



My Business Company & User Management Job Aid

Things to Know

User Management Functionality:

- Add New User (see below)
- Manage [Registered Users](#)
- Manage [Unregistered Users](#)
- Manage [Pending Users](#)

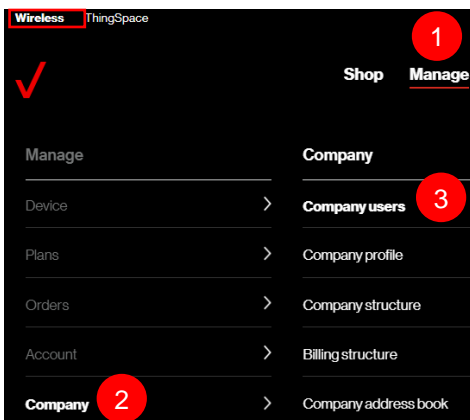
User ID Management:

- Use My Business to create User IDs
- Use ThingSpace to set up API Users

Getting Started

From the [My Business](#) Dashboard:

1. Select **Manage**
2. Choose **Company**
3. Click **Company Users**



Add New User

Create a User ID:

1. Select Add New User
2. Retain Default User Type (Account Manager)
3. Enter First and Last Name
4. Provide Mobile Contact Telephone Number (required for completing user registration)
5. Enter Corporate Domain Email Address (the use of a personal email address is strictly prohibited)

The screenshot shows the 'Add New User' form in the My Business dashboard. At the top right, there is a 'Welcome,' message and a notification bell icon. Below this, there is a link 'Add End Users in bulk?' and a red circle with the number '1' over the 'Add new user' button. The form itself has a title 'Select user type.' and a link 'Learn more about roles.' Below the title, there are two radio button options: 'End user' and 'Account manager'. The 'Account manager' option is selected, and a red circle with the number '2' is placed over it. To the right of the radio buttons, there is a text prompt: 'Fill in the following fields regarding this user's personal information and which type of role they currently have.' Below this prompt, there are four input fields: 'First name*', 'Last name*', 'Contact number*', and 'Email address*'. Red circles with numbers '3', '4', and '5' are placed over the 'First name*', 'Contact number*', and 'Email address*' fields respectively.



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Add New User (continued)

- Review and select applicable role (there are 13 roles available. The Administrator is the most frequently used role)

Click **Continue**

Select access rights for the user

Cancel **Continue**

Search

13 roles available

<p>6 Administrator</p> <p>Users with this role can create new user IDs, grant access to My Business Wireless users within your organization, and access all My Business Wireless functionality.</p>	<p>Analyst</p> <p>Users with this role have access to most My Business Wireless functionality, but can't create or edit users; assign users to billing accounts, mobile numbers or company structures; or create or modify company structures.</p>	<p>Buy</p> <p>Users with this role have access to all order transactions, such as adding new devices, upgrading devices and purchasing accessories. The Buy role can't change voice plans when upgrading a device, but can change text messaging and data allowances.</p>
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Product Portal

- Review Product Tools List (review list or click continue to skip)
- Move the Slider to the right to activate a particular Product Tool (make sure **Machine to Machine / ThingSpace Manage** is selected)

Select **Continue**

Add product portal and one talk groups

Cancel **Continue**

Product portal

We offer many additional products to help support your business. The following list has been made available at the request of your organization.

Product portal and Manage One Talk group(s) are optional and Click continue to skip this step.

Product tools 1

1 of 9 selected Off Select all

<p>Bill on Behalf Of</p>	<p>Let Verizon Wireless help you simplify your wireless solution billing and payment process with the Verizon Wireless Bill On Behalf Of (BOBO) Program.</p> <p><input type="checkbox"/> Off</p>
<p>Machine to Machine / ThingSpace Manage</p>	<p>Manage all your IoT devices from a single portal and gain control of your M2M data while integrating device management into resource planning. This portal includes Dashboard, Reporting, Alerts, Accounts Administration, Device Management and Service Management capabilities.</p> <p><input checked="" type="checkbox"/> On</p>
<p>Push To Talk</p>	<p>With Push to Talk Plus Enterprise Contact Management, you are able to efficiently create and maintain contacts, groups and sub lists.</p> <p><input type="checkbox"/> Off</p>

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Assign Accounts

Under **Billing Structure**:

1. Click the (+) next to the Company Name
2. Choose Select All or Select a particular Billing Account Number

Click **Continue**



Billing structure	
+ ABC Company	Select All
642000000-0000001	Select

1

2

Review and Submit

Review and Modify any of the following fields (as applicable):

1. User Information
2. Product Portal
3. Assigned Accounts

Click **Submit**

Note:

User will be required to complete the User registration process (will be communicated via Email and SMS)

User information

User name
test test

Phone Number
2125551212

Email

User role
Administrator
Users with this role can create new user IDs, grant access to My Business Wireless users within your organization, and access all My Business Wireless functionality.

Product portal

Product tools (2)
Bill on Behalf Of
Machine to Machine / ThingSpace Manage

Assigned accounts

Billing	Lines selected
Accounts	
All	All

4 **Submit**



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Manage Registered Users

From the **Company Users** Page:

1. Use the Search Bar to locate a User by: User ID or User Name
2. Customize the columns you want displayed on the Registered Users Worklist
3. Use Worklist to Locate a User

Company users [Add End Users in bulk?](#)

Registered users Unregistered users Pending Requests

Search by user id or user name

View columns User ID

Actions

Name

Role

Phone Number

Email address

Created Date

Status

Hybrid

Name	Role	Phone Number	Email address	User ID	Actions
Test ABC	Analyst	2125551212	ABC@CUSTOMER.COM	TestABC24	Edit Delete Reset Password
Test DEF	Analyst	2125551213	ABC@CUSTOMER.COM	TestABC25	Edit Delete Reset Password
Test HIJ	Administrator	2125551214	ABC@CUSTOMER.COM	TestABC26	Edit Delete Reset Password

Download

Edit Registered Users

From the **Company Users** Page:

1. Use the Action Button to Edit a User ID

Name	Role	Phone Number	Email address	User ID	Actions
Test ABC	Analyst	2125551212	ABC@CUSTOMER.COM	TestABC24	Edit Delete Reset Password

2. Use to Modify Account Details such as: User Information, Product Portal and Assigned Accounts

Click **Submit**

Edit user information
Please review the information below and confirm.

User information

User name: Batakrisnhan Rasamanickam
Test ABC
4709946930
2125551214
batakrisnhan.r@fusionconnect.com

User role: Analyst

User ID
BALAKRISHNANLR
ABC@CUSTOMER.COM

Product portal

Product tools (1)
Machine to Machine / ThingSpace Manage

Assigned accounts

Billing
Accounts: All Lines selected: All



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Delete Registered Users

From the **Company Users** Page:

1. Locate User from Worklist and select Delete

Name :	Role :	Phone Number :	Email address :	User ID :	Actions
Test ABC	Analyst	2125551212	ABC@CUSTOMER.COM	TestABC24	Edit Delete Reset Password

2. Review Delete request

Click **Delete**

Delete user ✕

This user will be removed from all Verizon systems and any added payment methods will be removed.

User ID	AVASICEKB2B
Name	Ann Vasicek
Email address	avasicek@cloudnetgroup.com
Role	Administrator

Delete
Cancel

Reset Password

From the **Company Users** Page:

- Locate User from Worklist and select Reset Password

Name :	Role :	Phone Number :	Email address :	User ID :	Actions
Test ABC	Analyst	2125551212	ABC@CUSTOMER.COM	TestABC24	Edit Delete Reset Password

Click **Continue**

Reset Password ✕

An email will be sent to the address `testcomp@custom.com` with instructions for user `testcomp` to reset their password.

Continue
Cancel



My Business Company & User Management Job Aid

Manage Unregistered Users

From the **Company Users** Page:

1. Use the Search Bar to locate a user by: User ID or User Name
2. Customize the columns you want displayed on the Registered Users Worklist
3. Use Worklist to Locate a User

Company users Add End Users in bulk?

Registered users **Unregistered users** Pending Requests

Search by user id or user name 1

View columns ^

User ID

Actions

Name

Role

Phone Number

Email address

Created Date

Status

Hybrid

View columns v

Download ⌵

Name	Role	Phone Number	Email address	User ID	Actions
Test Comp1	Administrator	2125551212	Testcustomer@cust.com	Unregistered	Edit Delete Validate
Test Comp2	Administrator	2125551213	Testcustomer@cust.com	Unregistered	Edit Delete Resend welcome email
Test Comp3	Administrator	2125551214	Testcustomer@cust.com	Unregistered	Edit Delete Resend welcome email

Edit Unregistered Users

From the **Company Users** Page:

1. Use the Action Button to Edit a User ID

Name	Role	Phone Number	Email address	User ID	Actions
Test ABC	Analyst	2125551214	ABC@CUSTOMER.COM	TestABC24	1 Edit Delete Reset Password

2. Use to Modify Account Details such as: User Information, Product Portal and Assigned Accounts

Click **Submit**

Edit user information
Please review the information below and confirm.

User information

User name: Test ABC User role: Analyst

Phone Number: 2125551214

Email: batakriahnan.r@fusionconnect.com

User ID: ABC@CUSTOMER.COM

Product portal

Product tools (1): Machine to Machine / ThingSpace Manage

Assigned accounts

Billing: All Lines selected: All

Submit
Cancel

2

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✎

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My Business Company & User Management Job Aid

Delete Unregistered Users

From the **Company Users** Page:

1. Locate User from Worklist and select Delete

Name :	Role :	Phone Number :	Email address :	User ID :	Actions
Test ABC	Analyst	2125551212	ABC@CUSTOMER.COM	TestABC24	Edit Delete Validate

2. Review Delete request

Click **Delete**

Delete user ✕

This user will be removed from all Verizon systems and any added payment methods will be removed.

User ID TestABC24

Name Test ABC 2

Email address ABC@CUSTOMER.COM

Role Administrator

Delete
Cancel

Validate Unregistered User

From the **Company Users** Page:

- Locate User from Worklist and select Validate which drives the Welcome Email option

Name :	Role :	Phone Number :	Email address :	User ID :	Actions
Test ABC	Analyst	2125551212	ABC@CUSTOMER.COM	TestABC24	Edit Delete Reset Password

Users validated successfully. Please refresh the page, if your changes are not being reflected. ✕

Resend Welcome Email

From the **Company Users** Page:

- Locate User from Worklist and select Resend Welcome Email (if the registration process is not complete)

Name :	Role :	Phone Number :	Email address :	User ID :	Actions
Test ABC	Analyst	2125551212	ABC@CUSTOMER.COM	TestABC24	Resend welcome email

Click **Continue**

Resend welcome email ✕

An email will be sent to . User Name will appear here. with My Business registration instructions.

Continue
Cancel



My Business Company & User Management Job Aid

Manage Pending Users

How to approve Pending User requests from the **Company Users** Page:

1. Use the Search Bar to locate a Pending Request by User ID or User Name
2. Use Worklist to Locate a User

Company users

[Add End Users in bulk?](#) [Add new user](#)

Registered users Unregistered users **Pending Requests** [History >](#)

Requests expire in 14 days from date of request. Approve or deny them now.

Search

User name ▾	Phone number ▾	Email address ▾	Request type ▾	Role ▾	Actions
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