

Chapter 4: User Management Application

Overview

Introduction The **User Management** application allows you to view, create, modify, change passwords and delete Control Center users for your organization; this chapter will explain how to perform these activities.

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Overview, continued

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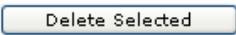
User List Screen

Introduction The **User List** screen gives a listing of all the users that have been created under your Control Center Enterprise ID.

From this screen, you can view, create and/or delete user accounts within Control Center system.

User List/Field & Descriptions

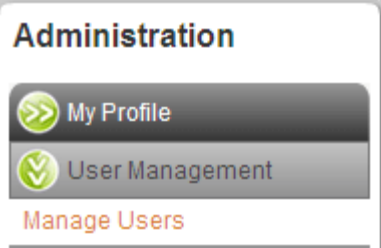
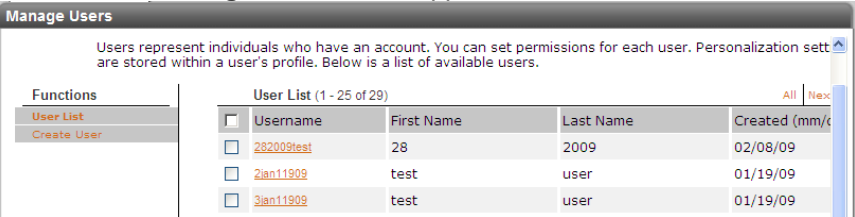
Overview The table below describes the fields and buttons displayed on the **User List** screen.

Field Name	Description
User Name	This field displays the user's unique identifier that allows them to access the Control Center application.
First Name	This column displays the user's first name for each user in the list.
Last Name	This column displays the user's last name for each user in the list.
Created (mm/dd/yy)	This column displays the date each user account was created.
	After clicking the checkbox for each desired user account, this button allows you delete your user(s).

Viewing the User List

Procedure

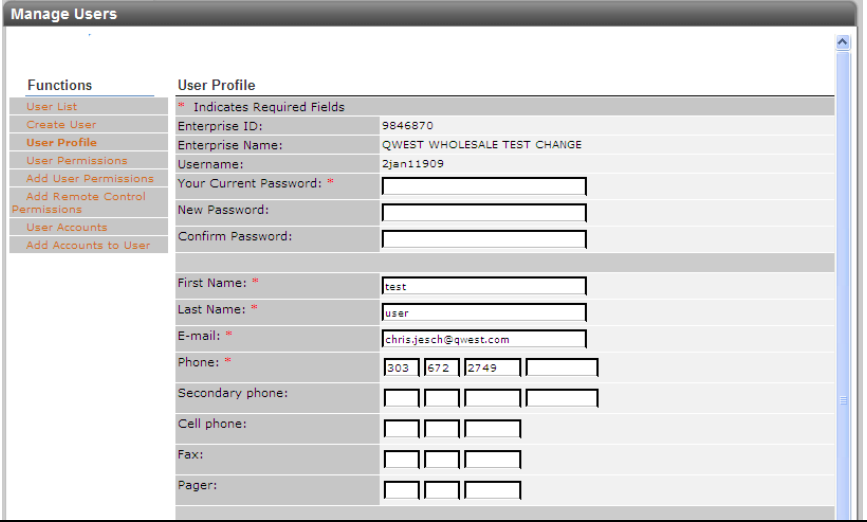
Follow the steps in the procedure below to **view** the **User List** details.

Step	Action																
1	<p>From the Home page, click on the User Management link on the left hand Administration section.</p> <p>Result: Manage Users link appears</p>  <p>The screenshot shows a sidebar menu titled 'Administration'. It contains three items: 'My Profile' with a right-pointing arrow icon, 'User Management' with a downward-pointing arrow icon, and 'Manage Users' with a right-pointing arrow icon.</p>																
2	<p>Next click on the Manage Users link</p> <p>Result: The Manage User screen appears.</p>  <p>The screenshot shows the 'Manage Users' screen. It has a title bar 'Manage Users' and a subtitle 'Users represent individuals who have an account. You can set permissions for each user. Personalization settings are stored within a user's profile. Below is a list of available users.' On the left, there are 'Functions' like 'User List' and 'Create User'. On the right, there is a table titled 'User List (1 - 25 of 29)' with columns: Username, First Name, Last Name, and Created (mm/dd/yyyy). The table contains three rows of user data.</p> <table border="1" data-bbox="818 972 1430 1081"> <thead> <tr> <th>Username</th> <th>First Name</th> <th>Last Name</th> <th>Created (mm/dd/yyyy)</th> </tr> </thead> <tbody> <tr> <td>282009test</td> <td>28</td> <td>2009</td> <td>02/08/09</td> </tr> <tr> <td>2jan11909</td> <td>test</td> <td>user</td> <td>01/19/09</td> </tr> <tr> <td>3jan11909</td> <td>test</td> <td>user</td> <td>01/19/09</td> </tr> </tbody> </table>	Username	First Name	Last Name	Created (mm/dd/yyyy)	282009test	28	2009	02/08/09	2jan11909	test	user	01/19/09	3jan11909	test	user	01/19/09
Username	First Name	Last Name	Created (mm/dd/yyyy)														
282009test	28	2009	02/08/09														
2jan11909	test	user	01/19/09														
3jan11909	test	user	01/19/09														

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Viewing the User List, continued

Procedure (continued)

Step	Action
3	<p>From the User List screen, click on the User Name to view more detailed information.</p> <p>Result: The User Profile screen appears for the selected user.</p>  <p>The screenshot shows a web interface titled "Manage Users". On the left is a "Functions" menu with options: User List, Create User, User Profile, User Permissions, Add User Permissions, Add Remote Control Permissions, User Accounts, and Add Accounts to User. The "User Profile" option is selected. The main area displays the user's details:</p> <ul style="list-style-type: none"> * Indicates Required Fields Enterprise ID: 9846870 Enterprise Name: QWEST WHOLESALE TEST CHANGE Username: zjan11909 Your Current Password: * (input field) New Password: (input field) Confirm Password: (input field) First Name: * test Last Name: * user E-mail: * chris.jesch@qwest.com Phone: * 303 672 2749 (with input fields for each part) Secondary phone: (input fields) Cell phone: (input fields) Fax: (input fields) Pager: (input fields)




User Approvals Screen

Introduction The **User Approvals** screen gives a listing of all the users that have self registered under your Control Center Enterprise ID and are on hold

From this screen, you can view, activate, and/or delete On-hold users that have self registered and awaiting approval.


User Approvals/Field & Descriptions

Overview The table below describes the fields and buttons displayed on the **User List** screen.

Field Name	Description
User Name	This field displays the user's unique identifier that allows them to access the Control Center application.
First Name	This column displays the user's first name for each user in the list.
Last Name	This column displays the user's last name for each user in the list.
Created (mm/dd/yy)	This column displays the date each user account was created.
	Click on this button to cancel request and go back to previous screen
	Click on this button to activate user. Once user is activated you will need to assign permissions, add Remote Control permissions, and add accounts
	Click on this button to delete user

Viewing User Approvals

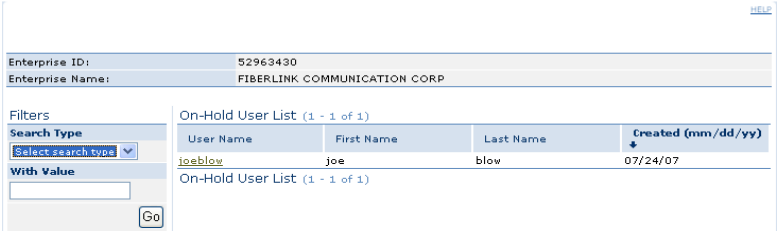
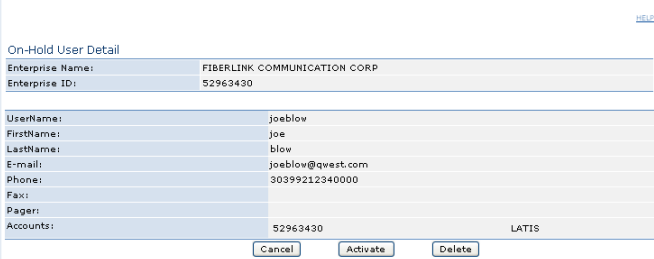
Procedure Follow the steps in the procedure below to **view** the **User Approval List** details.

Step	Action
1	<p>From the Landing page, click on the User Approvals link on the left hand Administration section.</p> <p>Result: The User Approvals link appears.</p>  <p>The screenshot shows a vertical list of menu items under the heading 'Administration'. The items are: My Profile, User Management, Reports, Add Accounts, Enterprise Details, and User Approvals. The 'User Approvals' item is highlighted with a darker background and a green checkmark icon. Below the screenshot, the text 'User Approval' is written in a light red font.</p>





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Viewing the User List, continued

Procedure (continued)

Step	Action
2	<p>Click on the User Approvals application.</p> <p>Result: The On-Hold User List screen appears.</p> 
3	<p>From the User List screen, click on the User Name hyperlink to view more detailed information.</p> <p>Result: The On-Hold User Detail screen appears for the selected user.</p> 

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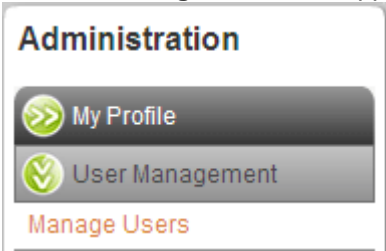
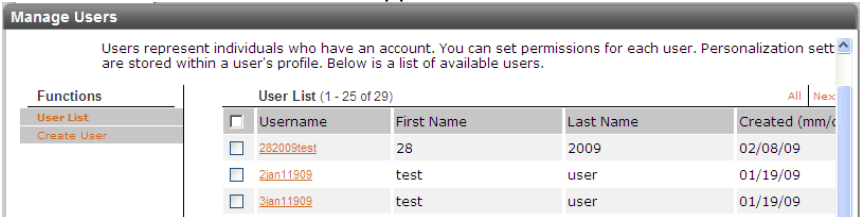
<p>4</p>	<p>Click  if you want to activate the user. A pop up will appear asking “Are you sure, you want to Activate this user” Click OK button if you would like to Activate or Cancel if you do not want to.</p> <p>Result: A confirmation page appears, indicating the success or failure of the addition.</p> 
<p>5</p>	<p>Click  if you do not want to activate the user</p> <p>Result: A confirmation page appears, indicating the success or failure of the addition.</p> 

Deleting a User(s)

Procedure

Follow the steps in the procedure below to **remove** an existing **user account** from your Control Center Enterprise ID.

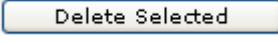
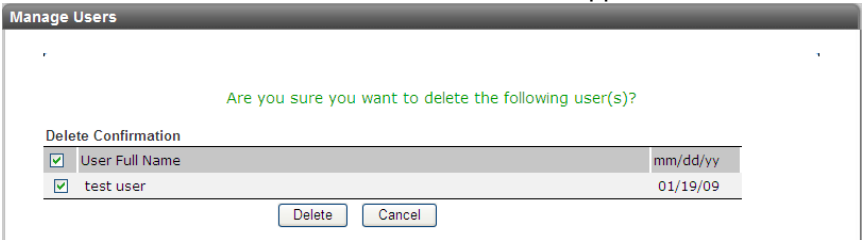

Note: As a result of deleting a user in the Control Center Administration module, the user's ability to access the Remote Control™ application will also be removed. CSA's will be able to delete other CSA's but will not be allowed to delete oneself.

Step	Action
1	<p>From the Home page, click on the User Management link on the left hand Administration section.</p> <p>Result: Manage Users link appears</p> 
2	<p>Next click on the Manage Users link</p> <p>Result: The User List screen appears.</p> 

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Deleting a User(s), continued


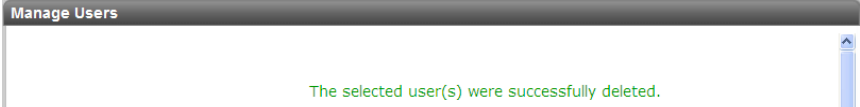
Procedure (continued)

Step	Action
3	From the User List screen, select the checkbox next to each user that you would like to remove from the system.
4	<p>Click .</p> <p>Result: The Delete User Confirmation screen appears.</p> 
5	<p>From the Delete Confirmation screen, deselect any user accounts that no longer need removed (if applicable).</p> <p>Note: If you decide you do not want to remove any of the user accounts, click  to return to the User List screen without making any changes.</p>

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Deleting a User(s), continued

Procedure (continued)

Step	Action
6	<p>Click  .</p> <p>Result: The system removes the selected user account(s). The User List screen appears, displaying a message indicating the success or failure of the deletion.</p>  <p>The screenshot shows a window titled "Manage Users" with a green message at the bottom: "The selected user(s) were successfully deleted."</p>

Create User

Introduction

The **Create User** screen allows you to generate a new user account in the Control Center system.

Note: As a result of creating a user in the Control Center Administration module, the user will also be granted access to the Remote Control portal.

When creating a user in Control Center you will need to remember assign permissions to both the Control Center and Remote Control applications.

In addition, as the **Customer System Administrator (CSA)** you will have access to view inventory under your user access; however you must assign accounts to each user to in order for a non-**CSA** user to view inventory.

Create User/Fields & Descriptions



Overview

The table below describes the fields and buttons displayed on the **Create User** screen.

Field Name	Description
Enterprise ID	This field identifies the unique Control Center Enterprise ID that will be associated to the new user's account/profile.
Enterprise Name	This field provides the name that will be associated to the Control Center Enterprise ID for the new user's account/profile
User Name	This <i>required</i> field allows you to assign a unique username to be used by the new user when accessing the Control Center application. Note: Please do not use uppercase letters in this field.
New Password	This <i>required</i> field allows you to assign the new user's initial password.
Confirm Password	This <i>required</i> field allows you to re-enter the new password for a system validation that verifies the new user's " Confirm Password " matches the " New Password " field.
First Name	This <i>required</i> field shall contain the new user's first name.
Last Name	This <i>required</i> field shall contain the new user's last name.
E-mail	This <i>required</i> field shall contain the e-mail address at which the new user can be reached.
Phone	This <i>required</i> field shall contain the telephone number at which the new user can be reached.
Secondary Phone	This <i>optional</i> field shall contain the secondary telephone number at which the new user can be reached.
Cell Phone	This <i>optional</i> field shall contain a cellular phone number at which the new user can be reached.

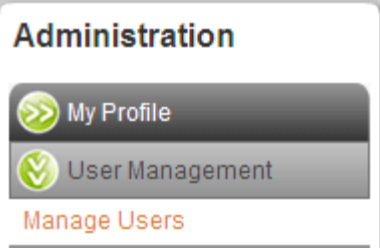
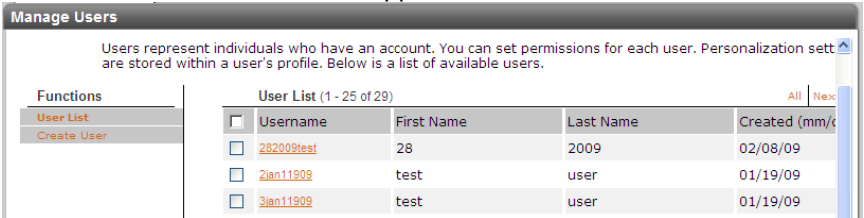
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Create User/Fields & Descriptions, continued

Field Name	Description
Fax	This <i>optional</i> field may contain the telephone number at which the new user can receive FAX transmissions.
Pager	This <i>optional</i> field may contain the telephone number at which the new user can be paged.
Time Zone	This <i>required</i> field provides a drop-down list that allows you to select the time zone in which the new user resides.
Street	This <i>optional</i> field may contain the street address of the new user's workplace, if you choose to make such information available.
City	This <i>optional</i> field may contain the new user's workplace city, if you choose to make such information available.
State	This <i>optional</i> field may contain the new user's workplace state, if you choose to make such information available.
Zip	This <i>optional</i> field may contain the new user's workplace ZIP or postal code, if you choose to make such information available.
Customer System Admin	<p>These radio buttons identify whether or not you want the new user to have administrative rights within the Control Center application.</p> <p>Note: Be cautious when assigning user system administration permissions. Users with Admin permissions can edit any aspect of your account within the Control Center system.</p>
	<p>This button allows you to save and create the new user account.</p> <p>Note: If the user account was created successfully the system will display the User Profile screen with a success message; otherwise the system will display an error message indicating why the user account was not created.</p>
	This button allows you to undo any changes you may have made in the create user screen.

Viewing Create User

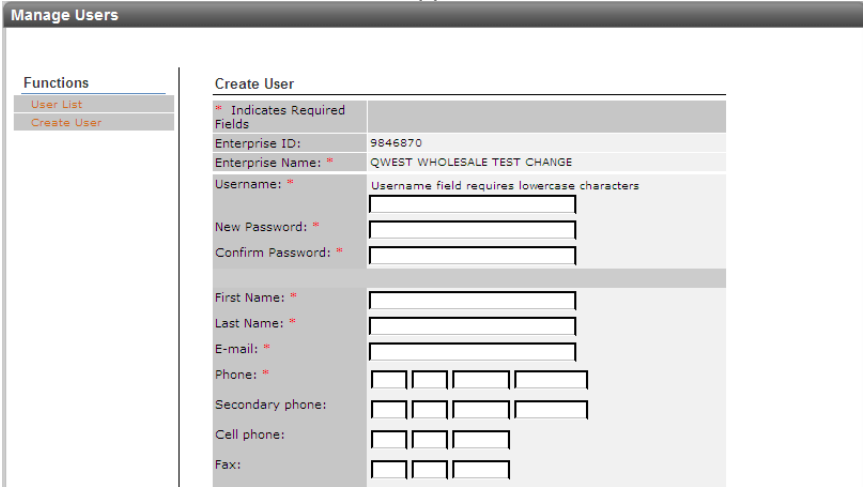
Procedure Follow the steps in the procedure below to **view** the **Create User** screen.

Step	Action																				
1	<p>From the Home page, click on the User Management link on the left hand Administration section.</p> <p>Result: Manage Users link appears</p>  <p>The screenshot shows a sidebar menu titled 'Administration'. It contains three items: 'My Profile' with a right-pointing arrow icon, 'User Management' with a downward-pointing arrow icon, and 'Manage Users' with a right-pointing arrow icon.</p>																				
2	<p>Next click on the Manage Users link</p> <p>Result: The User List screen appears.</p>  <p>The screenshot shows the 'Manage Users' interface. It includes a header, a descriptive paragraph, a 'Functions' sidebar with 'User List' and 'Create User' links, and a 'User List' table with columns for Username, First Name, Last Name, and Created (mm/c).</p> <table border="1" data-bbox="816 1003 1430 1113"> <thead> <tr> <th data-bbox="816 1003 846 1024"><input type="checkbox"/></th> <th data-bbox="846 1003 987 1024">Username</th> <th data-bbox="987 1003 1154 1024">First Name</th> <th data-bbox="1154 1003 1321 1024">Last Name</th> <th data-bbox="1321 1003 1430 1024">Created (mm/c)</th> </tr> </thead> <tbody> <tr> <td data-bbox="816 1024 846 1056"><input type="checkbox"/></td> <td data-bbox="846 1024 987 1056">282009test</td> <td data-bbox="987 1024 1154 1056">28</td> <td data-bbox="1154 1024 1321 1056">2009</td> <td data-bbox="1321 1024 1430 1056">02/08/09</td> </tr> <tr> <td data-bbox="816 1056 846 1087"><input type="checkbox"/></td> <td data-bbox="846 1056 987 1087">2jan11909</td> <td data-bbox="987 1056 1154 1087">test</td> <td data-bbox="1154 1056 1321 1087">user</td> <td data-bbox="1321 1056 1430 1087">01/19/09</td> </tr> <tr> <td data-bbox="816 1087 846 1113"><input type="checkbox"/></td> <td data-bbox="846 1087 987 1113">3jan11909</td> <td data-bbox="987 1087 1154 1113">test</td> <td data-bbox="1154 1087 1321 1113">user</td> <td data-bbox="1321 1087 1430 1113">01/19/09</td> </tr> </tbody> </table>	<input type="checkbox"/>	Username	First Name	Last Name	Created (mm/c)	<input type="checkbox"/>	282009test	28	2009	02/08/09	<input type="checkbox"/>	2jan11909	test	user	01/19/09	<input type="checkbox"/>	3jan11909	test	user	01/19/09
<input type="checkbox"/>	Username	First Name	Last Name	Created (mm/c)																	
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<input type="checkbox"/>	2jan11909	test	user	01/19/09																	
<input type="checkbox"/>	3jan11909	test	user	01/19/09																	

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Viewing Create User, continued

Procedure (continued)

Step	Action
7	<p>From the User List screen, click on the Create User function.</p> <p>Result: The Create User screen appears.</p>  <p>Note: The user contact information is pre-populated for Ordering and Billing Dispute resolution based on the information that is provided in the User Profile screen.</p>

Creating a User Account

Procedure


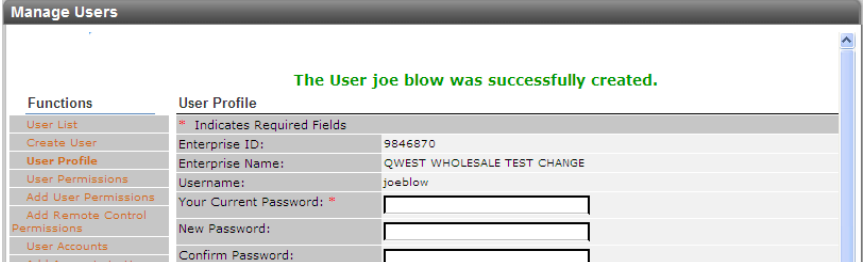
Follow the steps in the procedure below to **create** a new **user account(s)** under your Control Center Enterprise ID.

Step	Action
1	From the Create User screen, enter the desired value in the User Name field for the user account. Note: The User Name must be 4 or more unique characters in length and not already exist in the Control Center system.
2	In the New Password field, enter the desired password for the user account. Note: The New Password must contain 1 numeric or symbol value and be 8 or more characters in length.
3	In the Confirm Password field, re-enter the new password value into the Confirm Password field. Note: The Confirm Password must match the New Password entered.
4	In the First Name field, enter the user's first name .
5	In the Last Name field, enter the user's last name .
6	In the E-mail field, enter a valid value for the user's email address including the @ symbol and .com, .net, etc. extension.
7	In the Phone field, enter the user's contact telephone number . Note: The NPA/NXX must be valid.
8	In the Secondary Phone field (if applicable), enter the user's secondary telephone number .
9	In the Cell Phone field (if applicable), enter the user's cellular phone number .
10	In the Fax field (if applicable), enter the user's contact fax number . Note: The Fax Number field is optional for user creation, if entered the NPA/NXX must be valid.
11	In the Pager field (if applicable), enter the user's contact pager number . Note: The Pager number field is optional for user creation, if entered the NPA/NXX must be valid.
12	From the Time Zone drop down menu (if applicable), select the user's time zone in which they currently reside.
13	In the Street field (if applicable), enter the street address of the user's workplace. Note: The Street field is optional and not required to create a new user account.

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Creating a User Account, continued

Procedure (continued)

Step	Action
14	In the City field (if applicable), enter the city of the user's workplace. Note: The City field is optional and not required to create a new user account.
15	In the State field (if applicable), enter the state of the user's workplace. Note: The State field is optional and not required to create a new user account.
16	In the Zip code field (if applicable), enter the zip code of the user's workplace. Note: The Zip code field is optional and not required to create a new user account.
17	From the Customer System Admin radio buttons, select " Yes " or " No " to assign the user Administration permissions. Note: Be cautious when assigning user system administration permissions. Users with Admin permissions can edit any aspect of your account within the Control Center system.
18	Click  . Result: The system uses the information you provided to create the new user account. If the user account was created successfully the system will display the User Profile screen with a success message; otherwise the system will display an error message indicating why the user account was not created. 

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User Profile

Introduction

The **User Profile** screen provides detailed information about a selected user account. From this screen, you can change a password, update contact & address information, deactivate and/or change a user's administrative rights.

Note: The user contact information is pre-populated for **Ordering** and **Billing Dispute** resolution based on the information that is provided in the **User Profile** screen.

User Profile/Field & Descriptions


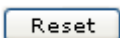

Overview

The table below describes the fields and buttons displayed on the **User Profile** screen.

Field Name	Description
Enterprise ID	This field identifies the unique Control Center Enterprise ID that is associated to the selected user profile.
Enterprise Name	This field identifies the customer account name that is associated to the selected user profile.
User Name	This field displays the unique username for the selected user profile.
Your Current Password	This <i>required</i> field provides a validation that Customer System Administrator updating the User Profile screen has knowledge of the current password. Note: The “ Your Current Password ” field is required when updating any details on the User Profile screen. The current password is the Customer System Administrator's password, not the user's password.
New Password	This <i>optional</i> field allows you to change the user's password.
Confirm Password	This <i>conditional</i> field provides a system validation that verifies the “ Confirm Password ” matches the “ New Password ” field. Note: When changing a user's password, the Confirm Password is required when a New Password is entered.
First Name	This <i>required</i> field displays the user's first name. You can change this at any time by typing a new value in the available text field.
Last Name	This <i>required</i> field displays the user's last name. You can change this at any time by typing a new value in the available text field.
E-mail	This <i>required</i> field displays the user's e-mail address. You can change this at any time by typing a new value in the available text field.

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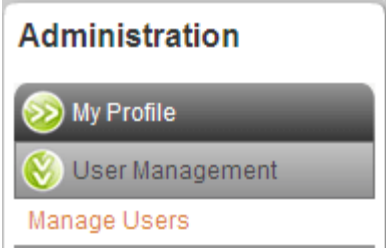
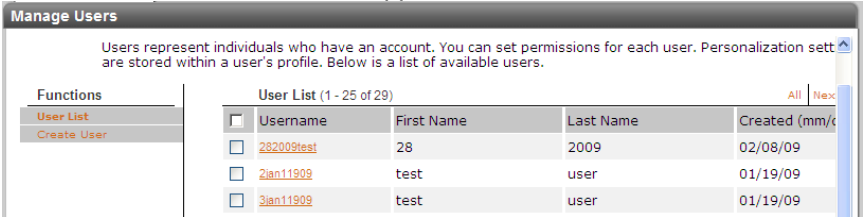
User Profile/Field & Descriptions, continued

Field Name	Description
Phone	This <i>required</i> field displays the user's telephone number. You can change this at any time by typing a new value in the available text field.
Secondary Phone	This <i>optional</i> field shall contain the secondary telephone number at which the new user can be reached.
Cell Phone	This <i>optional</i> field shall contain a cellular phone number at which the new user can be reached.
Fax	This <i>optional</i> field may display the telephone number where FAX transmissions can be received. You can change this at any time by typing a new value in the available text field.
Pager	This <i>optional</i> field may contain the telephone number where the user may receive a page. You can change this at any time by typing a new value in the available text field.
Time Zone	This <i>required</i> field displays the time zone in which the user currently resides. You can change this by selecting a new value from the available drop down menu.
Street	This <i>optional</i> field may contain the street address of the user's workplace. You can change or delete this value at any time.
City	This <i>optional</i> field may contain the user's workplace city. You can change or delete this value at any time.
State	This <i>optional</i> field may contain the user's workplace state. You can change or delete this value at any time.
Zip	This <i>optional</i> field may contain the user's workplace ZIP or postal code. You can change or delete this value at any time.
Customer System Admin	These radio buttons identify whether or not the user has administrative rights within the Control Center application.
Status	This field displays the current status of the user's account. You can change this value at any time.
	This button allows you to save changes to the selected user profile.
	This button allows you to undo any changes you may have made on the selected user profile.
	This button allows you to log into the Control Center system as the selected user. This allows you to view exactly what the selected user sees when logged into the system.

Viewing the User Profile

Procedure

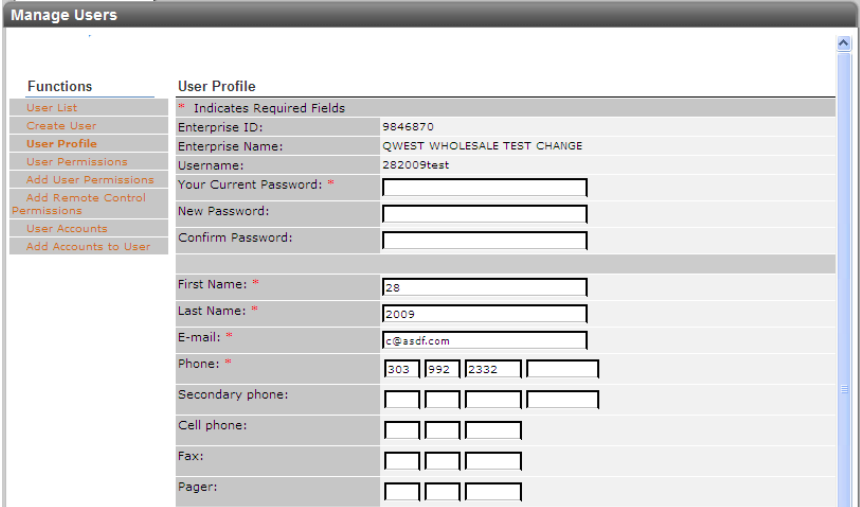
Follow the steps in the procedure below to **view** the **User Profile** details.

Step	Action
1	<p>From the Home page, click on the User Management link on the left hand Administration section.</p> <p>Result: Manage Users link appears</p> 
2	<p>Next click on the Manage Users link</p> <p>Result: The User List screen appears.</p> 

Continued on next page

Viewing the User Profile, continued

Procedure (continued)


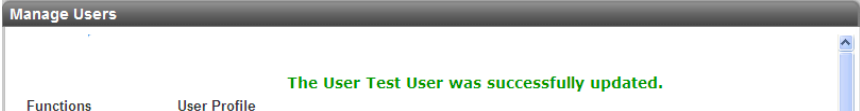
Step	Action																												
19	<p>From the User List screen, click on the User Name.</p> <p>Result: The User Profile screen appears for the selected user.</p>  <p>The screenshot shows the 'Manage Users' interface. On the left is a 'Functions' sidebar with options: User List (highlighted), Create User, User Profile, User Permissions, Add User Permissions, Add Remote Control Permissions, User Accounts, and Add Accounts to User. The main area is titled 'User Profile' and includes a note: '* Indicates Required Fields'. The user details are as follows:</p> <table border="1"> <tr><td>Enterprise ID:</td><td>9846870</td></tr> <tr><td>Enterprise Name:</td><td>QWEST WHOLESALE TEST CHANGE</td></tr> <tr><td>Username:</td><td>282009test</td></tr> <tr><td>Your Current Password: *</td><td><input type="text"/></td></tr> <tr><td>New Password:</td><td><input type="text"/></td></tr> <tr><td>Confirm Password:</td><td><input type="text"/></td></tr> <tr><td>First Name: *</td><td><input type="text" value="28"/></td></tr> <tr><td>Last Name: *</td><td><input type="text" value="2009"/></td></tr> <tr><td>E-mail: *</td><td><input type="text" value="c@asdf.com"/></td></tr> <tr><td>Phone: *</td><td><input type="text" value="303"/> <input type="text" value="992"/> <input type="text" value="2332"/> <input type="text"/></td></tr> <tr><td>Secondary phone:</td><td><input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></td></tr> <tr><td>Cell phone:</td><td><input type="text"/> <input type="text"/> <input type="text"/></td></tr> <tr><td>Fax:</td><td><input type="text"/> <input type="text"/> <input type="text"/></td></tr> <tr><td>Pager:</td><td><input type="text"/> <input type="text"/> <input type="text"/></td></tr> </table>	Enterprise ID:	9846870	Enterprise Name:	QWEST WHOLESALE TEST CHANGE	Username:	282009test	Your Current Password: *	<input type="text"/>	New Password:	<input type="text"/>	Confirm Password:	<input type="text"/>	First Name: *	<input type="text" value="28"/>	Last Name: *	<input type="text" value="2009"/>	E-mail: *	<input type="text" value="c@asdf.com"/>	Phone: *	<input type="text" value="303"/> <input type="text" value="992"/> <input type="text" value="2332"/> <input type="text"/>	Secondary phone:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Cell phone:	<input type="text"/> <input type="text"/> <input type="text"/>	Fax:	<input type="text"/> <input type="text"/> <input type="text"/>	Pager:	<input type="text"/> <input type="text"/> <input type="text"/>
Enterprise ID:	9846870																												
Enterprise Name:	QWEST WHOLESALE TEST CHANGE																												
Username:	282009test																												
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New Password:	<input type="text"/>																												
Confirm Password:	<input type="text"/>																												
First Name: *	<input type="text" value="28"/>																												
Last Name: *	<input type="text" value="2009"/>																												
E-mail: *	<input type="text" value="c@asdf.com"/>																												
Phone: *	<input type="text" value="303"/> <input type="text" value="992"/> <input type="text" value="2332"/> <input type="text"/>																												
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Fax:	<input type="text"/> <input type="text"/> <input type="text"/>																												
Pager:	<input type="text"/> <input type="text"/> <input type="text"/>																												

Changing a User Password

Procedure

Follow the steps in the procedure below to **change** the selected **user's password**.

Note: As a result of changing the user password in the Control Center Administration module, the new password will propagate to the Remote Control database. This will maintain the one seamless login for both applications.


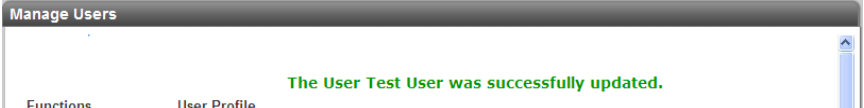
Step	Action
1	From the User Profile screen, enter Your Current Password . Note: The current password is the Customer System Administrator's password, not the user's password. Also, the "your current password" is case-sensitive and should be entered exactly as it was created.
2	In the New Password field, enter a new password for the selected user.
3	In the Confirm Password field, enter the new password for the selected user. Note: The Confirm Password <i>must match</i> the value entered in the New Password field.
4	Click  Result: The selected User Profile has been updated. 

Changing User Contact Information

Procedure

Follow the steps in the procedure below to **update** the selected user's **contact** information.


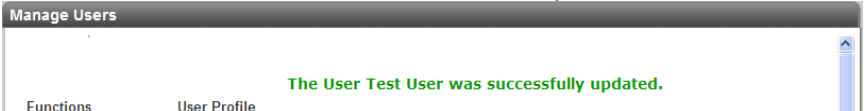
Note: As a result of changing the user contact information in the Control Center Administration module, this contact information will propagate to the Remote Control database. This information is used to pre-populate **Ordering** and **Billing Dispute** contact information based on the details listed in the **User Profile**.

Step	Action
1	From the User Profile screen, enter Your Current Password . Note: The current password is the Customer System Administrator's password, not the user's password. Also, the "your current password" is case-sensitive and should be entered exactly as it was created.
2	In the First Name field (if applicable), enter a new value for the selected user's first name.
3	In the Last Name field (if applicable), enter a new value for the selected user's last name.
4	In the E-mail address field (if applicable), enter a valid value for the selected user's contact email address including the @ symbol and .com, .net, etc. extension.
5	In the Phone field (if applicable), enter a valid value for the selected user's contact telephone number.
6	In the Secondary Phone field (if applicable), enter a valid value for the selected user's secondary telephone number.
7	In the Cell Phone field (if applicable), enter a valid value for the selected user's cellular phone number.
8	In the Fax field (if applicable), enter a valid value for the selected user's contact fax number.
9	In the Pager field (if applicable), enter a valid value for the selected user's contact pager number.
10	Click  Result: The selected User Profile has been updated. 

Changing User Address Information

Procedure



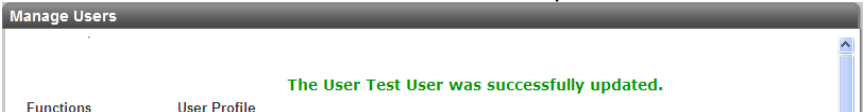
Follow the steps in the procedure below to **update** the selected user's **address** information.

Step	Action
1	From the User Profile screen, enter Your Current Password . Note: The current password is the Customer System Administrator's password, not the user's password. Also, the "your current password" is case-sensitive and should be entered exactly as it was created.
2	From the Time Zone drop down menu (if applicable), select the time zone in which the selected user currently resides.
3	In the Street field (if applicable), enter the street address of the selected user's workplace.
4	In the City field (if applicable), enter the city of the selected user's workplace.
5	In the State field (if applicable), enter the state of the selected user's workplace.
6	In the Zip code field (if applicable), enter the zip code of the selected user's workplace.
7	Click  Result: The selected User Profile has been updated. 

Deactivating a User Account

Procedure Follow the steps in the procedure below to **deactivate** the selected **user**.

Note: As a result of deactivating a user in the Control Center Administration module, this user will also be deactivated in the Remote Control portal.

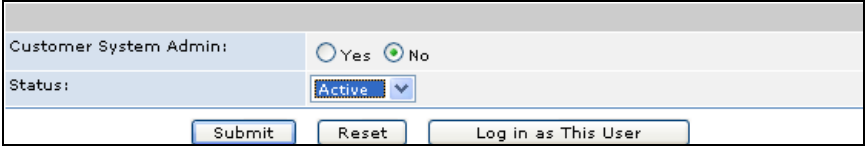

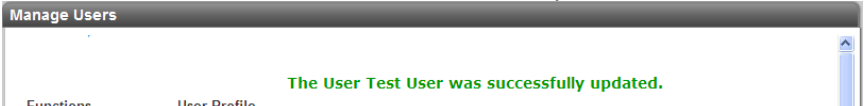
Step	Action
1	From the User Profile screen, enter Your Current Password . Note: The current password is the Customer System Administrator's password, not the user's password. Also, the "your current password" is case-sensitive and should be entered exactly as it was created.
2	From the Status drop down menu, select Inactive . Result: The menu item selected is displayed on the screen.  <p>The screenshot shows a form with two main sections. The first section is labeled 'Customer System Admin:' and contains two radio buttons: 'Yes' (unselected) and 'No' (selected). The second section is labeled 'Status:' and contains a dropdown menu with 'Inactive' selected. Below these sections are three buttons: 'Submit', 'Reset', and 'Log in as This User'.</p>
3	Click  Result: The selected User Profile has been updated.  <p>The screenshot shows a web page titled 'Manage Users'. At the bottom of the page, there is a green message that reads 'The User Test User was successfully updated.' Below the message, there are two tabs: 'Functions' and 'User Profile'.</p>

Activating a User Account

Procedure

Follow the steps in the procedure below to **activate** the selected **user**.

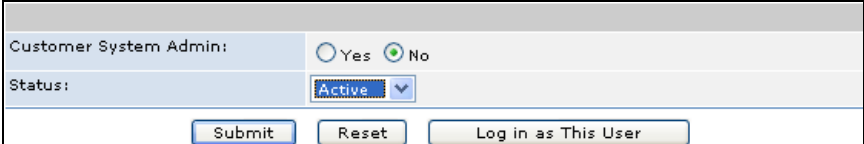

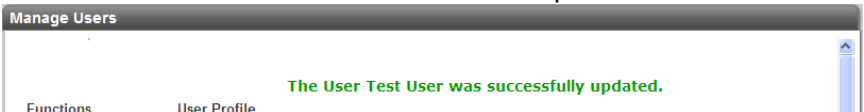
Note: As a result of activating a user in the Control Center Administration module, this user will also be activated in the Remote Control portal.

Step	Action
1	From the User Profile screen, enter Your Current Password . Note: The current password is the Customer System Administrator's password, not the user's password. Also, the "your current password" is case-sensitive and should be entered exactly as it was created.
2	From the Status drop down menu, select Active . Result: The menu item selected is displayed on the screen. 
3	Click  Result: The selected User Profile has been updated. 

Changing User Admin Access

Procedure

Follow the steps in the procedure below to **change** the selected user's **administrative rights**.


Step	Action
1	<p>From the User Profile screen, enter Your Current Password.</p> <p>Note: The current password is the Customer System Administrator's password, not the user's password. Also, the "your current password" is case-sensitive and should be entered exactly as it was created.</p>
2	<p>From the Customer System Admin radio buttons, select "Yes" or "No".</p> <p>Yes = The selected user will become a System Admin for your Control Center Enterprise ID. Be cautious when assigning user system administration permissions. Users with Admin permissions can edit any aspect of your account(s).</p> <p>No = The selected user will not have Administrator rights.</p> <p>Result: The menu item selected is displayed on the screen.</p> 
3	<p>Click </p> <p>Result: The selected User Profile has been updated.</p> 

Assign Control Center Permissions

Introduction The **Assign Permissions to User** screen allows you to add user permissions to a new or existing user account. This screen displays a listing of system permissions and enables you to assign specific functionality to your users.

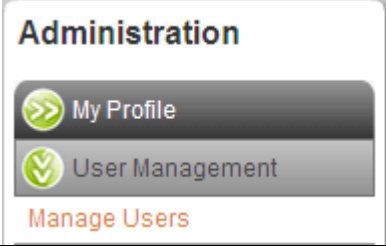
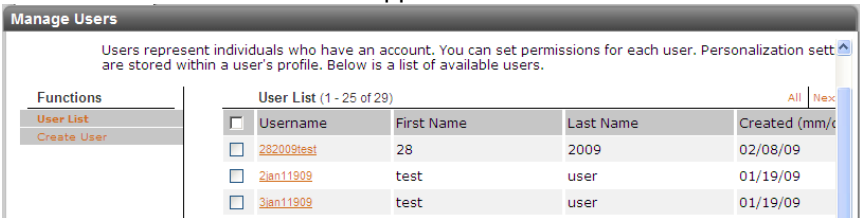
Assign User Permissions/Field & Descriptions

Overview The table below describes the fields and buttons displayed on the **Add Permissions** screen.

Field Name	Description
Permission	This column displays the name of each permission available in the Control Center system. A check box appears next to each permission that has not already been assigned to the user.
Description	This column briefly describes each permission available in the Control Center system.
	This button allows you to add the selected permission(s) to the user's account.

Viewing Assign Permissions

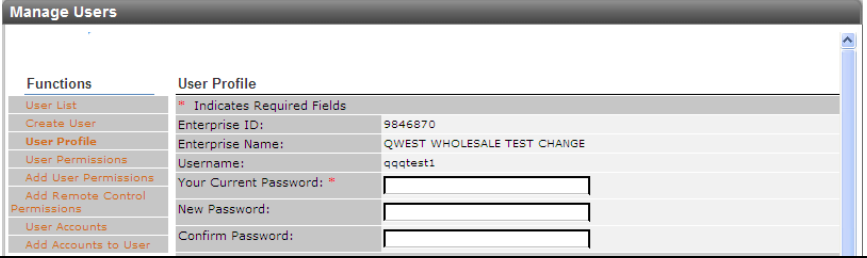
Procedure Follow the steps in the procedure below to **view** the add **permissions** screen.

Step	Action
1	<p>From the Home page, click on the User Management link on the left hand Administration section.</p> <p>Result: Manage Users link appears</p> 
2	<p>Next click on the Manage Users link</p> <p>Result: The User List screen appears.</p> 

Continued on next page

Viewing Assign Permissions, continued

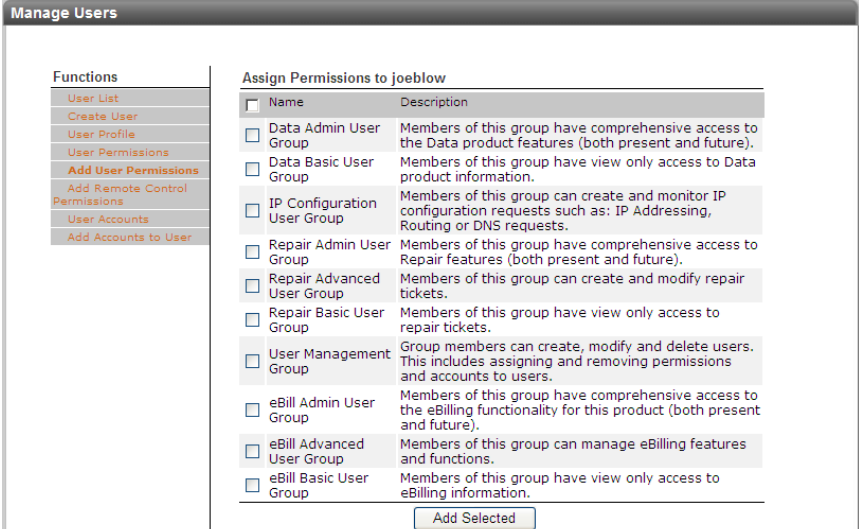
Procedure (continued)

Step	Action
3	<p>From the User List screen, click on the User Name that you would like to assign permissions to.</p> <p>Result: The User Profile screen appears for the selected user.</p> 

Continued on next page


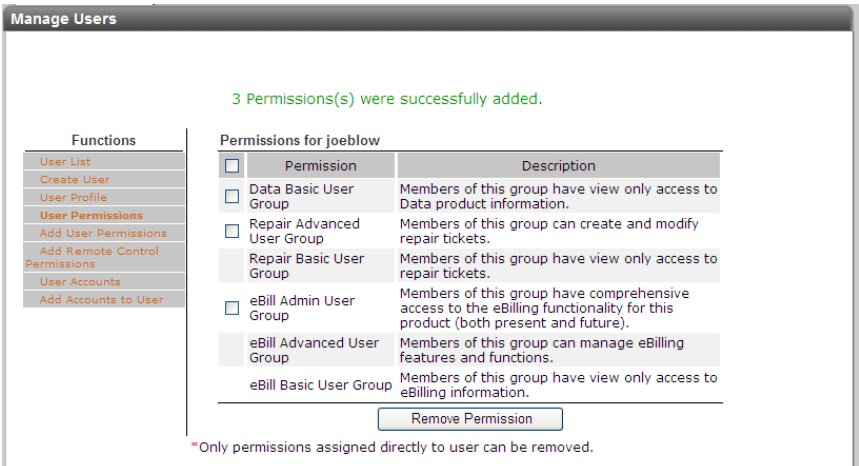
Viewing Assign Permissions, continued

Procedure (continued)

Step	Action
4	<p>From the User Profile screen, click on the Add User Permissions function.</p> <p>Result: The Assign Permissions to "user" screen appears.</p> 

Adding Permissions to User

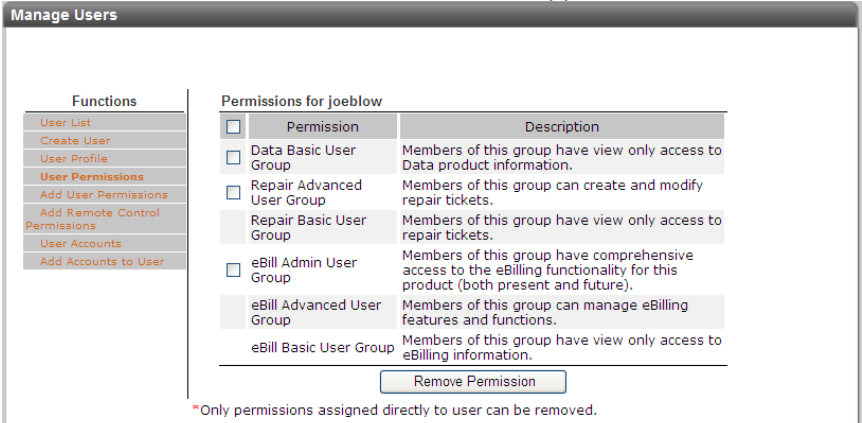

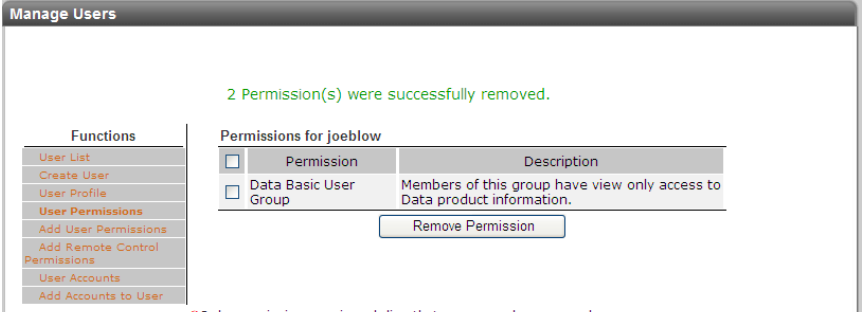
Procedure Follow the steps in the procedure below to **add** Control Center **permissions** to a user.

Step	Action
1	<p>From the Assign Permissions to "user" screen, select each check box next to all the permissions you would like to grant to the user account.</p> <p>Note: You will only see check boxes for permissions that have not already been granted for the user. If the user already has the permission no check box will appear.</p>
2	<p>Click  .</p> <p>Result: The system assigns the selected permission(s) to the user account. The User Permissions screen refreshes displaying a message indicating the success or failure of the requested assignment.</p>  <p>The screenshot shows the 'Manage Users' interface. A green message at the top states '3 Permissions(s) were successfully added.' Below this, there is a table titled 'Permissions for joeblow' with columns for 'Permission' and 'Description'. The table lists several permissions, each with a checkbox. A 'Remove Permission' button is located at the bottom of the table. A note at the bottom of the screenshot reads: '*Only permissions assigned directly to user can be removed.'</p>

Removing Permissions from User

Procedure

Follow the steps in the procedure below to **remove permissions** from a user account.



Step	Action
1	<p>From the User Profile screen, click on the User Permissions function.</p> <p>Result: The Permission for “User” screen appears.</p>  <p>The screenshot shows a sidebar menu with 'User Permissions' selected. The main area displays a table titled 'Permissions for joeblow' with columns for 'Permission' and 'Description'. The table lists several user groups with checkboxes next to them. A 'Remove Permission' button is located at the bottom of the table.</p> <p>*Only permissions assigned directly to user can be removed.</p>
2	<p>From the Permissions for “User” screen, select each check box next to all the permissions you would like to remove from the user’s account.</p> <p>Note: You will only see the current permissions for the user account.</p>
3	<p>Click  .</p> <p>Result: The Permissions for “User” screen refreshes displaying only the retained permission(s). Also, a message will be provided that indicates the success (with number of permission removed) or failure of the request.</p>  <p>The screenshot shows the same sidebar menu. The main area displays a green message: '2 Permission(s) were successfully removed.' The 'Permissions for joeblow' table now only contains one entry: 'Data Basic User Group'. A 'Remove Permission' button is still visible at the bottom.</p> <p>*Only permissions assigned directly to user can be removed.</p>

Assign Remote Control Permissions

Introduction The **Add Remote Control Permissions** screen allows you to add a user role to a new or existing user account for functionality that is provided via the Remote Control link. This screen displays a listing of system roles and enables you to assign specific functionality to your users.

Assign User Permissions/Field & Descriptions

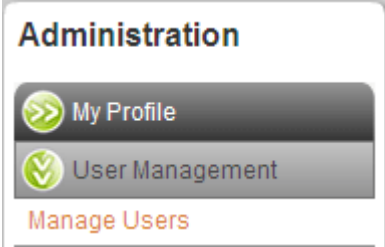
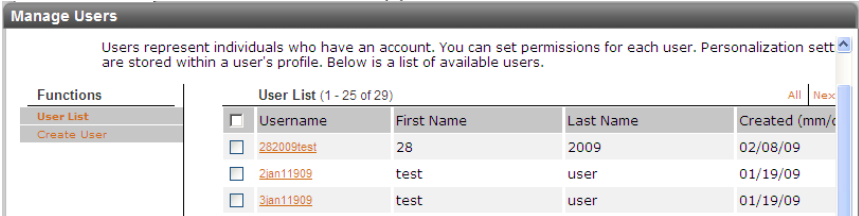
Overview The table below describes the fields and buttons displayed on the **Add Remote Control Permissions** screen.

Field Name	Description
Customer	This column displays the Remote Control Customer ID.
User Name	This column displays the name of the selected user.
Roles	This drop down menu displays the assigned role for the selected user, as well as, the options available to add/change the role for the user. Note: The role defined on the Add Remote Control Permissions screen will define the modules that the user will have access to in the Remote Control system. If this field is null, the user will not have access to any of the modules in Remote Control.
	This button allows you to add/change the selected role for the user's account.
	This button allows you to clear the selected roles in your current session.
Change all roles	This checkbox allows you to change the roles for all your users in one transaction.

Viewing Assign Permissions

Procedure

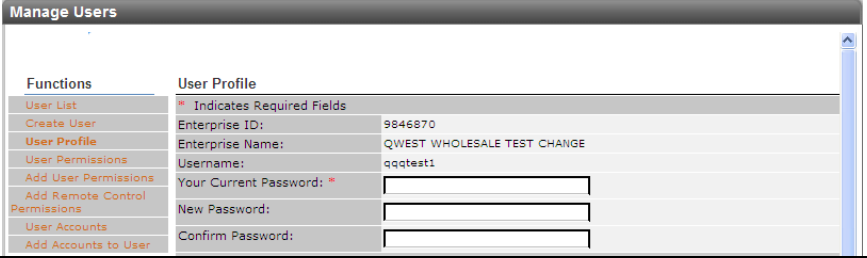
Follow the steps in the procedure below to **view** the add Remote Control **permissions** screen.

Step	Action
1	<p>From the Home page, click on the User Management link on the left hand Administration section.</p> <p>Result: Manage Users link appears</p> 
2	<p>Next click on the Manage Users link</p> <p>Result: The User List screen appears.</p> 

Continued on next page

Viewing Assign Permissions, continued

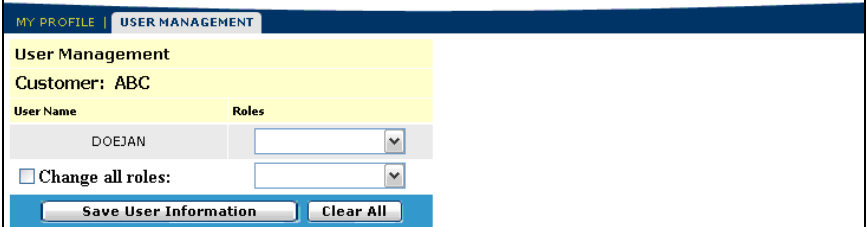
Procedure (continued)

Step	Action
3	<p>From the User List screen, click on the User Name that you would like to assign permissions to.</p> <p>Result: The User Profile screen appears for the selected user.</p> 

Continued on next page

Viewing Assign Permissions, continued

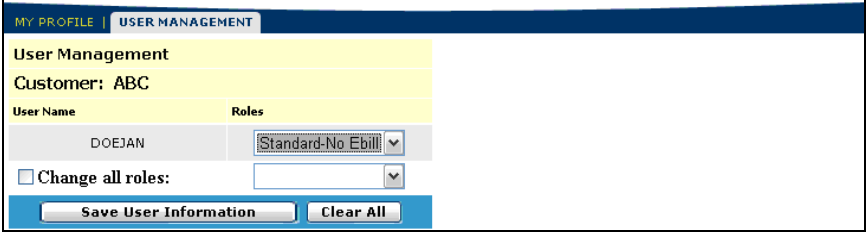
Procedure (continued)

Step	Action
4	<p>From the User Profile screen, click on the Add Remote Control Permissions function.</p> <p>Result: The User Management for Remote Control screen appears.</p> 

Adding Permissions to User

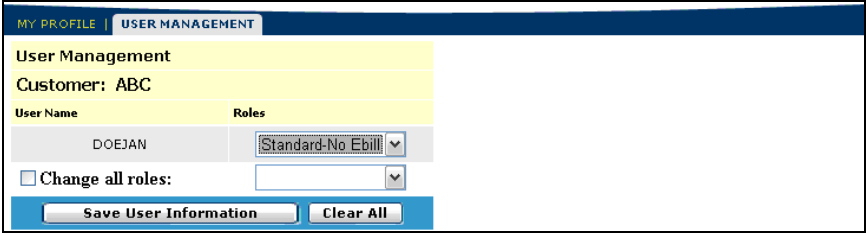
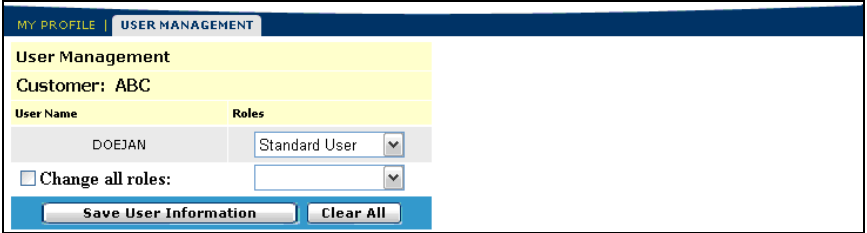
Procedure

Follow the steps in the procedure below to **add** Remote Control **permissions**.

Step	Action
1	From the User Management for Remote Control screen, select the role you would like to grant to the user account.
2	<p>Click <input type="button" value="Save User Information"/>.</p> <p>Result: The system assigns the selected role to the user account. The User Management for Remote Control screen refreshes displaying the role assigned for the selected user.</p> 

Changing Permissions

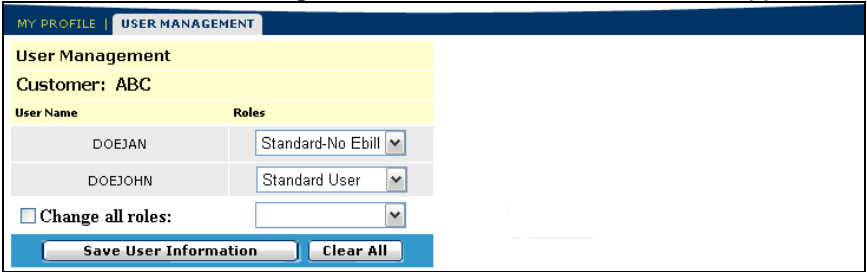
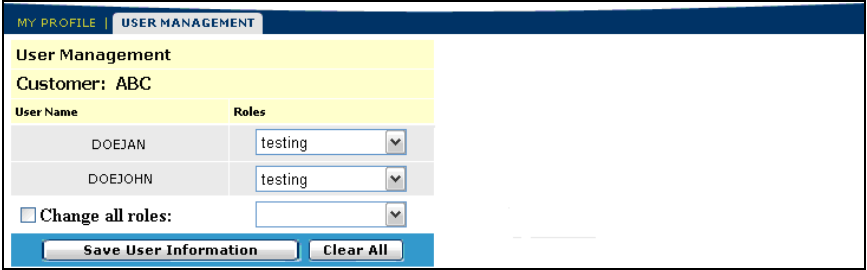
Procedure Follow the steps in the procedure below to **change permissions** for a user account.

Step	Action
1	<p>From the User Profile screen, click on the Add Remote Control Permissions function.</p> <p>Result: The User Management for Remote Control screen appears.</p> 
2	<p>From the User Management for Remote Control screen, select the role you would like to grant to the user account.</p>
3	<p>Click Save User Information.</p> <p>Result: The system assigns the selected role to the user account. The User Management for Remote Control screen refreshes displaying the role assigned for the selected user.</p> 

Changing All Roles

Procedure

Follow the steps in the procedure below to **change** the **role** for all user accounts.


Step	Action
4	<p>From the User Profile screen, click on the Add Remote Control Permissions function.</p> <p>Result: The User Management for Remote Control screen appears.</p> 
5	From the User Management for Remote Control screen, select the Change all roles checkbox.
6	<p>From the Change all roles drop down menu, select the desired role for all users.</p> <p>Note: The role selected will be assigned to all users within your Control Center Enterprise ID and will determine the modules your users will access in the Remote Control system.</p>
7	<p>Click Save User Information.</p> <p>Result: The system assigns the selected role to all user accounts. The User Management for Remote Control screen refreshes displaying the role assigned for all users.</p> 

Customer Account Details

Introduction The **Customer Account Details** screen provides you additional information about the selected customer account.

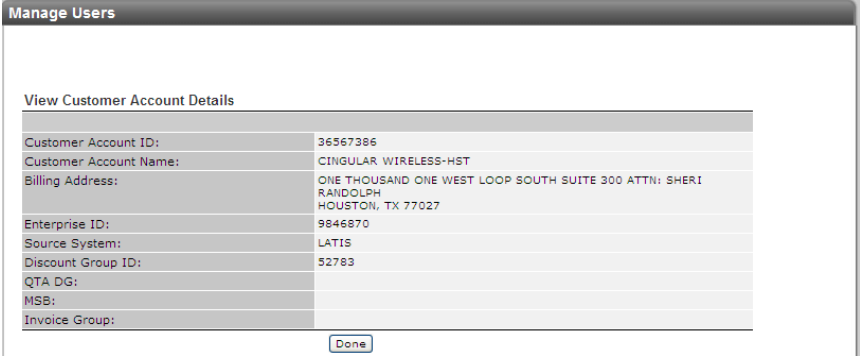
Customer Account Details/Fields& Descriptions

Overview The table below describes the fields and buttons displayed on the **Customer Account Details** screen.

Field Name	Description
Customer Account ID	This field displays the unique identifier for the selected customer account number.
Customer Account Name	This field displays the customer account name for the selected account.
Billing Address	This field displays the address to which the customer's bills are sent.
Enterprise ID	This field displays the unique identifier for the Control Center Enterprise that is associated to the selected account.
Source System	This field displays the billing system used for the selected account.
Discount Group ID	This field displays the unique identifier for the Discount Group associated to the selected account (if applicable).
Invoice Group	This fields displays the unique identifier for the Invoice Group associated to the selected account (if applicable).
	This button allows you to return to the last screen you were viewing.

Viewing Customer Account Details

Procedure Follow the steps in the procedure below to **view** the customer **account** details.

Step	Action
1	<p>From the User Accounts or Add Accounts screen(s), click on the Element ID (Customer Account Number) link.</p> <p>Result: The View Customer Account Details screen appears.</p> 
2	<p>Click Done once you have completed reviewing the details on the screen.</p> <p>Note: The system will return you to your previously viewed screen.</p>

Add Account(s)

Introduction The **Add Accounts to User** screen allows you to assign individual billing accounts to a selected user account. A user will only see the billing information for the accounts assigned to them.

Note: As a result of adding a new account number in the Control Center Administration module, this account number will be available in the Remote Control portal.

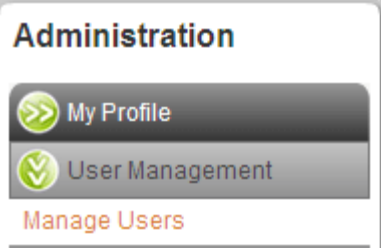
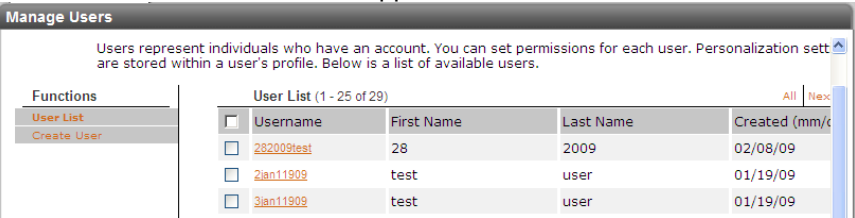
Add Account(s)/Field & Descriptions

Overview The table below describes the fields and buttons displayed on the **Add Accounts to User** screen.

Field Name	Description
Check Box	The checkboxes in this column allow you to select the customer account(s) you want to associate with the selected user account. All boxes with a check mark in them will be added to the user.
Element ID	This column displays the unique customer account number for each service element in the list.
Element Type	This column displays the customer type for each customer account number listed. Values may include the following: <ul style="list-style-type: none"> • LD (Long Distance Account Number) • DG (Discount Group)
Element Name	This column displays the customer name for each service element in the list.

Viewing Add Account(s)

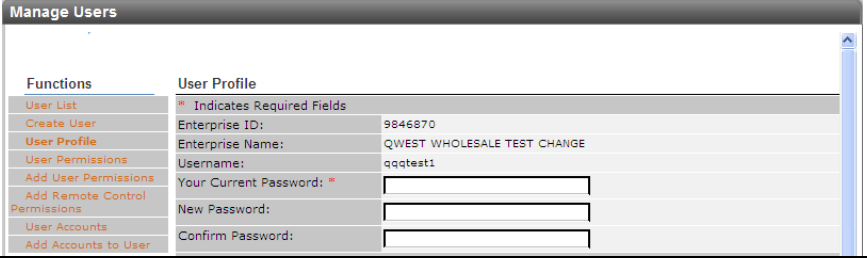
Procedure Follow the steps in the procedure below to **view** the **Add Accounts** to user screen.

Step	Action
1	<p>From the Home page, click on the User Management link on the left hand Administration section.</p> <p>Result: Manage Users link appears</p> 
2	<p>Next click on the Manage Users link</p> <p>Result: The User List screen appears.</p> 

Continued on next page

Viewing Add Account(s), continued

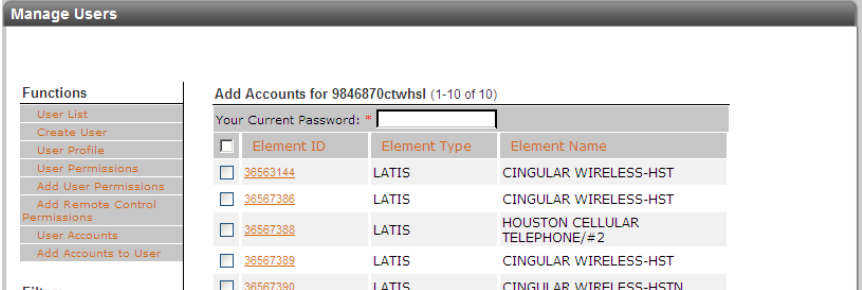
Procedure (continued)

Step	Action
3	<p>From the User List screen, click on the User Name that you would like to assign permissions to.</p> <p>Result: The User Profile screen appears for the selected user.</p> 

Continued on next page

Viewing Add Account(s), continued

Procedure (continued)


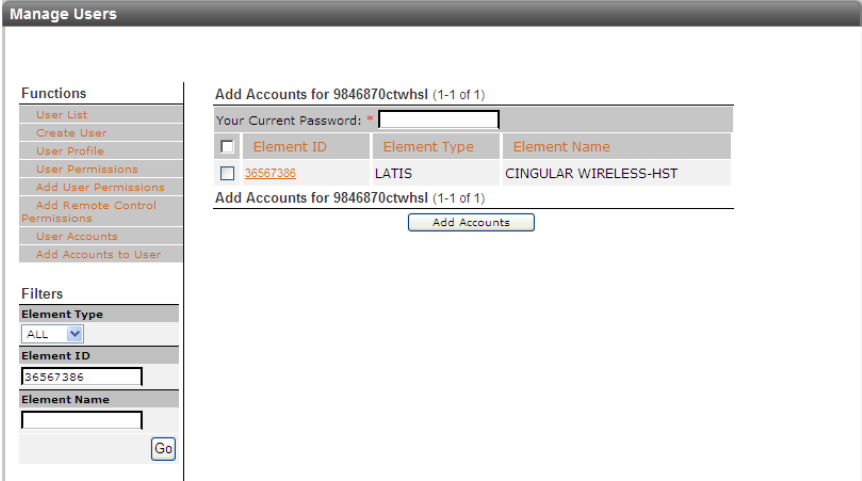
Step	Action																																				
3	<p>From the User Profile screen, click on the Add Accounts function.</p> <p>Result: The Add Accounts to 'User' screen appears.</p>  <table border="1" data-bbox="597 499 1453 787"> <thead> <tr> <th colspan="4">Manage Users</th> </tr> <tr> <th colspan="4">Add Accounts for 9846870ctwhsl (1-10 of 10)</th> </tr> <tr> <td colspan="4">Your Current Password: *</td> </tr> <tr> <th><input type="checkbox"/></th> <th>Element ID</th> <th>Element Type</th> <th>Element Name</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>38563144</td> <td>LATIS</td> <td>CINGULAR WIRELESS-HST</td> </tr> <tr> <td><input type="checkbox"/></td> <td>38567386</td> <td>LATIS</td> <td>CINGULAR WIRELESS-HST</td> </tr> <tr> <td><input type="checkbox"/></td> <td>38567388</td> <td>LATIS</td> <td>HOUSTON CELLULAR TELEPHONE/#2</td> </tr> <tr> <td><input type="checkbox"/></td> <td>38567389</td> <td>LATIS</td> <td>CINGULAR WIRELESS-HST</td> </tr> <tr> <td><input type="checkbox"/></td> <td>38567390</td> <td>LATIS</td> <td>CINGULAR WIRELESS-HST</td> </tr> </tbody> </table>	Manage Users				Add Accounts for 9846870ctwhsl (1-10 of 10)				Your Current Password: *				<input type="checkbox"/>	Element ID	Element Type	Element Name	<input type="checkbox"/>	38563144	LATIS	CINGULAR WIRELESS-HST	<input type="checkbox"/>	38567386	LATIS	CINGULAR WIRELESS-HST	<input type="checkbox"/>	38567388	LATIS	HOUSTON CELLULAR TELEPHONE/#2	<input type="checkbox"/>	38567389	LATIS	CINGULAR WIRELESS-HST	<input type="checkbox"/>	38567390	LATIS	CINGULAR WIRELESS-HST
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<input type="checkbox"/>	38567390	LATIS	CINGULAR WIRELESS-HST																																		

Filtering Add Account(s)

Procedure

Follow the steps in the procedure below to **filter** the **Add Accounts** screen.


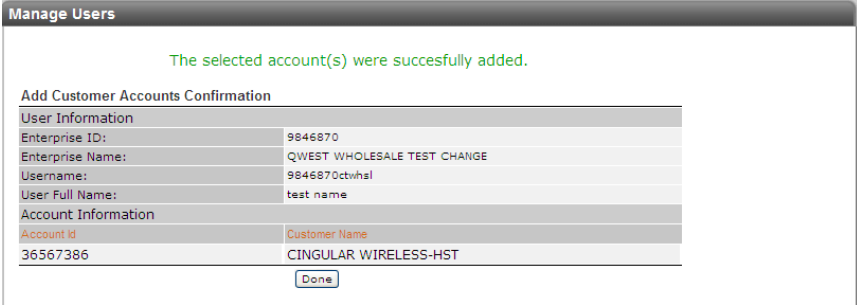


Note: The filtering fields are provided in the left-hand navigation area of the screen; enter your filtering criteria as needed.

Step	Action
1	From the Add Accounts to 'User' screen, select the customer type for your business (LD or DG) from the Element Type drop down menu (if applicable)
2	In the Element ID field (if applicable), enter your Customer Account Number for the accounts you wish to filter.
3	In the Enterprise Name field (if applicable), enter your Control Center Enterprise Name for the accounts you wish to filter.
4	<p>Click .</p> <p>Result: The Add Accounts to User screen refreshes and displays only the accounts matching your filtering criteria.</p> 

Adding Account(s) to User(s)

Procedure

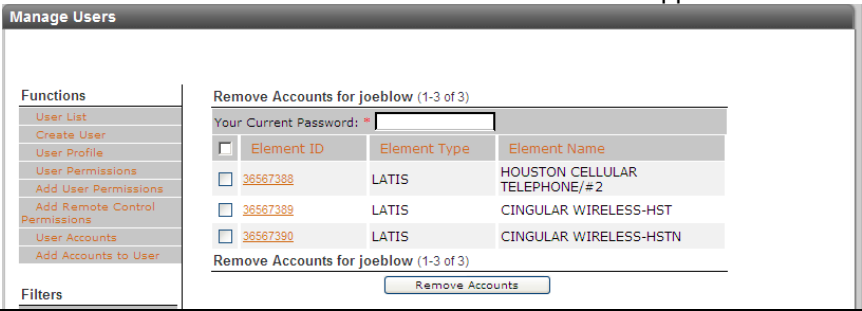

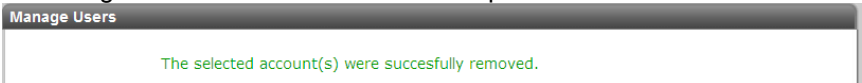
Follow the steps in the procedure below to **assign accounts** to a selected user account.

Step	Action																
1	From the Add Account to 'User' screen, select the checkbox next to each account that you want assigned to the user account.																
2	<p>Click  .</p> <p>Result: The system assigns the selected billing account(s) to the user account. A confirmation page appears, indicating the success or failure of the addition.</p>  <p>The screenshot shows a confirmation page with the following details:</p> <table border="1"> <thead> <tr> <th colspan="2">User Information</th> </tr> </thead> <tbody> <tr> <td>Enterprise ID:</td> <td>9846870</td> </tr> <tr> <td>Enterprise Name:</td> <td>QWEST WHOLESALE TEST CHANGE</td> </tr> <tr> <td>Username:</td> <td>9846870ctwhsl</td> </tr> <tr> <td>User Full Name:</td> <td>test name</td> </tr> <tr> <th colspan="2">Account Information</th> </tr> <tr> <td>Account Id</td> <td>Customer Name</td> </tr> <tr> <td>36567386</td> <td>CINGULAR WIRELESS-HST</td> </tr> </tbody> </table> <p>At the bottom of the screenshot is a .</p>	User Information		Enterprise ID:	9846870	Enterprise Name:	QWEST WHOLESALE TEST CHANGE	Username:	9846870ctwhsl	User Full Name:	test name	Account Information		Account Id	Customer Name	36567386	CINGULAR WIRELESS-HST
User Information																	
Enterprise ID:	9846870																
Enterprise Name:	QWEST WHOLESALE TEST CHANGE																
Username:	9846870ctwhsl																
User Full Name:	test name																
Account Information																	
Account Id	Customer Name																
36567386	CINGULAR WIRELESS-HST																
3	Click  .																

Removing Account(s) from User(s)

Procedure


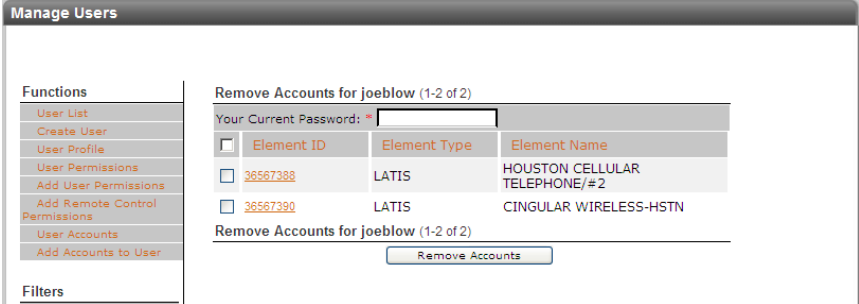
Follow the steps in the procedure below to **remove accounts** from a selected user account.

Step	Action
1	<p>From the User Profile screen, click on the User Accounts function.</p> <p>Result: The Remove Accounts from “User” screen appears.</p> 
2	<p>From the Remove Accounts from “User” screen, select each checkbox next to all the accounts you would like to remove from the user’s account.</p> <p>Note: You will only see the current accounts associated to that user account.</p>
3	<p>Click .</p> <p>Result: The Remove Customer Accounts Confirmation page appears, indicating the success or failure of the request.</p> 

Continued on next page

Removing Account(s) from User(s), continued

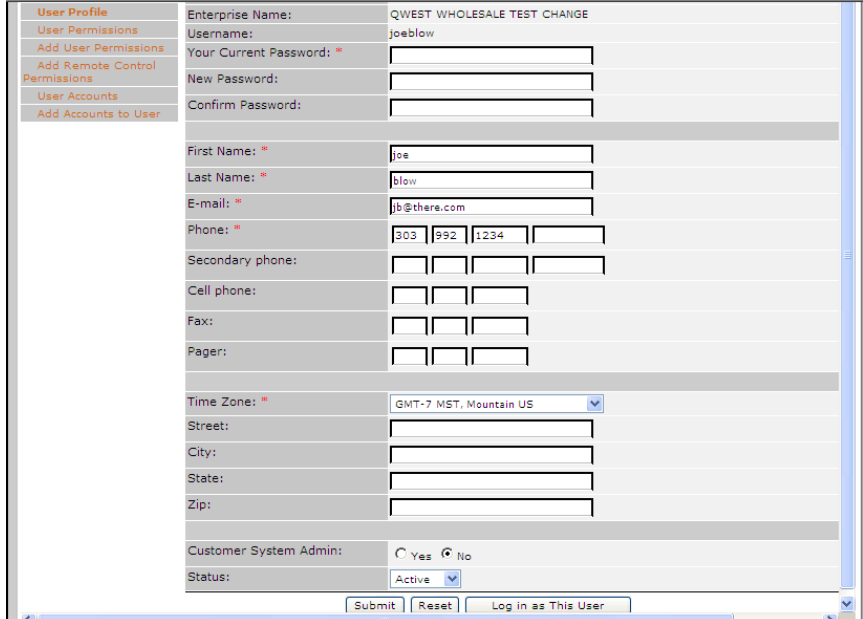
Procedure (continued)

Step	Action									
4	<p>Click .</p> <p>Result: The Remove Accounts from "User" screen refreshes displaying only the retained account(s).</p>  <p>The screenshot shows the 'Manage Users' interface. On the left is a 'Functions' menu with options like 'User List', 'Create User', 'User Profile', 'User Permissions', 'Add User Permissions', 'Add Remote Control Permissions', 'User Accounts', and 'Add Accounts to User'. Below the menu is a 'Filters' section. The main content area is titled 'Remove Accounts for joeblow (1-2 of 2)'. It features a 'Your Current Password' field with an asterisk. Below this is a table with the following data:</p> <table border="1"> <thead> <tr> <th>Element ID</th> <th>Element Type</th> <th>Element Name</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> 38567388</td> <td>LATIS</td> <td>HOUSTON CELLULAR TELEPHONE/#2</td> </tr> <tr> <td><input type="checkbox"/> 38567390</td> <td>LATIS</td> <td>CINGULAR WIRELESS-HSTN</td> </tr> </tbody> </table> <p>Below the table, it says 'Remove Accounts for joeblow (1-2 of 2)' and there is a 'Remove Accounts' button.</p>	Element ID	Element Type	Element Name	<input type="checkbox"/> 38567388	LATIS	HOUSTON CELLULAR TELEPHONE/#2	<input type="checkbox"/> 38567390	LATIS	CINGULAR WIRELESS-HSTN
Element ID	Element Type	Element Name								
<input type="checkbox"/> 38567388	LATIS	HOUSTON CELLULAR TELEPHONE/#2								
<input type="checkbox"/> 38567390	LATIS	CINGULAR WIRELESS-HSTN								

Log in as This User

Introduction The **Log in as This User** functionality allows you to log into the system using a selected user’s credentials. This allows you to experience the system as the user views it.


Procedure Follow the steps in the procedure below to **log in** as another user.

Step	Action
1	<p data-bbox="594 596 1305 623">From the User List screen, click on the desired User Name.</p> <p data-bbox="594 653 1349 680">Result: The User Profile screen appears for the selected user.</p> 

Continued on next page

Log in as This User, continued

Procedure (continued)

Step	Action
2	Click  . Result: The system logs you in as the selected user. This will allow you to navigate the modules of Control Center and Remote Control as if you were the selected user.

Enterprise Details Screen

Introduction The **Enterprise Details** screen allows CSA's the ability to view Enable/Disable Self Registration and/or to change Password standards.

From this screen, you will also be able to make changes to self registration and change password standards for your enterprise.

User List/Field & Descriptions

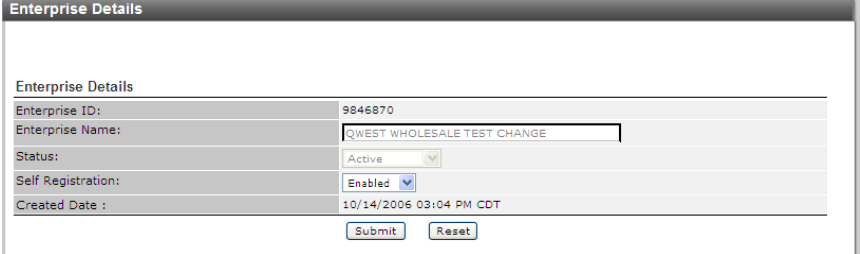
Overview The table below describes the fields and buttons displayed on the **Enterprise Details** screen.

Field Name	Description
Enterprise ID:	This field displays the enterprise ID
RMC ID:	This field displays the RMC ID
Status:	This field displays if the Qcontrol account is Active or De-Activated
Self Registration:	This field allows CSA to Enabled or Disabled self registration. If Enabled is selected users will have the ability to self-register for your enterprise. If it is disable users will not be allowed to self-register for your enterprise.
Created Date:	This field displays the date the Qcontrol date was created
Password Standards:	This field allows CSA to change password options for your enterprise so that stricter standards can be applied for your organization.
<input type="button" value="Submit"/>	This button allows you to submit and save the changes made

Viewing the Enterprise Details

Procedure


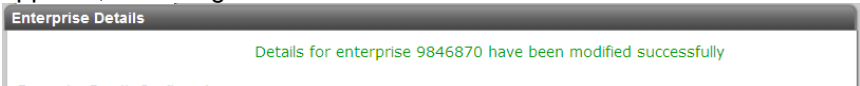

Follow the steps in the procedure below to **view** the **Enterprise Details**.

Step	Action
1	<p>From the Landing page in the administration section, click on the Enterprise Details application.</p> <p>Result: The Enterprise Details screen appears.</p>  <p>The screenshot shows a web interface titled "Enterprise Details". It contains the following information:</p> <ul style="list-style-type: none"> Enterprise ID: 9846870 Enterprise Name: QWEST WHOLESALE TEST CHANGE Status: Active (dropdown menu) Self Registration: Enabled (dropdown menu) Created Date: 10/14/2006 03:04 PM CDT <p>At the bottom of the form, there are two buttons: "Submit" and "Reset".</p>

Changing Enterprise Details

Procedure

Follow the steps in the procedure below to **change** the self registration and/or password standards for your Qcontrol account.

Step	Action
1	From the Enterprise Details screen click on Self Registration: drop down and click on Enabled or Disabled Note: If you click Disabled the password standards will not be available to change.
2	From the Enterprise Details screen click on the boxes next to the passwords to customize passwords for your enterprise
3	Click  Result: A pop up box will appear and question will appear "Are you sure you want to enable self registration?" Click OK and a confirmation page appears, indicating the success or failure of the addition.  Note: Password standards that were enabled will be shown with a check box next to the ones that are enabled.
4	Click  Result: The screen will refresh and you will be able to make further changes. 