



# HOW TO MANAGE FUSIONWORKS USER PROFILES

Fusion Connect Client Portal

## Resources

### Watch a Video:

[How To Manage FusionWorks User Profiles](#)

### More Resources:

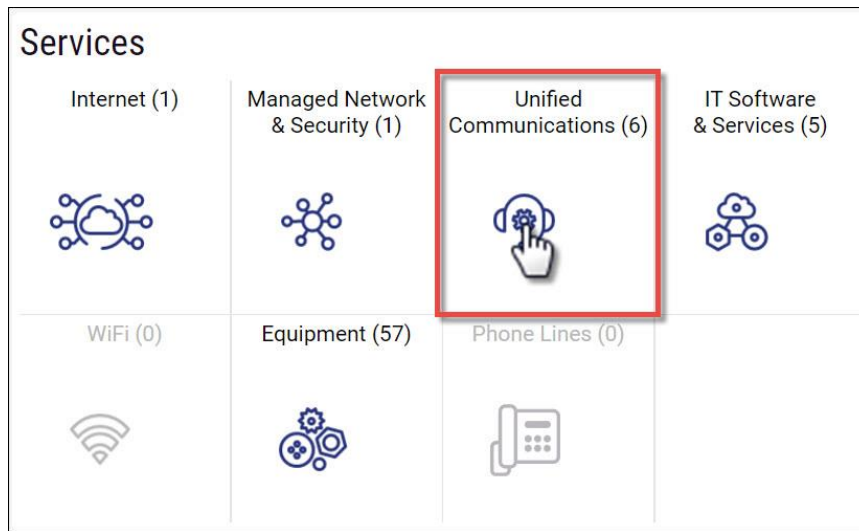
See a complete list of Fusion Connect Client Portal self-support documents here:

<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.*

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.

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

The user details page allows you to edit the Users Details, change the E911 address, change the Voicemail PIN, change the Voice Manager and WebEx Password, and configure User Services.

You can edit the Users Details by selecting the **Edit** button.

Justin's Lab Phone User
Fusion Works Users

**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 Voicemail PIN](#)  
[Change Voice Manager/WebEx Password](#)

**Change E911 Address**

E911 Location:

E911 Notification Group:

**User Services**

'0' Out Phone Number

Record

Fax

Transcribe

Audio Conferencing

Conference ID:

Moderator ID:

Bridge Name:

Bridge Number:

Email Message Copies

Edit Copy : ↻

Once you have updated 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.*

You can change the user's E911 address by selecting the **Change E911 Address** link.

Once you have updated the E911 information, select the **checkmark** next to “I have read and accept the terms of changing the E911 Address” and click the **Save** button.

*Note: you can view the terms by clicking on Terms.*

**Edit E911 Address**

**Site Address**

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

Use Site Address as E911 Address

Address Line 1 \* 2300 CORPORATE PARK DR

Address Line 2 STE 300

City \* HERNDON

State \* VA

Zip \* 20171-4847

I have read and accept the terms of changing the E911 Address

Terms

Save Cancel

You can change a user's Voicemail PIN by selecting the **Change Voicemail PIN** link.

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**

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**Change E911 Address**

E911 Location

E911 Notification Group

[Change Voicemail PIN](#)

[Change Voice Manager/WebEx Password](#)

Once you have entered the new PIN click the **Save** button.

*Note: The PIN must be 4-8 characters in length.*

You can change the password for Voice Manager and WebEx by selecting the **Change Voice Manager/WebEx Password** link.

*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.*



You can change the User Services by selecting the **Edit** button.

*Note you can get more information about each service by hovering your mouse over the information icon.*

User Services

- '0' Out Phone Number  ⓘ
- Record  ⓘ
- Fax  ⓘ
- Transcribe  ⓘ
- Audio Conferencing  ⓘ
- Conference ID
- Moderator ID
- Bridge Name
- Bridge Number
- Email Message Copies  ⓘ

**Edit** Copy : ↻

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.*

User Services

- '0' Out Phone Number  ⓘ
- Record  ⓘ
- Fax  ⓘ
- Transcribe  ⓘ
- Audio Conferencing  ⓘ
- Email Message Copies  ⓘ

Apply Save Cancel