

Admin Portal – Managing Administrators

Back

[Home](#) | [Administrator Guides](#) | Admin Portal - Managing Administrators

What You Need To Know:

The admin portal allows the creation of local or sub administrators who are responsible for specific functions. These administrators may be given permission to view and manage a certain site or certain functions in the portal but restricted from other enterprise sites or function.

[Manage Admins](#)

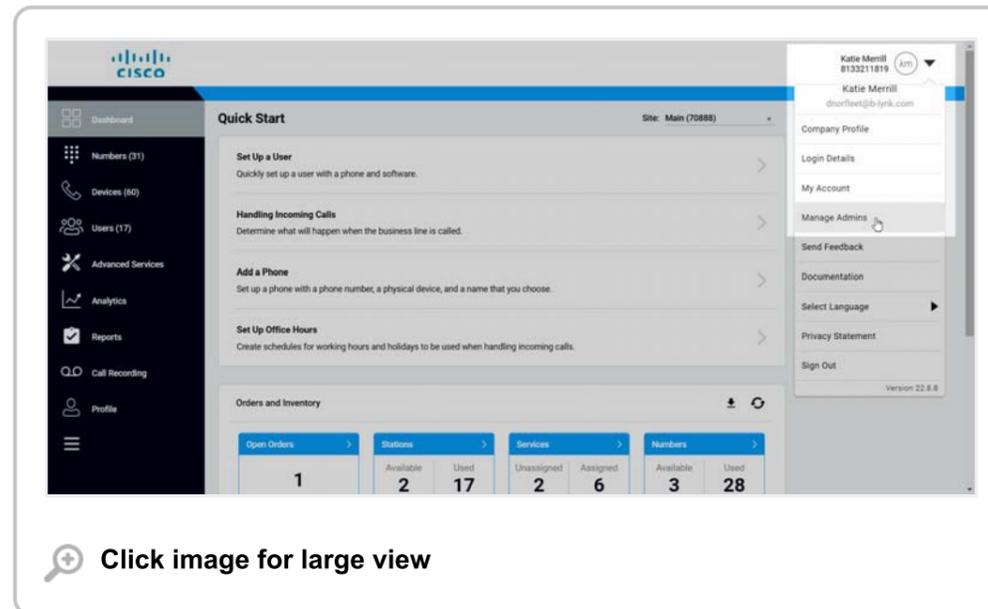
[Creating an Administrator](#)

[Modify an existing Admin](#)

[↑ back to top](#)

To Manage Admins:

1. Log in to the admin portal.
2. Go to the profile options drop-down and select **Manage Admins**.

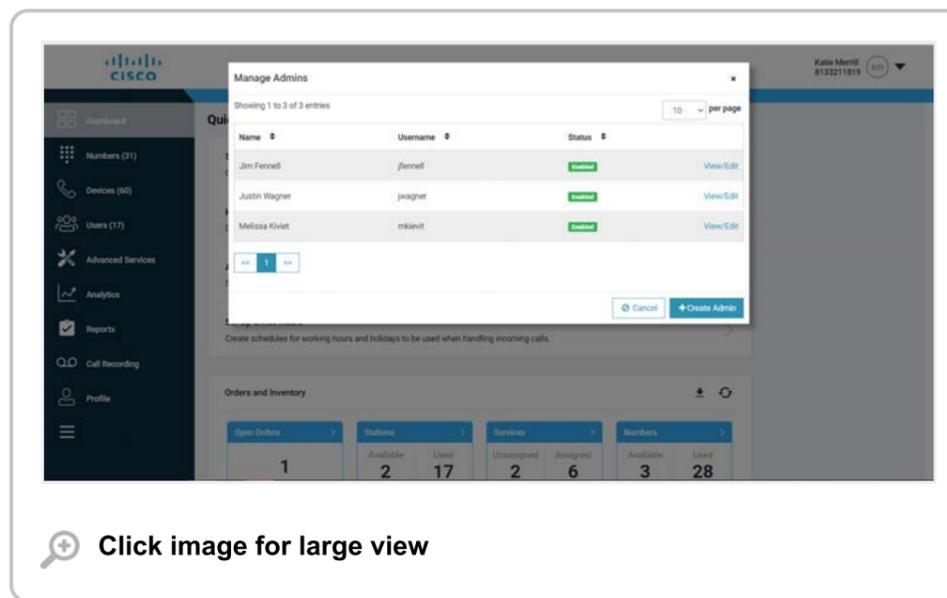


[Click image for large view](#)

3. From here, you can see a list of all the admins created for your group. **Note:** Logins for additional administrators may have already been created, having the same or fewer permissions as the enterprise admin.

Creating an Administrator

1. To create a new administrator, select **Create Admin**.



 **Click image for large view**

2. Enter the following information:

- Account Username – Used for the Admin to sign into the Enterprise Portal.
- Contact Information.
- Address.
- Sites assigned to the Admin.
- Permissions – The following chart shows the control associated with each option in this section.

Permission	Action/Control
Analytics	Analytics in left tab
Call Recording	Call Recording in left tab
Dashboard	The Dashboard page
Manage Admins	Manage Admins in header bar
Dashboard	The default landing page showing
Manage Admins	Manage Admins menu item in top header bar
Notes	Notes in left tab
Orders	Orders menu item in header bar
Profile	Company Profile menu item in header bar
Reports	Reports in left tab
Services	Services in left tab and Assignments/List By Service
SIP Trunking	SIP Trunking in left tab

User Assignments

Assignments / List By Number

Assignments / List By Device

Assignments / List By Service

Assignments / List By User

Modify an Existing Admin

1. From the profile options drop-down, select **Manage Admins**.
2. From here you can see all the admin user's information. The following fields may be updated as needed.
3. Select **Save** to keep any changes made.

Admin Details

Account

- **Username** – This is the login username for the admin. It may be changed if necessary. If changed. Select **Save** to keep any changes.
- **Parent User** – The administrator which created this sub admin.
- **Child User** – Shows the sub administrators which have been created by this administrator.
- **Disable Admin** – Click to disable this administrator login.
- **Reset Password** – Click button to reset the admin user's password. An email will be sent to you with a temporary password which must be changed at next sign in.

Main Contact

The Account Admin's information. Changes may be made as required. A "*" indicates required information.

- **Name Information** – The admin user's first, middle and last name. These may be changed when necessary.
- **Email** – the admin's email address.
- **Business Telephone** – The business telephone number of the administrator.
- **Fax Number** – The fax number for the administrator.
- **Mobile Phone Number** – The mobile or cellular number for the administrator.
- **Home Phone Number** – The home phone number for the administrator.

Address

This is the administrator's physical or mailing address.

Site Permissions

This screen shows the Sites which the administrator may manage. The Sites may be changed by checking or unchecking the left hand boxes next to the Site Name. Sites may be found by using the Search bar tool at the top or page by page.

Feature Permissions

The Permissions screen shows the Site features/function the Administrator may manage. See Section 3.1.2.6 below for descriptions of each function. The Permissions may be changed as necessary.

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