My Business
Company & User Management Job Aid

verizon business

Things to Know

User Management Functionality:

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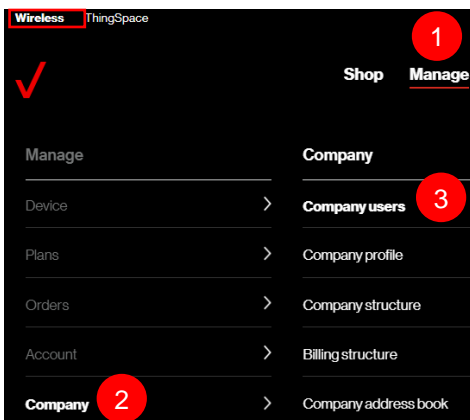- Manage Unregistered Users
- Manage Pending Users

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)

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Add New User (continued)

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

Click **Continue**

Product Portal

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

Select **Continue**

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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**

Cancel | Continue

Billing structure

(1) + **ABC Company**   Select All

(2)   642000000-0000001   Select

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 **(1)** ✏

User name
test test

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.

Phone Number
2125551212

Email

Product portal **(2)** ✏

Product tools (2)

Bill on Behalf Of
Machine to Machine / ThingSpace Manage

Assigned accounts **(3)** ✏

Billing

Accounts
All

Lines selected
All

(4) Submit | Cancel

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

View columns

- ☑ User ID
- ☑ Actions
- ☑ Name
- ☑ Role
- ☑ Phone Number
- ☑ Email address
- ☐ Created Date
- ☐ Status
- ☐ Hybrid

Company users   Add End Users in bulk?

Registered users   Unregistered users   Pending Requests

Search by user id or user name   🔍   View columns ⌄   ⊘ ↓
                                                                          Download

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

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   User role
Balakrishnan Rasamanickam   Analyst
Test ABC
4709946930
2125551214
balakrishnan.r@fusionconnect.com
User ID
BALAKRISHNAN.R
ABC@CUSTOMER.COM

Product portal   🖉

Product tools (1)
Machine to Machine / ThingSpace Manage

Assigned accounts   🖉
Billing
Accounts   Lines selected
All   All

[Submit]   (Cancel)

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

Reset Password   ✕

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

Click **Continue**

Continue   **Cancel**

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

View columns	^
☑ User ID	
☑ Actions	
☑ Name	
☑ Role	
☑ Phone Number	
☑ Email address	
☐ Created Date	
☐ Status	
Hybrid	

Company users   Add End Users in bulk?

Registered users   **Unregistered users**   Pending Requests

Search by user id or user name 🔍 (1)

View columns ⌄ (2)   ✓ ↓ Download

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	2125551212	ABC@CUSTOMER.COM	TestABC24	Edit Delete Reset Password (1)

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   User role
Test ABC   Analyst
Phone Number
2125551214
Email
balakrishnan.r@fusionconnect.com
User ID
ABC@CUSTOMER.COM

Product portal   ✎
Product tools (1)
Machine to Machine / ThingSpace Manage

Assigned accounts   ✎
Billing
Accounts   Lines selected
All   All

[Submit]   [Cancel]

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
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	2125551...			✕ e Resend welcome email

Resend welcome email   ✕

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

[Continue] [Cancel]

Click **Continue**

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 🔍   **1**   **2**

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