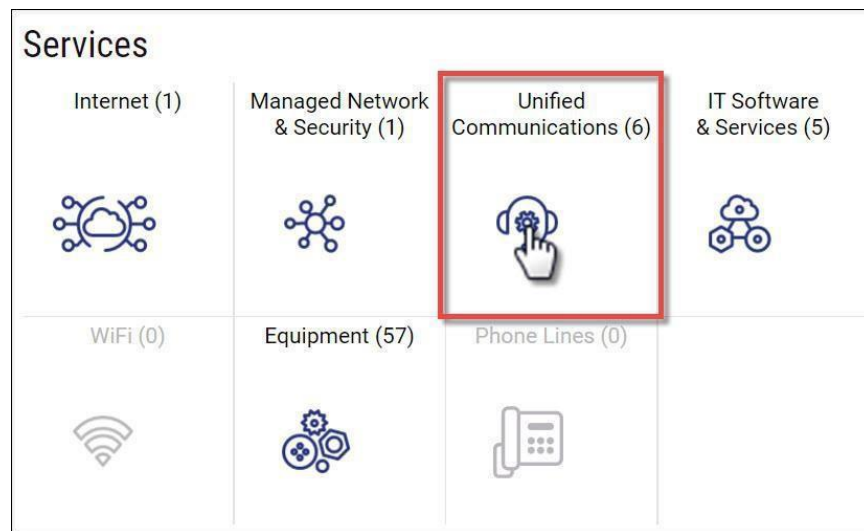
See a complete list of Fusion Connect Client Portal self-support documents here:

<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.

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 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.

Fusion Works All Users

Name X

Name	Directory First Name	Directory Last Name	Calling Plan
Billy Supervisor One	Supervisor	One	Call Center Pro Supervisor National (M)
Billy Supervisor Two	Fusion	Technical Training	Call Center Premium Supervisor National with UC One (M)
Brad Caldwell	Brad	Caldwell	Hosted Voice Common Line National (M)

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))...

Fusion Works Users

Billy Supervisor Two User

Users Details

User

Directory First Name

Directory Last Name

Select Time Zone

Phone Number

Extension

Caller ID Phone Number

Email

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

[Change E911 Address](#)

E911 Location

E911 Notification Group

Change Voicemail PIN

Change Voice Manager/WebEx Password

Run Registration Report

View Group Memberships

User Services

'0' Out Phone Number

Phone Number

Record

Fax

Transcribe

Audio Conferencing

Conference ID

Moderator ID

Bridge Name

Bridge Number

Email Message Copies

Emails

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 *	<input type="text" value="Billy Supervisor Two"/>
Directory First Name *	<input type="text" value="Fusion"/>
Directory Last Name *	<input type="text" value="Technical Training"/>
Select Time Zone	<input type="text" value="(GMT-04:00) US/Eastern"/>
Phone Number	<input type="text" value="+17039351814"/>
Extension	<input type="text" value="1814"/>
Caller ID Phone Number	<input type="text" value="+17039351800"/> : X
Email	<input type="text" value="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

E911 Notification Group

User Services

'0' Out Phone Number <input type="checkbox"/>	<input checked="" type="checkbox"/>
Phone Number *	<input type="text" value="+17044215555"/>
Record <input type="checkbox"/>	<input type="checkbox"/>
Fax <input type="checkbox"/>	<input checked="" type="checkbox"/>
Transcribe <input type="checkbox"/>	<input checked="" type="checkbox"/>
Audio Conferencing <input type="checkbox"/>	<input type="checkbox"/>
Email Message Copies <input type="checkbox"/>	<input checked="" type="checkbox"/>

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.

- [Change Voicemail PIN](#)
- [Change Voice Manager/WebEx Password](#)
- [Run Registration Report](#)
- [View Group Memberships](#)

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

User Registration Report						
Registered (None)						
Registered	Enterprise	Group Name	Username	User Id	URI	
✓	MegaPath Demo Account for Cloud Services (ent_156447)	Billy Lab (ste_323731)	Superman	7039351801@megapathvoice.com	sip:156447_323731_136294_VVX450_F001@216.86.44.1	

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

- [Change Voicemail PIN](#)
- [Change Voice Manager/WebEx Password](#)
- [Run Registration Report](#)
- [View Group Memberships](#)

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

View Group Memberships				
Name				
Name	Number	Hunt Groups	Call Queues	Supervisors
Billy Supervisor Two	+17039351814	Billy HG1	Billy Call Cntr 1, Billy Call Cntr Prem 1, Billy Call Cntr 2, Billy Call Cntr Prem 2	Billy Call Cntr 1, Billy Call Cntr Prem 1, Billy Call Cntr 2, Billy Call Cntr Prem 2

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.