### Chapter 4: User Management Application

Overview		
Introduction	The <b>User Management</b> application allows you to view, creat passwords and delete Qwest Control <sup>®</sup> users for your organite explain how to perform these activities.	te, modify, change zation; this chapter will
In this Chapter	This chapter contains the following topics:	
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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 Qwest Control Enterprise ID.

From this screen, you can view, create and/or delete user accounts within Qwest Control 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 Qwest Control 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.
Delete Selected	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.

ep 	Action From the Home page, click on the Administration module.						
	Result: The My Pr	ofile application appears.					
	ceptionic opinientation autoautopass						
	Welcome Test Account QCID: 985:	1959 Live Help   logo					
	Qwest Control®	Home Products eBilling Ordering Repair Administration Remote Contro					
	MY PROFILE   USER MANAGEM	IENT   REPORTS   ADD ACCOUNTS   ENTERPRISE DETAILS   USER APPROVALS					
		H					
	My Profile						
	*Indicates Required Fields						
	Enterprise ID:	9851959					
	Enterprise Name: User Name:	ABC COMPANY newuser1					
	Vour Current Password: *	newuseri					
	New Password:						
	Confirm Password:						
	First Name: *	Test					
	Last Name: *	Account					
	E-mail: *	chris.jesch@qwest.com					
	Phone: *	303 456 7854 0000					
	Secondary Phone:						
	Cell Phone:						
	Fax:						
	Pager:						
	Time Zone: *	GMT-7 MST, Mountain US					
	Street:						
	City:						
	State:						
	Zip:						
	Customer System Admin:	Yes No					
	Status:	Active					
	Secret Question:*	Select a question					
	Question Answer:*						
	Hint:*						

Continued on next page

# Viewing the User List, continued

#### Procedure

(continued)

step			Actio	n			
2	From the <b>My Profile</b> application, click on the <b>User Management</b> application. <b>Result</b> : The <b>User List</b> screen appears.						
	Welcome Test Account				• Live Help   logout		
	Qwest Cont	trol <sup>®</sup> Home Pro	oducts eBilling (	Ordering Repair Adm	inistration Remote Control		
	MY PROFILE   USER	MANAGEMENT   REPORTS	ADD ACCOUNTS	ENTERPRISE DETAILS	USER APPROVALS		
					HELP		
	Users represent inc are stored within a	lividuals who have an acc user's profile. Below is a l	ount. You can set   ist of available use	permissions for each us ers.	ser. Personalization settings		
	Functions	User List					
	User List Create User	User Name	First Name	Last Name	Created (mm/dd/yy)		
		newuser1	Test	Account	07/20/07		
		newuser2	test	non CSA	07/20/07		
		pwong	Patrick	Wong	04/06/07		
		salasdi	DIEGO	SALAS	02/12/07		
				Delete Selected			
	Welcome Test Account Q		creen appe		Live Help   logout		
		Cl® Home Prod	ucts eBilling Ord		Live Help   logout istration Remote Control		
	Welcome Test Account Q Qwest Contr MY PROFILE   USER M Functions	Cl® Home Prod	ucts eBilling Ord	dering Repair <b>Admini</b>	Live Help   logout  Istration Remote Control  USER APPROVALS		
	Welcome Test Account Q Qwest Contr My PROFILE   USER M Functions User List Create User	CCID: 9851959 CCI® Home Prod MANAGEMENT   REPORTS	ucts eBilling Ord	dering Repair <b>Admini</b>	Live Help   logout  Istration Remote Control  USER APPROVALS		
	Welcome Test Account Q Qwest Contr My profile User M Functions User List Create User User Profile	COLD: 9851959 COM Home Prod MANAGEMENT   REPORTS   User Profile *Indicates Required Fiel Enterprise ID:	ucts eBilling Ora ADD ACCOUNTS   Ids 9851959	dering Repair Admini	Live Help   logout  Istration Remote Control  USER APPROVALS		
	Welcome Test Account Q Qwest Contr MY PROFILE USER M Functions User List Create User User Profile User Profile User Profile Ad Permissions	COD: 9851959 CO WANAGEMENT   REPORTS   User Profile *Indicates Required Fiel Enterprise Name: User Name:	Ids ADD ACCOUNTS   Ids 9851959 ABC COM newuser2	dering Repair Admini	Live Help   logout  Istration Remote Control  USER APPROVALS		
	Welcome Test Account Q Qwest Contr MY PROFILE   USERN Functions User List Create User User Profile User Profile	CCID: 9851959 CO MANAGEMENT   REPORTS   User Profile *Indicates Required Fiel Enterprise Name: User Name: Your Current Password:	Ids ADD ACCOUNTS   Ids 9851959 ABC COM newuser2	dering Repair Admini	Live Help   logout  Istration Remote Control  USER APPROVALS		
	Welcome Test Account Q Qwest Contr My profile User M Functions User List Create User User Permissions Add Permissions User Accounts	COD: 9851959 CO WANAGEMENT   REPORTS   User Profile *Indicates Required Fiel Enterprise Name: User Name:	Ids ADD ACCOUNTS   Ids 9851959 ABC COM newuser2	dering Repair Admini	Live Help   logout  Istration Remote Control  USER APPROVALS		
	Welcome Test Account Q Qwest Contr My profile User M Functions User List Create User User Permissions Add Permissions User Accounts	COLD: 9851959 COLOR PROFILE VANAGEMENT CEPORTS USER Profile *Indicates Required Fiel Enterprise Name: USer Name: USer Name: USer Name: Your Current Password: New Password:	Ids 9851959 Abb Accounts   Abb Accounts   Abb Accounts   Abb Abb Abb Abb Abb Abb Abb Abb Abb Abb	dering Repair Admini	Live Help   logout  Istration Remote Control  USER APPROVALS		
	Welcome Test Account Q Qwest Contr My profile User M Functions User List Create User User Permissions Add Permissions User Accounts	COLD: 9851959 COLO: 9851959 Home Prod HANAGEMENT REPORTS USer Profile *Indicates Required Fiel Enterprise Name: USer Name: USer Name: Your Current Password: Confirm Password: Confirm Password: First Name: *	Ids	dering Repair Admini	Live Help   logout  Istration Remote Control  USER APPROVALS		
	Welcome Test Account Q Qwest Contr My profile User M Functions User List Create User User Permissions Add Permissions User Accounts	COLD: 9851959 COLOR PROFILE VANAGEMENT CEPORTS USER Profile *Indicates Required Fiel Enterprise Name: USer Name: USer Name: USer Name: Your Current Password: New Password:	Ids	dering Repair Admini ENTERPRISE DETAILS   U PANY	Live Help   logout  Istration Remote Control  USER APPROVALS		
	Welcome Test Account Q Qwest Contr My profile User M Functions User List Create User User Permissions Add Permissions User Accounts	COLD: 9851959 COLO: 9851959 Home Prod HANAGEMENT REPORTS USer Profile *Indicates Required Fiel Enterprise Dar User Name: User Name: New Password: Confirm Password: Confirm Password: First Name: * Last Name: *	ADD ACCOUNTS   ADD ACCOUNTS   ADD ACCOUNTS   ABC COM ABC COM Rewuser2 * test non CSA chrisjesc	dering Repair Admini ENTERPRISE DETAILS   U PANY	Live Help   logout  Istration Remote Control  USER APPROVALS		
	Welcome Test Account Q Qwest Contr My profile User M Functions User List Create User User Permissions Add Permissions User Accounts	COLD: 9851959 COLO: 9851959 COLO: 9851959 HANAGEMENT   REPORTS   User Profile *Indicates Required Fiel Enterprise Name: User Name: User Name: Vour Current Password: Confirm Password: First Name: * Last Name: * E-mail: *	ADD ACCOUNTS   ADD ACCOUNTS   ADD ACCOUNTS   ABC COM ABC COM Rewuser2 * test non CSA chrisjesc	dering Repair Admini ENTERPRISE DETAILS   U PANY	Live Help   logout  Istration Remote Control  USER APPROVALS		
	Welcome Test Account Q Qwest Contr My profile User M Functions User List Create User User Permissions Add Permissions User Accounts	COD: 9851959 CO CO CO CO CO CO CO CO CO CO	ADD ACCOUNTS   ADD ACCOUNTS   ADD ACCOUNTS   ABC COM ABC COM Rewuser2 * test non CSA chrisjesc	dering Repair Admini ENTERPRISE DETAILS   U PANY	Live Help   logout  Istration Remote Control  USER APPROVALS		
	Welcome Test Account Q Qwest Contr My profile User M Functions User List Create User User Permissions Add Permissions User Accounts	COD: 9851959 COD	ADD ACCOUNTS   ADD ACCOUNTS   ADD ACCOUNTS   ABC COM ABC COM Rewuser2 * test non CSA chrisjesc	dering Repair Admini ENTERPRISE DETAILS   U PANY	Live Help   logout  Istration Remote Control  USER APPROVALS		
	Welcome Test Account Q Qwest Contr My profile User M Functions User List Create User User Permissions Add Permissions User Accounts	COD: 9851959 CO CO CO CO CO CO CO CO CO CO	Ids ADD ACCOUNTS I Ids Ids Ids Ids Ids Ids Ids Ids Ids I	dering Repair Admini ENTERPRISE DETAILS   U PANY	Live Help   logout  Istration Remote Control  USER APPROVALS		
	Welcome Test Account Q Qwest Contr My profile User M Functions User List Create User User Permissions Add Permissions User Accounts	COD: 9851959 COD	Ids ADD ACCOUNTS I Ids Bab ABC COM ABC COM ABC COM test for CSA chrisjesc 303 4	dering Repair Admini ENTERPRISE DETAILS   1 PANY	Live Help   logout  istration Remote Control  JSER APPROVALS		
	Welcome Test Account Q Qwest Contr My profile User M Functions User List Create User User Permissions Add Permissions User Accounts	COD: 9851959 CO CO CO CO CO CO CO CO CO CO	Ids ADD ACCOUNTS I Ids Bab ABC COM ABC COM ABC COM test for CSA chrisjesc 303 4	Jering Repair Admini ENTERPRISE DETAILS   U PANY 	Live Help   logout  istration Remote Control  JSER APPROVALS		
	Welcome Test Account Q Qwest Contr My profile User M Functions User List Create User User Permissions Add Permissions User Accounts	COD: 9851959 CO CO CO CO CO CO CO CO CO CO	Ids ADD ACCOUNTS I Ids Bab ABC COM ABC COM ABC COM test for CSA chrisjesc 303 4	Jering Repair Admini ENTERPRISE DETAILS   U PANY 	Live Help   logout  istration Remote Control  JSER APPROVALS		
	Welcome Test Account Q Qwest Contr My profile User M Functions User List Create User User Permissions Add Permissions User Accounts	COD: 9851959 CO CO CO CO CO CO CO CO CO CO	Ids ADD ACCOUNTS I Ids Bab ABC COM ABC COM ABC COM test for CSA chrisjesc 303 4	Jering Repair Admini ENTERPRISE DETAILS   U PANY 	Live Help   logout  istration Remote Control  JSER APPROVALS		
	Welcome Test Account Q Qwest Contr My profile User M Functions User List Create User User Permissions Add Permissions User Accounts	COD: 9851959 CO CO CO CO CO CO CO CO CO CO	Ids ADD ACCOUNTS I Ids Bab ABC COM ABC COM ABC COM test for CSA chrisjesc 303 4	Jering Repair Admini ENTERPRISE DETAILS   U PANY 	Live Help   logout  istration Remote Control  JSER APPROVALS		
	Welcome Test Account Q Qwest Contr My profile User M Functions User List Create User User Permissions Add Permissions User Accounts	COLD: 9951959         COLO: 9951959         COLO: 9951959         Home Prod         User Profile         "Indicates Required Fiele         Enterprise ID:         Enterprise Name:         User Name:         Your Current Password:         Confirm Password:         Cell Phone: *         Secondary Phone:         Pager:         Time Zone: *         Street:         City:         State:	ADD ACCOUNTS	dering Repair Admini ENTERPRISE DETAILS   U PANY 	Live Help   logout  istration Remote Control  JSER APPROVALS		
	Welcome Test Account Q Qwest Contr My profile User M Functions User List Create User User Permissions Add Permissions User Accounts	COD: 9851959 CO CO MANAGEMENT USer Profile *Indicates Required Fiel Enterprise Name: USer Name: USer Name: USer Name: USer Name: USer Name: Confirm Password: Confirm Password: Confirm Password: Confirm Password: Confirm Password: Ermail: First Name: Ermail: Phone: Cell Phone: Cell Phone: Cell Phone: Fax: Pager: Time Zone: Street: City: State: Zip: 	ADD ACCOUNTS	dering Repair Admini ENTERPRISE DETAILS   U PANY 	Live Help   logout  istration Remote Control  JSER APPROVALS		

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#### **User Approvals Screen**

Introduction The User Approvals screen gives a listing of all the users that have self registered under your Qwest Control 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**

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

Field Name	Description
User Name	This field displays the user's unique identifier that allows them to access the Qwest Control 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.
Cancel	Click on this button to cancel request and go back to previous screen
Activate	Click on this button to activate user. Once user is activated you will need to assign permissions, add Remote Control permissions, and add accounts
Delete	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.

From the <b>Home</b> page	e, click o		Actic e Ad		tratio	n module	
Result: The My Pro	file appl	licati					
Welcome Test Account QCID: 98519		-1					• Live Help   logout
Qwest Control®	Home Pro	ducts	eBilling	Ordering	Repair	Administration	Remote Control
MY PROFILE   USER MANAGEMEN	IT   REPORTS	ADD )	ACCOUNTS	6   ENTERP	RISE DET	AILS   USER APPE	OVALS
My Profile							HEL
*Indicates Required Fields							
Enterprise ID:	98519	959					
Enterprise Name:		OMPAN	(				
User Name:	newus	ser1					
Your Current Password: *							
New Password:							
Confirm Password:							
First Name: *	Test						
Last Name: *							
	Accou	unt					
E-mail: *	chris;	jesch@q	vest.com				
Phone: *	303	456	7854	0000			
Secondary Phone:							
Cell Phone:				1			
Fax:				1			
Pager:				]			
Time Zone: *				- 6			
Street:	GMT	- 7 MST, I	Mountain U	s 💽	~		
City:							
State:							
Zip:							
Customer System Admin:	• Y	es () 1	10				
Status:	Activ	e 💙					
Secret Question:*	Selec	t a quest	ion	*			
Question Answer:*							
Hint:*							

Continued on next page

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# Viewing the User List, continued

Procedure

(continued)

Step	Action							
2	From the <b>My</b> application.	On-Hold Use	er List scro	een appears.				
	MY PROFILE   USER MAI	NAGEMENT   REPORTS   52963430 FIBERLINK C	ADD ACCOUNTS					
				•				
	Filters	On-Hold User List (1	1 of 1)					
	Search Type Select search type	User Name	First Name	Last Name	Created (mm/dd/yy) +			
	With Value	<u>ioeblow</u> On-Hold User List (1	joe	blow	07/24/07			
	-							
3	more detailed Result: The	l information.	er Detail s	creen appear	ne hyperlink to vi			
	On-Hold User Detail							
	Enterprise Name: Enterprise ID:	FIBERLINK COMM 52963430	UNICATION CORP					
	UserName: FirstName: LastName: E-mail: Phone: Fax: Pager:							
	Accounts:	52 Cance	963430 I Activate	LATIS Delete				

4	Click Activate 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. Result: A confirmation page appears, indicating the success or failure of the addition.
	Enterprise ID: 52963430
	Enterprise Name: FIBERLINK COMMUNICATION CORP
	Filters On-Hold User List Search Type User Name First Name Last Name Created (mm/dd/yy)
	Select search type Mo On-Hold user found On-Hold User List
5	Click if you do <b>not</b> want to activate the user <b>Result:</b> A confirmation page appears, indicating the success or failure of the addition.
	MY PROFILE   USER MANAGEMENT   REPORTS   ADD ACCOUNTS   ENTERPRISE DETAILS   USER APPROVALS
	Enterprise ID: 52963430 Enterprise Name: FIBERLINK COMMUNICATION CORP
	Enterprise Name: FIBERLINK COMMUNICATION CORP
	Search Type User Name First Name Last Name Created (mm/dd/yy)  No On-Hold user found
	On-Hold User List

## **Deleting a User(s)**

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

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

Result: The My Pro	file application appears.	
Welcome John Doe QCID: 1234567 Qwest Control®	Home Products eBilling Orderin	Live Help
MY PROFILE   USER MANAGEMEN	REPORTS   ADD ACCOUNTS	
My Profile		
*Indicates Required Fields Enterprise ID: Enterprise Name:	1234567 ABC Company	
User Name: Your Current Password: *	doejohn	
New Password: Confirm Password:		
First Name: *	John	
Last Name: *	Doe	
E-mail: *	john.doe@qwest.com	
Phone: *	614 555 5555	
Secondary Phone:	614 555 5555	
Cell Phone:	614 555 5555	
Fax:	614 555 5555	
Pager:	614 555 5555	
Time Zone: *	GMT-5 EST, Eastern US	
Street:		
City:		
State:		
Zip		
Customer System Admin:	• Yes • No	
Status:	Active	

# Deleting a User(s), continued

Procedure

(continued)

Step			Action			
2	From the <b>My</b> application.	Profile applica	the User Mar	nagement		
	Result: The	User List scree	en appears.			
	MY PROFILE   USER	MANAGEMENT   REPORT	S   ADD ACCOUNTS		HELP	
		ividuals who have an ac user's profile. Below is a			ser. Personalization settings	
	Functions	User List				
	<b>User List</b> Create User	User Name	First Name	Last Name	Created (mm/dd/yy)	
	Create User	doejane	Jane	Doe	01/25/06	
		doejohn	John	Doe	03/16/06	
				Delete Selected		
3		er List screen, se to remove fro			o each user that	
4	Click Result: The	ete Selected Delete User Co management   report		screen appea	ITS. HEP	
			ou want to delete	the following user(s	)?	
	Delete Confirmation					
	User Name				mm/dd/yy	
	Jane Doe 03/15/06 Delete Cancel					
5	Erom the <b>Del</b>	oto Confirmati	on sereen (		ser accounts that	
5		ed removed (if a		deselect any u		
				•	the user accounts,	
	click Cance changes.	to return to	the User Lis	st screen with	out making any	

# Deleting a User(s), continued

#### Procedure

(continued)

Step			Action		
6	Click Delete	)			
	Result: The system List screen app failure of the de	ears, displayii			
	MY PROFILE   USER MAN	AGEMENT   REPORTS	ADD ACCOUNTS		HELP
		The selected us	ser(s) were succe	esfully deleted.	
	Users represent individu are stored within a user				ser. Personalization settings
	Functions	User List			
	User List	🗌 User Name	First Name	Last Name	Created (mm/dd/yy)
	Create User	doejohn	John	Doe	03/16/06
				Delete Selected	

#### **Create User**

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

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

When creating a user in Qwest Control you will need to remember assign permissions to both the Qwest Control 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 Qwest Control 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 Qwest Control 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 Qwest Control application. <b>Note:</b> 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 " <b>Confirm</b> <b>Password</b> " matches the " <b>New Password</b> " field.
First Name	This required field shall contain the new user's first name.
Last Name	This required 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.

## 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	These radio buttons identify whether or not you want the new user to have administrative rights within the Qwest Control application.
	<b>Note</b> : Be cautious when assigning user system administration permissions. Users with Admin permissions can edit any aspect of your account within the Qwest Control system.
Create User	This button allows you to save and create the new user account.
	<b>Note</b> : 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.
Cancel	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.

Weest Control® Home Products eBilling Ordering Repair Administration Remote Control     My Profile     "Indicates Required Fields   Enterprise Dair 9851355   Enterprise Dair Add CoMPARY   User Name: Test   Confirm Passord: Image: I	Result: The My Profile application appears.         Verses         Outcome         Control®         Home         Profile         *Indicates         Profile         *Indicates         Profile         *Indicates         Profile         *Indicates         *Indicates <td< th=""><th>р</th><th colspan="5">Action</th></td<>	р	Action					
Wikcome Test Account       QCID: 9951950       Luve Help Ing         Owest Control®       Home       Products       eBilling       Ordering       Repair       Administration       Remote Control         My Profile       *       *       Add Comparison       *       User Help Ing         *Indicates       Required Fields       *       *       *       *         Enterprise Ibane:       Add CoMPARY       *       *       *         Your Current Password:       *       *       *       *         Your Current Password:       *       *       *       *       *         First Name:       *       Test       *	Welcome Test Account: QCID: 9951959       Elive Help Logd         Owest Control®       Home Products eBilling Ordering Repair Administration Remote Control         INY PROFILE       USER MANAGEMENT         Ny Profile       Indicates Required Fields         *Indicates Required Fields       Password:         Enterprise Name:       ABC COMPANY         User Name:       ABC COMPANY         User Name:       ABC COMPANY         User Name:       Test         Your Current Password:       Indicates Required Fields         First Name:       Test         Account       Enterprise Ion:         First Name:       Account         Ermail:       Indicates Required Fields         Fax:       Determinic Fields         Pager:       GMT-7 MST, Meuntain US         Steat:       Determinic Fields         Customer System Admin:<		From the <b>Home</b> page, click on the <b>Administration</b> module.					
Velocine: Bask Joint Model user Joint Links         Velocine: Test Account       QCID: 9551959         Market Control®       Home         Products       eBilling       Ordering       Repair         MY PROFile       **Indicates       Required Fields       Enterprise       User Name:         **Indicates       Required Fields       Fistarprise       Discourse       Enterprise       Discourse         Your Current Password:       *	Velocine Test Account: QCID: 9851953       ■ Live Help   logit         Qwest Control®       Home Products eBilling Ordering Repair Administration Remote Control         MY PROFILE       User MANAGEMENT REPORTS       ADD ACCOUNTS       ENTERPRISE OFTAILS       User Administration         "Indicates Required Fields       Finterprise D0:       9851953       Enterprise OD Interpreted Oftails       User Administration         "Indicates Required Fields       Finterprise D0:       9851953       Enterprise OD Interpreted Oftails       User Administration         Your Current Password:       ABC COMPANY       Interprise OD Interpreted Oftails       User Name:         Your Current Password:       Interprise OD Interpreted Oftails       User Name:       Interprise OD Interpreted Oftails       Interpreted Oftails         Your Current Password:       Interprise OD Interpreted Oftails       Interpreted Oftails       Interpreted Oftails       Interpreted Oftails         First Name:       *       Account       Interpreted Oftails       Interpreted Oftails       Interpreted Oftails       Interpreted Oftails         Enterprise OD       Confirm Password:       Interpreted Oftails       Interpr		Recult. The My Prefile employed an encore					
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New Password:	Nev Password:   Confirm Password:   First Name: *   Test   Last Name: *   Account   E-mail: *   Chrisjesch@qvest.com   Phone: *   303   303   456   7854   0000   Secondary Phone:   Cell Phone:   Fax:   Pager:   Time Zone: *   GMT-7 MST, Mountain US   Steet:   City:   State:   Zip:   Customer System Admin:   Secort Question:*   Select a question   Yes   No			newuser1				
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Last Name: *       Account         E-mail: *       Chris.jesch@quest.com         Phone: *       303 456 7854 0000         Secondary Phone:	Last Name: *       Account         E-mail: *       Account         Phone: *       303         303       456         7854       0000         Secondary Phone:		Confirm Password:					
Last Name: *       Account         E-mail: *       chrisjesch@quest.com         Phone: *       303         303       456         Secondary Phone:	Last Name: *       Account         E-mail: *       Chrisjesch@qwest.com         Phone: *       303       456       7854       0000         Secondary Phone:		First Name: *	Test				
E-mail: * chrisjesch@qwest.com  Phone: * 303   456   7854   0000  Secondary Phone:  Cell Phone:  Fax:  Pager:  Time Zone: * GMT-7 MST, Mountain US  Time Zone: * GMT-7 MST, Mountain US  Street:  City:  State:  City:  Customer System Admin:  O Yes No  Status:  Active ♥  Secret Question:*  Select a guestion♥  Question Answer:*	E-mail: * chrisjesch@quest.com Phone: * 303 456 7854 0000 Secondary Phone: Cell Phone: Fax: Fax: Fax: Fax: Fax: Fax: Fax: Fax		Last Name: *					
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			Hint:*					

Continued on next page

## Viewing Create User, continued

Procedure

(continued)

Step			Action			
2	From the My Profile application, click on User Management application					
	Result: The U	Jser List screen a	ppears.			
	Welcome Test Account QC				Live Help   logout	
	Qwest Contro	Home Products	eBilling Order	ring Repair Admi	inistration Remote Control	
	MY PROFILE   USER MA	ANAGEMENT   REPORTS   ADD ;	ACCOUNTS   EN	TERPRISE DETAILS	USER APPROVALS	
					HELP	
		duals who have an account. Yo er's profile. Below is a list of av		nissions for each us	ser. Personalization settings	
	Functions					
	User List	User List	lame	Last Name	Created (mm/dd/yy)	
	Create User	newuser1 Test		Account	07/20/07	
		newuser2 test		non CSA	07/20/07	
		pwong Patric		Wong	04/06/07	
		salasdi DIEGO		SALAS e Selected	02/12/07	
3	From the User	List screen, click	on the C	reate User	r function.	
	Boculty The C			<b>^</b>		
	Welcome Test Accou	Create User scree	Tappear	5.	Live Help   logout	
	Owoet ( '	Ontrol <sup>®</sup> Home Products	eBilling Order	ring Repair Adminis	stration Remote Control	
	Gwest					
		SER MANAGEMENT	D ACCOUNTS   EN	TERPRISE DETAILS   U	ISER APPROVALS	
		SER MANAGEMENT   REPORTS   AD	D ACCOUNTS   EN	ITERPRISE DETAILS   U		
		SER MANAGEMENT   REPORTS   AD	DACCOUNTS   EN	ITERPRISE DETAILS   U	ISER APPROVALS	
	My profile   U	User Profile	DACCOUNTS   EN	ITERPRISE DETAILS   U		
	MY PROFILE    U Functions User List	User Profile	D ACCOUNTS   EN	ITERPRISE DETAILS   U		
	My PROFILE   U Functions User List Create User User Profile	User Profile "Indicates Required Fields Enterprise ID:	9851959			
	My PROFILE U	User Profile Indicates Required Fields Enterprise ID: ns Enterprise Name:				
	MV PROFILE U	User Profile Indicates Required Fields Enterprise ID: ns Enterprise Name:	9851959 ABC COMPAI			
	Functions User List Create User User Profile User Permission Add Permission	User Profile *Indicates Required Fields Enterprise ID: User Name: Your Current Password: * New Password:	9851959 ABC COMPAI			
	MV PROFILE U	User Profile *Indicates Required Fields Enterprise ID: Enterprise Name: User Name: Your Current Password; *	9851959 ABC COMPAI			
	MV PROFILE U	User Profile *Indicates Required Fields Enterprise ID: Disenterprise Name: User Name: Your Current Password: * New Password: Confirm Password:	9851959 ABC cOMPAI newuser2			
	MV PROFILE U	User Profile *Indicates Required Fields Enterprise ID: User Name: Your Current Password: * New Password:	9851959 ABC COMPAI newuser2			
	MV PROFILE U	User Profile *Indicates Required Fields Enterprise ID: Enterprise Name: User Name: Your Current Password: * New Password: Confirm Password: First Name: *	9851959 ABC COMPAI newuser2	NY		
	MV PROFILE U	User Profile *Indicates Required Fields Enterprise ID: Enterprise Name: User Name: Your Current Password: * New Password: Confirm Password: First Name: * Last Name: *	9851959 ABC COMPAI newuser2 test test chrisjesch@	NY		
	MV PROFILE U	User Profile *Indicates Required Fields Enterprise ID: Enterprise Name: User Name: Your Current Password: Confirm Password: First Name: * Last Name: * E-mail: *	9851959 ABC COMPAI newuser2 test non CSA chrisjesch@	NY		
	MV PROFILE U	User Profile *Indicates Required Fields Enterprise ID: Enterprise Name: User Name: Your Current Password: * New Password: Confirm Password: First Name: * Last Name: * E-mail: * Phone: *	9851959 ABC COMPAI newuser2 test test chrisjesch@	NY		
	MV PROFILE U	User Profile *Indicates Required Fields Enterprise D: Enterprise Name: Your Current Password: * New Password: Confirm Password: First Name: * Last Name: * E-mail: * Phone: * Secondary Phone:	9851959 ABC COMPAI newuser2 test test chrisjesch@	NY		
	MV PROFILE U	User Profile  User Profile  Indicates Required Fields Enterprise D: Enterprise Name: Vour Current Password: * New Password: * New Password: Confirm Password: First Name: * Last Name: * E-mail: * Phone: * Secondary Phone: Cell Phone: *	9851959 ABC COMPAI newuser2 test test chrisjesch@	NY		
	MV PROFILE U	User Profile *Indicates Required Fields Enterprise ID: Enterprise Name: User Name: Your Current Password: * New Password: Confirm Password: First Name: * Last Name: * E-mail: * Phone: * Secondary Phone: Cell Phone: Fax: Pager:	9851959 ABC COMPAI newuser2 test test chrisjesch@	NY		
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	MV PROFILE U	User Profile  *Indicates Required Fields Enterprise ID: Enterprise ID: User Yarne: User Yarne: Vour Current Password: * New Password: Confirm Password: Errail: * Phone: * Cell Phone: Fax: Pager: Cell Phone: Fax: Pager: City: State: Zip:	9851959 ABC COMPAI newuser2 test non CSA chrisjesch@ 303 456 300 300 456 300 300 456 300 300 456 300 300 456 300 300 456 300 300 456 300 300 456 300 300 456 300 300 456 300 300 300 456 300 300 456 300 300 456 300 300 456 300 456 450 450 450 450 450 450 450 450 450 450	NY		
	MV PROFILE U	User Profile *Indicates Required Fields Enterprise ID: Enterprise ID: User Name: User Name: Vour Current Password: * New Password: Confirm Password: Ermail: Ermail: Phone: * Secondary Phone: Cell Phone: Cell Phone: Fax: Pager: Time Zone: * Street: City: State: Zip: Customer System Admin:	9851959 ABC COMPAI newuser2 test non CSA chrisjech@ 303 456 303 456 305 456 400 456 400 400 400 400 400 400 400	NY		
	MV PROFILE U	User Profile  Indicates Required Fields Enterprise ID: Enterprise ID: User Name: User Name: User Name: User Name: User Name: Confirm Password: Confirm Passw	9851959 ABC COMPAI newuser2 test non CSA chrisjesch@ 303 456 303 456 305 305 305 305 305 305 305 305 305 305	NY		
	Functions       User List       Create User       User Profile       User Profile       User Profile       User Profile       Add Permission       User Accounts	User Profile  Indicates Required Fields Enterprise ID: Enterprise ID: User Name: User Name: User Name: User Name: Confirm Password:  New Password: Confirm Password:  First Name: Ermail: Phone: Ermail: First Name: Ermail: Ermail: Ermail: First Name: Ermail: Ermai	9851959 ABC COMPA nevuser2 test non CSA chrisjesch@ 303 456 303 456 305 305 456 305 456 307 456 307 456 308 456 308 456 309 456 456 456 456 456 456 456 456	NY		
	Functions User List Create User User Perofile User Permission User Accounts Add Accounts	User Profile  User Profile  Indicates Required Fields Enterprise ID: Enterprise ID: Interprise Name: User Name: User Name: User Name: New Password: Confirm	9851959 ABC COMPAI newuser2 test non CSA chrisjesch@ 303 456 303 456 305 305 305 305 305 305 305 305 305 305	NY	ser	

### **Creating a User Account**

**Procedure** Follow the steps in the procedure below to **create** a new **user account(s)** under your Qwest Control 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
2	and not already exist in the Qwest Control system.
2	In the <b>New Password</b> field, enter the desired <b>password</b> 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 <b>Confirm Password</b> field, re-enter the new <b>password</b> value into
	the Confirm Password field.
	Note: The Confirm Password must match the New Password entered.
4	In the <b>First Name</b> field, enter the user's <b>first name</b> .
5	In the Last Name field, enter the user's last name.
6	In the <b>E-mail</b> filed, enter a valid value for the user's <b>email address</b>
7	including the @ symbol and .com, .net, etc. extension. In the <b>Phone</b> field, enter the user's contact <b>telephone number</b> .
1	in the Fhone held, enter the user's contact telephone number.
	Note: The NPA/NXX must be valid.
8	In the <b>Secondary Phone</b> 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 <b>Fax</b> field (if applicable), enter the user's contact <b>fax number</b> .
	Note: The Fey Number field is entire at features an etim. if entered the
	<b>Note</b> : The Fax Number field is optional for user creation, if entered the NPA/NXX must be valid.
11	In the <b>Pager</b> field (if applicable), enter the user's contact <b>pager number</b> .
	in the rager field (in applicable), effer the user's contact pager fumber.
	Note: The Pager number field is optional for user creation, if entered the
	NPA/NXX must be valid.
12	From the <b>Time Zone</b> 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 Otrest field is entional and not required to eracts a required
	Note: The Street field is optional and not required to create a new user
	account.

## Creating a User Account, continued

#### Procedure

#### (continued)

Step			Action
14	In the City fiel	d (if applicable), en	ter the <b>city</b> of the user's workplace.
		y field is optional ar	nd not required to create a new user
4.5	account.		
15	In the State field	eld (if applicable), e	nter the <b>state</b> of the user's workplace.
	Note: The Sta account.	ate field is optional a	and not required to create a new user
16	In the <b>Zip</b> cod workplace.	e field (if applicable	), enter the <b>zip code</b> of the user's
	Note: The Zip user account.	o code field is optior	nal and not required to create a new
17		tomer System Adr user Administration	<b>nin</b> radio buttons, select " <b>Yes</b> " or " <b>No</b> " permissions.
	Note: Be cau	tious when assignin	g user system administration
	permissions.	Users with Admin p	ermissions can edit any aspect of your
	account within	the Qwest Control	system.
18	Click	e User .	
	new user acco system will dis otherwise the user account v	ount. If the user acc play the <b>User Prof</b> system will display was not created.	e was successfully created.
	Functions	User Profile	
	User List		
	Create User	*Indicates Required Fields	
	User Profile	Enterprise ID:	1234567
	User Permissions	Enterprise Name:	ABC Company
	Add Permissions User Accounts	User Name: Your Current Password: *	doejane
	Add Accounts	New Password: *	
		Confirm Password:	
		Sommer Password:	

### **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 Qwest Control 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 <b>User Profile</b> screen has knowledge of the current password.
	<b>Note</b> : The <b>"Your Current Password"</b> field is required when updating any details on the <b>User Profile</b> screen. The current password is the Customer System Administrator's password, not the user's password.
New Password	This optional field allows you to change the user's password.
Confirm Password	This <i>conditional</i> field provides a system validation that verifies the " <b>Confirm Password</b> " matches the " <b>New Password</b> " field. <b>Note</b> : When changing a user's password, the <b>Confirm</b>
	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.

## 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 optional 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 Qwest Control application.
Status	This field displays the current status of the user's account. You can change this value at any time.
Submit	This button allows you to save changes to the selected user profile.
Reset	This button allows you to undo any changes you may have made on the selected user profile.
Log in as This User	This button allows you to log into the Qwest Control 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.

Action							
From the <b>Home</b> page, click on the <b>Administration</b> module.							
Result: The My P	rofile application appears.						
cerquona ogneriaicem, ao saboab cobas	SURT790007 100100000						
Welcome Test Account QCID: 985	51959 Eive Help   logou						
Qwest Control®	Home Products eBilling Ordering Repair Administration Remote Control						
MY PROFILE   USER MANAGE	MENT   REPORTS   ADD ACCOUNTS   ENTERPRISE DETAILS   USER APPROVALS						
	<u>HE</u>						
My Profile							
*Indicates Required Fields							
Enterprise ID:	9851959						
Enterprise Name:	ABC COMPANY						
User Name:	newuser1						
Your Current Password: *							
New Password:							
Confirm Password:							
First Name: *	Test						
Last Name: *	Account						
E-mail: *	chris.jesch@qwest.com						
Phone: *	303 456 7854 0000						
Secondary Phone:							
Cell Phone:							
Fax:							
Pager:							
Time Zone: *	GMT-7 MST, Mountain US						
Street:							
City:							
State:							
Zip:							
Customer System Admin:	Yes No						
Status:	Active V						
Secret Question:*	Select a question						
Question Answer:*							
Hint:*							
HINT:"							

Continued on next page

## Viewing the User Profile, continued

#### Procedure

(continued)

Step			Action			
2	From the <b>My Profile</b> application, click on the <b>User Management</b> application.					
	Result: The	User List screer	appears.			
		MANAGEMENT   REPORTS				
		viduals who have an accou user's profile. Below is a lis			ser. Personalization settir	
	Functions	User List				
	User List	User Name	First Name	Last Name	Created (mm/dd/yy)	
	Create User	doejane	Jane	Doe	01/25/06	
		doejohn	John	Doe	03/16/06	
				Delete Selected		
3		r List screen, cli		1 NI		
	MY PROFILE   USER M	ANAGEMENT   REPORTS   A	DD ACCOUNTS   EN	NTERPRISE DETAILS   US	ER APPROVALS	
	Functions	User Profile	ND ACCOUNTS   EM	NTERPRISE DETAILS   US		
	Functions User List Create User	User Profile *Indicates Required Fields		NTERPRISE DETAILS   USI		
	Functions User List Create User <b>User Profile</b>	User Profile *Indicates Required Fields Enterprise ID:	9851959			
	Functions User List Create User User Profile User Permissions Add Permissions	User Profile *Indicates Required Fields Enterprise ID: Enterprise Name: User Name:				
	Functions User List Create User <b>User Permissions</b> Add Permissions User Accounts	User Profile *Indicates Required Fields Enterprise ID: Enterprise Name: User Name: Your Current Password; *	9851959 ABC COMPA			
	Functions User List Create User User Profile User Permissions Add Permissions	User Profile *Indicates Required Fields Enterprise ID: Enterprise Name: User Name: Your Current Password: * New Password:	9851959 ABC COMPA			
	Functions User List Create User <b>User Permissions</b> Add Permissions User Accounts	User Profile *Indicates Required Fields Enterprise ID: Enterprise Name: User Name: Your Current Password; *	9851959 ABC COMPA			
	Functions User List Create User <b>User Permissions</b> Add Permissions User Accounts	User Profile *Indicates Required Fields Enterprise ID: Enterprise Name: User Name: Your Current Password: * New Password:	9851959 ABC COMPA newuser2			
	Functions User List Create User <b>User Permissions</b> Add Permissions User Accounts	User Profile *Indicates Required Fields Enterprise Do: Enterprise Name: User Name: Your Current Password: * New Password: Confirm Password: First Name: *	9851959 ABC COMPA newuser2			
	Functions User List Create User <b>User Permissions</b> Add Permissions User Accounts	User Profile *Indicates Required Fields Enterprise ID: Enterprise Name: User Name: Your Current Password: * New Password: Confirm Password:	9851959 ABC COMPA newuser2			
	Functions User List Create User <b>User Permissions</b> Add Permissions User Accounts	User Profile *Indicates Required Fields Enterprise Do: Enterprise Name: User Name: Your Current Password: * New Password: Confirm Password: First Name: * Last Name: *	9851959 ABC COMPA newuser2	NPY		
	Functions User List Create User <b>User Permissions</b> Add Permissions User Accounts	User Profile *Indicates Required Fields Enterprise Do: Enterprise Name: User Name: Your Current Password: * New Password: Confirm Password: First Name: * Last Name: * E-mail: *	9851959 ABC COMPA newuser2	NPY		
	Functions User List Create User <b>User Permissions</b> Add Permissions User Accounts	User Profile *Indicates Required Fields Enterprise ID: Enterprise Name: User Name: Your Current Password: * New Password: Confirm Password: First Name: * Last Name: * E-mail: * Phone: *	9851959 ABC COMPA newuser2	NPY		
	Functions User List Create User <b>User Permissions</b> Add Permissions User Accounts	User Profile *Indicates Required Fields Enterprise ID: Enterprise Name: User Name: Your Current Password: New Password: Confirm Password: First Name: * Last Name: * E-mail: * Phone: * Secondary Phone:	9851959 ABC COMPA newuser2	NPY		
	Functions User List Create User <b>User Permissions</b> Add Permissions User Accounts	User Profile *Indicates Required Fields Enterprise ID: Enterprise Name: User Name: Your Current Password: Confirm Password: First Name: * Last Name: * E-mail: * Phone: * Secondary Phone: Cell Phone:	9851959 ABC COMPA newuser2	NPY		
	Functions User List Create User <b>User Permissions</b> Add Permissions User Accounts	User Profile *Indicates Required Fields Enterprise Name: User Name: User Name: Vour Current Password: * New Password: Confirm Password: First Name: * Last Name: * E-mail: * Phone: * Secondary Phone: Cell Phone: Fax: Pager:	9851959 ABC COMPA newuser2	NNY		
	Functions User List Create User <b>User Permissions</b> Add Permissions User Accounts	User Profile  Indicates Required Fields Enterprise ID: Enterprise Name: User Name: Your Current Password: Confirm Password: First Name: * Last Name: * Last Name: * E-mail: * Phone: * Secondary Phone: Cell Phone: Fax:	9851959 ABC COMPA newuser2	NPY		
	Functions User List Create User <b>User Permissions</b> Add Permissions User Accounts	User Profile *Indicates Required Fields Enterprise Do: Enterprise Name: User Name: Your Current Password: * New Password: Confirm Password: First Name: * Last Name: * E-mail: * Phone: * Secondary Phone: Cell Phone: Fax: Pager: Time Zone: *	9851959 ABC COMPA newuser2	NNY		
	Functions User List Create User <b>User Permissions</b> Add Permissions User Accounts	User Profile *Indicates Required Fields Enterprise Do: Enterprise Name: User Name: Your Current Password: * New Password: Confirm Password: First Name: * Last Name: * E-mail: * Phone: * Secondary Phone: Cell Phone: Fax: Pager: Time Zone: * Street:	9851959 ABC COMPA newuser2	NNY		
	Functions User List Create User <b>User Permissions</b> Add Permissions User Accounts	User Profile  *Indicates Required Fields Enterprise Dars Enterprise Name: User Name: User Name: Vour Current Password: Confirm Password: Confirm Password: First Name: * Last Name: * Last Name: * E-mail: * Phone: * Secondary Phone: Cell Phone: Fax: Pager: Time Zone: * Street: City:	9851959 ABC COMPA newuser2	NNY		
	Functions User List Create User <b>User Permissions</b> Add Permissions User Accounts	User Profile  *Indicates Required Fields Enterprise Dars Enterprise Name: User Name: User Name: Vour Current Password: Confirm Password: Confirm Password: First Name: * Last Name: * Last Name: * Last Name: * E-mail: * Phone: * Secondary Phone: Cell Phone: Fax: Pager: Time Zone: * Street: City: State:	9851959 ABC COMPA newuser2	NNY		
	Functions User List Create User <b>User Permissions</b> Add Permissions User Accounts	User Profile  *Indicates Required Fields Enterprise Dars Enterprise Name: User Name: User Name: Vour Current Password: Confirm Password: Confirm Password: First Name: * Last Name: * Last Name: * Last Name: * E-mail: * Phone: * Secondary Phone: Cell Phone: Fax: Pager: Time Zone: * Street: City: State:	9851959 ABC COMPA newuser2	NNY		
	Functions User List Create User <b>User Permissions</b> Add Permissions User Accounts	User Profile *Indicates Required Fields Enterprise Do: Enterprise Name: User Name: User Name: Vour Current Password: * New Password: Confirm Password: First Name: * Last Name: * E-mail: * Phone: * Secondary Phone: Cell Phone: Fax: Pager: Time Zone: * Street: City: State: Zip: Customer System Admin: Status:	9851959 ABC COMPA newuser2 test non CSA chrisgerch@ 303 456 303 456 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	NNY		
	Functions User List Create User <b>User Permissions</b> Add Permissions User Accounts	User Profile  *Indicates Required Fields Enterprise Do: Enterprise Name: User Name: User Name: User Name: Confirm Password: Confirm Password: Confirm Password: First Name: First Name: E-mail: First Name: E-mail: Phone: Cell Phone: Fax: Pager: Time Zone: Street: City: State: Zip: Customer System Admin:	9851959 ABC COMPA newuser2	NNY		

### **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 Qwest Control 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.
	<b>Note</b> : 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 <b>New Password</b> field, enter a new password for the selected user.
3	In the <b>Confirm Password</b> field, enter the new password for the selected user. <b>Note</b> : The <b>Confirm Password</b> <i>must match</i> the value entered in the <b>New</b>
	Password field.
4	Click Submit
	Result: The selected User Profile has been updated.
	MY PROFILE   USER MANAGEMENT   REPORTS   ADD ACCOUNTS
	HEP
	The User with User ID: doejane was successfully updated.
	Functions User Profile

#### **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 Qwest Control 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 encoder and in the Oriet way Oriet with the Internet of the
	<b>Note</b> : 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 <b>First Name</b> field (if applicable), enter a new value for the selected
2	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 <b>Phone</b> field (if applicable), enter a valid value for the selected
	user's contact telephone number.
6	In the <b>Secondary Phone</b> field (if applicable), enter a valid value for the
7	selected user's <b>secondary telephone</b> number. In the <b>Cell Phone</b> field (if applicable), enter a valid value for the selected
	user's <b>cellular phone</b> number.
8	In the <b>Fax</b> field (if applicable), enter a valid value for the selected user's
	contact fax number.
9	In the <b>Pager</b> field (if applicable), enter a valid value for the selected
	user's contact pager number.
10	
	Result: The selected User Profile has been updated.
	MY PROFILE   USER MANAGEMENT   REPORTS   ADD ACCOUNTS
	HELP
	The User with User ID: doejane was successfully updated.
	Functions User Profile

### **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.		
	<b>Note</b> : 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 <b>Time Zone</b> drop down menu (if applicable), select the time zone in which the selected user currently resides.		
3	In the <b>Street</b> field (if applicable), enter the street address of the selected user's workplace.		
4	In the <b>City</b> field (if applicable), enter the city of the selected user's workplace.		
5	In the <b>State</b> field (if applicable), enter the state of the selected user's workplace.		
6	In the <b>Zip</b> code field (if applicable), enter the zip code of the selected user's workplace.		
7	Click		
	Result: The selected User Profile has been updated.		
	MY PROFILE   USER MANAGEMENT   REPORTS   ADD ACCOUNTS		
	HEP The User with User ID: doejane was successfully updated.		
	Functions User Profile		

### **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 Qwest Control Administration module, this user will also be deactivated in the Remote Control portal.

Step	Action
1	From the <b>User Profile</b> screen, enter <b>Your Current Password</b> . <b>Note</b> : 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 <b>Status</b> drop down menu, select <b>Inactive</b> . <b>Result</b> : The menu item selected is displayed on the screen.         Customer System Admin:         Ores ONO         Status:         Submit         Reset         Log in as This User
3	Click Submit Result: The selected User Profile has been updated.  MY PROFILE USER MANAGEMENT   REPORTS   ADD ACCOUNTS  The User with User ID: doejane was successfully updated. Functions User Profile

### 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 Qwest Control 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.			
	<b>Note</b> : 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.			
	Customer System Admin: O Yes 💿 No			
	Status: Active V			
	Submit Reset Log in as This User			
3				
	Result: The selected User Profile has been updated.			
	MY PROFILE   USER MANAGEMENT   REPORTS   ADD ACCOUNTS			
	The User with User ID: doejane was successfully updated.			
	Functions User Profile			

### **Changing User Admin Access**

Procedure

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

Step	Action
1	From the User Profile screen, enter Your Current Password.
	<b>Note</b> : 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 <b>Customer System Admin</b> radio buttons, select " <b>Yes</b> " or " <b>No</b> ".
	<ul> <li>Yes = The selected user will become a System Admin for your Qwest Control Enterprise ID. Be cautious when assigning user system administration permissions. Users with Admin permissions can edit any aspect of your account(s).</li> <li>No = The selected user will not have Administrator rights.</li> <li>Result: The menu item selected is displayed on the screen.</li> </ul>
	Customer System Admin:
	U Yes O No
	Status:
	Submit Reset Log in as This User
3	Click Submit
	Result: The selected User Profile has been updated.
	MY PROFILE   USER MANAGEMENT   REPORTS   ADD ACCOUNTS
	нер
	The User with User ID: doejane was successfully updated.
	Functions User Profile
1	

#### **Assign Qwest Control 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 Qwest Control 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 Qwest Control system.
Add Permissions	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.

Action				
From the <b>Home</b> page, click on the <b>Administration</b> module.				
Result: The My F	Profile application appears.			
Welcome Test Account QCID: 9851	959 Live Help   logo			
Qwest Control®	Home Products eBilling Ordering Repair Administration Remote Contro			
MY PROFILE   USER MANAGEME	NT   REPORTS   ADD ACCOUNTS   ENTERPRISE DETAILS   USER APPROVALS			
	ш			
My Profile				
*Indicates Required Fields	0054.050			
Enterprise ID: Enterprise Name:	9851959 ABC COMPANY			
User Name:	nevuser1			
Your Current Password: *				
New Password:				
Confirm Password:				
First Name: *	Test			
Last Name: *	Account			
E-mail: *	chris.jesch@qwest.com			
Phone: *	303 456 7854 0000			
Secondary Phone:				
Cell Phone:				
Fax:				
Pager:				
Time Zone: *				
Street:	GMT-7 MST, Mountain US			
City:				
State:				
Zip:				
Customer System Admin:	• Yes O No			
Status:	Active			
Secret Question:*	Select a question			
Question Answer:*				

Continued on next page

## Viewing Assign Permissions, continued

#### Procedure

(continued)

Step	Action					
2	From the <b>My Profile</b> application, click on <b>User Management</b> application.					
		User List scree	n appears	S.		
	Welcome Test Account				Live Help   logout	
	Qwest Contr	C Home Produ	icts eBilling C	Ordering Repair Admi	nistration Remote Control	
	MY PROFILE   USER	MANAGEMENT   REPORTS	ADD ACCOUNTS	ENTERPRISE DETAILS	USER APPROVALS	
		viduals who have an accou Iser's profile. Below is a list			HEE	
	Functions	User List				
	User List Create User		First Name	Last Name	Created (mm/dd/yy) 07/20/07	
		newuser1	Test	Account non CSA	07/20/07	
		pwong	Patrick	Wong	04/06/07	
		salasdi	DIEGO	SALAS	02/12/07	
				Delete Selected		
C	to assign per	missions to. <b>User Profile</b> sci			that you would like ected user.	
	Welcome Test Account	•	, 00e0d01000a0, i jav	ax.pordet.tpst=cb/bebboradit	Live Help   logout	
	Qwest Contro		ts eBilling Ord	dering Repair Adminis		
	MY PROFILE   USER MA	ANAGEMENT   REPORTS   A	DD ACCOUNTS	ENTERPRISE DETAILS   U:	SER APPROVALS	
	MY PROFILE   USER M	ANAGEMENT   REPORTS   A	DD ACCOUNTS	ENTERPRISE DETAILS   U		
	Functions User List	User Profile	DD ACCOUNTS	ENTERPRISE DETAILS   U	SER APPROVALS	
	Functions User List Create User	User Profile *Indicates Required Fields		ENTERPRISE DETAILS   US	SER APPROVALS	
	Functions User List	User Profile *Indicates Required Fields Enterprise ID:	DD ACCOUNTS   9851959 ABC COM		SER APPROVALS	
	Functions User List Create User <b>User Profile</b>	User Profile *Indicates Required Fields	9851959		SER APPROVALS	
	Functions User List Create User <b>User Perofile</b> User Permissions Add Permissions User Accounts	User Profile *Indicates Required Fields Enterprise Name1	9851959 ABC COM		SER APPROVALS	
	Functions User List Create User User Profile User Permissions Add Permissions	User Profile *Indicates Required Fields Enterprise ID: Enterprise Name: User Name:	9851959 ABC COM		SER APPROVALS	

# Viewing Assign Permissions, continued

#### Procedure

(continued)

tep			Action		
4	From the <b>User Profile</b> screen, click on the <b>Add User Permissions</b> function.				
	Result: The Assign Permissions to "user" screen appears.				
	MY PROFILE   USER MA	NAGEMENT   REPORTS   ADD A	CCOUNTS   ENTERPRISE DETAILS   USER APPROVALS		
			HELP		
	Functions	Assign Permissions to newu	ser2		
	User List	Permission	Description		
	Create User User Profile	Advanced Ordering Role User Group	Members of this group can navigate to and update the Order Statu's ACD and other actions on those pages in Events.		
	User Permissions Add Permissions	Basic Ordering Role User Group	Members of this group have only view information on the Events Order Status pages.		
	User Accounts Add Accounts	eBill Admin User Group	Members of this group have comprehensive access to the eBilling functionality for this product (both present and future).		
	Add Accounts	eBill Advanced User Group	Members of this group can manage eBilling features and functions.		
		eBill Basic User Group	Members of this group have view only access to eBilling information.		
		IP Configuration User Grou	Members of this group can create and monitor IP configuration up requests. Configuration requests can be IP Addressing, Routing or DNS requests.		
		IQ Admin User Group	Members of this group have comprehensive access to the QControl functionality for this product (both present and future).		
		IQ Advanced User Group	Members of this group can view and modify iQ Networking features and functions including adding, modifying and deleting contacts for proactive automated notification.		
		IQ Basic User Group	Members of this group have view only access to iQ Networking product information.		
		Repair Admin User Group	Members of this group have comprehensive access to Repair features (both present and future).		
		Repair Advanced User Gro	up Members of this group can create and modify repair tickets.		
		Repair Basic User Group	Members of this group have view only access to repair tickets.		
		User Management Group	Members of this group can create, modify and delete users. This includes assigning and removing permissions and accounts to users.		
			Add Permissions		

## **Adding Permissions to User**

Procedure

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

<ol> <li>From the Assign Permissions to "user" screen, select each ch next to all the permissions you would like to grant to the user acc</li> <li>Note: You will only see check boxes for permissions that have n already been granted for the user. If the user already has the permission no check box will appear.</li> <li>Click Add Permissions .</li> <li>Result: The system assigns the selected permission(s) to the us account. The User Permissions screen refreshes displaying a message indicating the success or failure of the requested assign</li> <li>MY PROFILE USER MANAGEMENT REPORTS ADD ACCOUNTS ENTERPRISE DETAILS USER APPROVALS</li> </ol>
already been granted for the user. If the user already has the permission no check box will appear.         2       Click Add Permissions         2       Click Intervisions         3       Result: The system assigns the selected permission(s) to the us account. The User Permissions screen refreshes displaying a message indicating the success or failure of the requested assign         Image: Management Intervision(s) were successfully added.
Click     Result: The system assigns the selected permission(s) to the us account. The User Permissions screen refreshes displaying a message indicating the success or failure of the requested assign     MY PROPILE [USER MANAGEMENT] REPORTS   ADD ACCOUNTS   ENTERPRISE DETAILS   USER APPROVALS     4 Permission(s) were successfully added.
Account. The User Permissions screen refreshes displaying a message indicating the success or failure of the requested assign MY PROFILE   USER MANAGEMENT   REPORTS   ADD ACCOUNTS   ENTERPRISE DETAILS   USER APPROVALS 4 Permission(s) were successfully added.
Euoctions Permissions for new user?
User List Description Description
User Profile eBill Admin User Group Belling functionality for this product (both present and fi
Add Permissions eBill Advanced User Group Add Permissions
User Accounts eBill Basic User Group Members of this group have view only access to eBilling information.
Add Accounts  Repair Admin User Group  Members of this group have comprehensive access to Refeatures (both present and future).
Add Accounts  Repair Admin User Group Repair Advanced User Group Members of this group have comprehensive access to Repair Advanced User Group Repair Advanced User Group Members of this group can create and modify repair tick
Add Accounts  Repair Admin User Group Repair Advanced User Group Repair Advanced User Group Repair Basic User Group Members of this group can create and modify repair tick Repair Basic User Group Members of this group have view only access to repair ti
Add Accounts  Repair Admin User Group Repair Advanced User Group Members of this group have comprehensive access to Repair Advanced User Group Repair Advanced User Group Members of this group can create and modify repair tick

### **Removing Permissions from User**

Procedure

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

Step	Action				
1	From the User Profile screen, click on the User Permissions function. Result: The Permission for "User" screen appears.				
	MY PROFILE	ANAGEMENT   REPORTS   ADD AC	CCOUNTS   ENTERPRISE DETAILS   USER APPROVALS		
	Functions	Permissions for newuser2			
	User List	Permission	Description		
	Create User		Members of this group have comprehensive access to the		
	User Profile	eBill Admin User Group	eBilling functionality for this product (both present and future). Members of this group can manage eBilling features and		
	Add Permissions	eBill Advanced User Group	Members of this group can manage eBilling features and functions.		
	User Accounts	eBill Basic User Group	Members of this group have view only access to eBilling information.		
	Add Accounts	Repair Admin User Group	Members of this group have comprehensive access to Repair features (both present and future).		
		Repair Advanced User Grou Repair Basic User Group	p Members of this group can create and modify repair tickets. Members of this group have view only access to repair tickets.		
		User Management Group	Members of this group can create, modify and delete users. This includes assigning and removing permissions and		
			accounts to users.           Remove Permissions		
		*Only permissions assigned d	lirectly to user can be removed		
2			' screen, select each check box next		
_			te to remove from the user's account.		
	to all the permis	sions you would lik			
3	to all the permise Note: You will of Click Remo Result: The Per the retained per indicates the suc the request.	sions you would lik only see the curren ove Permissions rmissions for "Us mission(s). Also, a ccess (with numbe	t permissions for the user's account. t permissions for the user account. er" screen refreshes displaying only a message will be provided that r of permission removed) or failure of		
	to all the permise Note: You will of Click Remo Result: The Per the retained per indicates the su	sions you would lik only see the curren ove Permissions rmissions for "Us mission(s). Also, a ccess (with numbe	t permissions for the user's account. t permissions for the user account. er" screen refreshes displaying only a message will be provided that		
	to all the permise Note: You will of Click Remo Result: The Per the retained per indicates the suc the request.	sions you would lik only see the curren ove Permissions rmissions for "Us mission(s). Also, a ccess (with numbe	t permissions for the user's account. t permissions for the user account. <b>er</b> " screen refreshes displaying only a message will be provided that r of permission removed) or failure of UNTE 1 ENTERPRISE DETAILS 1 USER APPROVALS		
	to all the permise Note: You will of Click Remo Result: The Per the retained per indicates the sur- the request.	sions you would lik only see the curren ove Permissions rmissions for "Us mission(s). Also, a ccess (with numbe	t permissions for the user's account. t permissions for the user account. <b>er</b> " screen refreshes displaying only a message will be provided that r of permission removed) or failure of UNTE 1 ENTERPRISE DETAILS 1 USER APPROVALS		
	to all the permise Note: You will of Click Remo Result: The Per the retained per indicates the sub the request. MY PROFILE USER MANAGE Functions P USER LIST	Sions you would like only see the curren ove Permissions rmissions for "Us mission(s). Also, a ccess (with numbe cement   reports   add accol 2 Permission(s) were s	t permissions for the user's account. t permissions for the user account. <b>er</b> " screen refreshes displaying only a message will be provided that r of permission removed) or failure of UNTE 1 ENTERPRISE DETAILS 1 USER APPROVALS		
	to all the permiss Note: You will o Click Remo Result: The Per the retained per indicates the sur the request. WY PROFILE USERMANAGE Functions Fun	Sions you would like	t permissions for the user's account t permissions for the user account. er" screen refreshes displaying only a message will be provided that r of permission removed) or failure of UNTS   ENTERPRISE DETAILS   USER APPROVALS UCCESSfully removed. Rescription tempers of this group have comprehensive access to the		
	to all the permiss Note: You will of Click Remo Result: The Per the retained per indicates the sur- the request. MY PROFILE USERMANAGE Functions F User Profile User Profile	Sions you would like only see the curren ove Permissions rmissions for "Us mission(s). Also, a ccess (with numbe CREMENT REPORTS ADD ACCO 2 Permission(s) were s Permission for newuser2 Permission p ebill Admin User Group	t permissions for the user's account. t permissions for the user account. er" screen refreshes displaying only a message will be provided that r of permission removed) or failure of UNTS ENTERPRISE DETAILS USER APPROVALS UCCESSfully removed. HERP HERPERSE OF THE PROVIDE ACCESS to the Billing functionality for this product (both present and future).		
	to all the permiss Note: You will of Click Remo Result: The Per the retained per indicates the sur- the request. MY PROFILE USERMANAGE Functions F User Vorile USER Profile USER Profile USER Permissions Add Permissions	Sions you would like only see the curren ove Permissions rmissions for "Us mission(s). Also, a ccess (with numbe 2 Permission(s) were s 2 Permission(s) were s Permission for newuser2 Permission permission ebill Advanced User Group	tercessfully removed.  tercessfully removed.  tercessfully removed.  tercessfully removed.  tercessfully removed. tercessfully remov		
	to all the permiss Note: You will of Click Remo Result: The Per the retained per indicates the suc the request. MY PROFILE USER MANAGE Functions F USER MANAGE USER Permissions	Sions you would like only see the curren ove Permissions rmissions for "Us mission(s). Also, a ccess (with numbe 2 Permission(s) were s 2 Permission(s) were s Permissions for newuser2 Permission p ebill Advanced User Group Babil Marin User Group	terription tempers of this group have comprehensive access to the billing functionality for this product (both present and future). tempers of this group have comprehensive access to the billing functionality for this product (both present and future). tempers of this group manage eXilling features are		
	to all the permissions Note: You will of Click Remo Result: The Per the retained per indicates the sur the request. MY PROFILE USER MANAGE Functions F User Porfile USER Permissions Add Permissions USER Accounts	Sions you would like only see the curren ove Permissions rmissions for "Us mission(s). Also, a ccess (with numbe 2 Permission(s) were s 2 Permission(s) were s Permissions for newuser2 Permission p ebill Advanced User Group Babil Marin User Group	termissions for the user's account t permissions for the user account. er" screen refreshes displaying only a message will be provided that r of permission removed) or failure of uccessfully removed. HERE uccessfully removed. HERE		

### **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.	
	<b>Note:</b> The role defined on the <b>Add Remote Control</b> <b>Permissions</b> 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.	
Save User Information	This button allows you to add/change the selected role for the user's account.	
Clear All	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.

Action						
From the <b>Home</b> page, click on the <b>Administration</b> module.						
Result: The My Profile application appears.						
кезин. птениу г	010770007100100000					
Welcome Test Account QCID: 98519						
Qwest Control®	Home Products eBilling Ordering Repair Administration Remote Contra					
MY PROFILE   USER MANAGEME	ENT   REPORTS   ADD ACCOUNTS   ENTERPRISE DETAILS   USER APPROVALS					
	1					
My Profile						
*Indicates Required Fields						
Enterprise ID:	9851959					
Enterprise Name:	ABC COMPANY					
User Name:	newuser1					
Your Current Password: *						
New Password:						
Confirm Password:						
First Name: *	Test					
Last Name: *	Account					
E-mail: *	chris.jesch@qwest.com					
Phone: *	303 456 7854 0000					
Secondary Phone:						
Cell Phone:						
Fax:						
Pager:						
Time Zone: *	GMT-7 MST, Mountain US					
Street:						
City:						
State:						
Zip:						
Customer System Admin:	Yes O No					
Status:	Active					
Secret Question:*	Select a question 💌					
Question Answer:*						

## Viewing Assign Permissions, continued

### Procedure

(continued)

Step	Action							
2	From the My Profile application, click on User Management application.							
		Result: The User List screen appears.						
		CID: 9851959			Live Help   logout			
	Qwest Contr	C Home P	roducts eBilling (	Ordering Repair Adm	inistration Remote Control			
	MY PROFILE   USER M	ANAGEMENT   REPORT	S   ADD ACCOUNTS	ENTERPRISE DETAILS	USER APPROVALS			
		viduals who have an ac Iser's profile. Below is a			HEP ser. Personalization settings			
	Functions	User List						
	User List Create User	User Name	First Name	Last Name	Created (mm/dd/yy)			
		newuser1	Test	Account non CSA	07/20/07			
		pwong	Patrick	Wong	04/06/07			
			DIEGO	SALAS	02/12/07			
3				e User Name	that you would like			
3	to assign perr	er List screen, missions to.	click on the	e User Name				
3	to assign perr <b>Result</b> : The	er List screen,	click on the	e User Name				
3	to assign perr <b>Result</b> : The	er List screen, missions to. User Profile s	click on the	e User Name	lected user.			
3	to assign perr	er List screen, missions to. User Profile s	click on the	e User Name				
3	to assign perr Result: The Velcome Test Account Qo Qwest Control	er List screen, missions to. User Profile s	click on the	e User Name ears for the se				
3	to assign perr Result: The Velcome Test Account Qo Qwest Control	er List screen, missions to. User Profile s	click on the screen appe	e User Name ears for the se	Live Help   logout inistration Remote Control USER APPROVALS			
3	to assign perr Result: The Velcome Test Account Qo Qwest Control	er List screen, missions to. User Profile s	click on the screen appe	e User Name ears for the se	Lucted USER.			
3	to assign perr Result: The Velcome Test Account Q Owest Control My PROFILE   USER M	er List screen, missions to. User Profile s	click on the screen appe	e User Name ears for the se	Live Help   logout inistration Remote Control USER APPROVALS			
3	to assign perr Result: The Vercons unverged of the Arrival Welcome Test Account Q Qwest Control MY PROFILE USER M Functions User List	CID: 9851950 CID:	Click on the	e User Name ears for the se	Live Help   logout inistration Remote Control USER APPROVALS			
3	to assign perr Result: The Velcome Test Account Q Owest Control My PROFILE   USER M	er List screen, missions to. User Profile s Cle essission Profile Profile Profile State Cle Home Profile Profi	Click on the	e User Name ears for the se provide ups - Drocours ordering Repair Adm	Live Help   logout inistration Remote Control USER APPROVALS			
3	to assign perr Result: The Explosite dytempole and the Welcome Test Account Welcome Test Account Wy PROFILE USER M. Functions User Perfile User Perfile User Perfile	er List screen, missions to. User Profile s Cle estats NAGEMENT REPORT User Profile User Profile User Profile	click on the screen appe oducts eBilling C	P User Name ears for the se para prive use - use	Live Help   logout inistration Remote Control USER APPROVALS			
3	to assign perr Result: The Explored agreed part of the Welcome Test Account Q Quest Control My PROFILE USER MA Functions User List Create User User Permissions Add Permissions	er List screen, missions to. User Profile s Clouester Ole Home Pr ANAGEMENT REPORT User Profile "Indicates Required I Enterprise ID: Enterprise Name: User Mame:	click on the screen appe oducts eBilling C	P User Name ears for the se para prive use - use	Live Help   logout inistration Remote Control USER APPROVALS			
3	to assign perr Result: The Explosite dytempole and the Welcome Test Account Welcome Test Account Wy PROFILE USER M. Functions User Perfile User Perfile User Perfile	CIDE PARAGEMENT REPORT ANAGEMENT REPORT User Profile Management Report ANAGEMENT REPORT User Profile User Profile User Profile User Profile Variation State Variation	click on the screen appe oducts eBilling C	P User Name ears for the se para prive use - use	Live Help   logout inistration Remote Control USER APPROVALS			
3	to assign perr Result: The Exposed agreenpace area and Welcome Test Account Welcome Test Account Wy PROFILE User List Greate User User Perofile User Perofile User Perofile User Perofile User Accounts	er List screen, missions to. User Profile s Clouester Ole Home Pr ANAGEMENT REPORT User Profile "Indicates Required I Enterprise ID: Enterprise Name: User Mame:	click on the screen appe oducts eBilling C	P User Name ears for the se para prive use - use	Live Help   logout inistration Remote Control USER APPROVALS			

Continued on next page

# Viewing Assign Permissions, continued

### Procedure

Step		Act	ion		
4	From the User P	From the User Profile screen, click on the Add Remote Control			
	Permissions fur	nction.			
	Result: The Use	er Management for	Remote Control screen appears.		
	MY PROFILE   USER MANA	GEMENT			
	User Management				
	Customer: ABC				
	User Name	Roles			
	DOEJAN	~			
	Change all roles:	~			
	Save User Info	rmation Clear All			

## **Adding Permissions to User**

Procedure

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

Step		Act	ion			
1	From the User Management for Remote Control screen, select the					
	role you would like	e to grant to the use	er account.			
2	Click Save User Inform	ation .				
	<b>Result</b> : The system assigns the selected role to the user account. The <b>User Management for Remote Control</b> screen refreshes displaying the role assigned for the selected user.					
	MY PROFILE   USER MANAG					
	Customer: ABC					
	User Name	Roles				
	DOEJAN	Standard-No Ebill 🗸				
	Change all roles:	Change all roles:				
	Save User Inform	nation Clear All				

# **Changing Permissions**

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

Step	Action
1	From the <b>User Profile</b> screen, click on the <b>Add Remote Control Permissions</b> function.
	Result: The User Management for Remote Control screen appears.
	MY PROFILE USER MANAGEMENT
	User Management
	Customer: ABC
	User Name Roles
	DOEJAN Standard-No Ebill Y
	Change all roles:
	Save User Information Clear All
2	From the <b>User Management for Remote Control</b> screen, select the role you would like to grant to the user account.
3	Click Save User Information .
	<b>Result</b> : The system assigns the selected role to the user account. The <b>User Management for Remote Control</b> screen refreshes displaying the role assigned for the selected user.
	MY PROFILE   USER MANAGEMENT
	User Management
	Customer: ABC
	User Name Roles
	DOEJAN Standard User 💌
	Change all roles:
	Save User Information Clear All
1	

# **Changing All Roles**

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

Step	Action				
4	From the User Profile screen, click on the Add Remote Control				
	Permissions function.				
	Result: The User Management for Remote Control screen appears.				
	MY PROFILE   USER MANAGEMENT				
	User Management				
	Customer: ABC User Name Roles				
	DOEJAN Standard-No Ebill				
	DOEJOHN Standard User				
	Change all roles:				
	Save User Information Clear All				
	From the User Menonement for Demote Control correspondent the				
5	From the User Management for Remote Control screen, select the Change all roles checkbox.				
6	From the <b>Change all roles</b> drop down menu, select the desired role for				
0	all users.				
	Note: The role selected will be assigned to all users within your Qwest				
	Control Enterprise ID and will determine the modules your users will				
	access in the Remote Control system.				
7	Click Save User Information.				
	<b>Result</b> : The system assigns the selected role to all user accounts. The				
	<b>User Management for Remote Control</b> screen refreshes displaying the role assigned for all users.				
	MY PROFILE   USER MANAGEMENT				
	Customer: ABC				
	User Name Roles				
	DOEJAN testing				
	DOEJOHN testing				
	Change all roles:				
	Save User Information Clear All				

### **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	This field displays the unique identifier for the selected customer
Account ID	account number.
Customer	This field displays the customer account name for the selected
Account Name	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 Qwest Control
	Enterprise that is associated to the selected account.
Source System	This field displays the billing system used for the selected
	account.
Discount Group	This field displays the unique identifier for the Discount Group
ID	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).
Done	This button allows you to return to the last screen you were
	viewing.

Procedure

## **Viewing Customer Account Details**

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

Result: T	he View Custo	mer Account Details screen REPORTS   ADD ACCOUNTS	appears.		
			HELP		
View Customer	r Account Details				
Customer Accour	at ID:	6669955			
Customer Accour		ABC Company			
Billing Address:		1234 ABC Street ABC, OH 55555			
Enterprise ID:		9994433			
Source System:		LATIS			
Discount Group I	D:				
QTA DG:					
MSB:					
Invoice Group:		0			
Done					

### 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 Qwest Control 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	<ul> <li>This column displays the customer type for each customer account number listed. Values may include the following:</li> <li>LD (Long Distance Account Number)</li> <li>DG (Discount Group)</li> </ul>
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	From the <b>Home</b> page, click on the <b>Administration</b> module. <b>Result:</b> The <b>My Profile</b> application appears.						
	ceyqconcroymentacem.ao.ao.ao.ao.ao.ao.	Junct Poule / Tubicubau)					
	Welcome Test Account QCID: 985	1959 • Live Help   logout					
	Qwest Control®	Home Products eBilling Ordering Repair Administration Remote Control					
	MY PROFILE   USER MANAGEN	MENT   REPORTS   ADD ACCOUNTS   ENTERPRISE DETAILS   USER APPROVALS					
		HELD					
	My Profile						
	Hy Hono						
	*Indicates Required Fields						
	Enterprise ID:	9851959					
	Enterprise Name:	ABC COMPANY					
	User Name:	newuser1					
	Your Current Password: *						
	New Password:						
	Confirm Password:						
	First Name: *						
		Test					
	Last Name: *	Account					
	E-mail: *	chris.jesch@qwest.com					
	Phone: *	303 456 7854 0000					
	Secondary Phone:						
	Cell Phone:						
	Fax:						
	Pager:						
	Time Zone: *						
	Street:	GMT-7 MST, Mountain US					
	City:						
	State:						
	Zip:						
	210.						
	Customer System Admin:	• Yes O No					
	Status:	Active 🕑					
	Secret Question:*	Select a question 💙					
	Question Answer:*						
	Hint:*						

Continued on next page

# Viewing Add Account(s), continued

### Procedure

(continued)

Step			Action	Ì			
2	From the <b>My Profile</b> application, click on the <b>User Management</b> application. <b>Result</b> : The <b>User List</b> screen appears.						
	Welcome Test Account				Live Help   logout		
	Qwest Cor		Products eBilling (	Ordering Repair Adm	inistration Remote Control		
	MY PROFILE         USER MANAGEMENT         REPORTS         ADD ACCOUNTS         ENTERPRISE DETAILS         USER APPROVALS           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.         The set of t						
	Functions	User List					
	User List						
	Create User	User Name	First Name Test	Last Name Account	Created (mm/dd/yy) 07/20/07		
		newuser1	test	non CSA	07/20/07		
		pwong	Patrick	Wong	04/06/07		
		salasdi	DIEGO	SALAS	02/12/07		
				Delete Selected			
3	to assign ac	Counts to.	eBilling Ordering Repair	Leve Help 10 Administration	goot trol		
	Functions User List Create User User Profile User Permissions Add Permissions	User Profile *Indicates Required Fields Enterprise Do: Enterprise Name: User Name:	9851959 ABC COMPANY newuser2				
	User Accounts Add Accounts	Your Current Password: * New Password: Confirm Password:					

Continued on next page

# Viewing Add Account(s), continued

### Procedure

Step		_	~	Action		
4	Result: The A	dd /	Accounts t	to 'User' scre	Add Accounts function	on.
						HELP
	Functions	Add	Accounts to doe:			
	User List Create User User Profile		Element ID <u>66699955</u>	Element Type	Element Name ABC Company	
	User Permissions Add Permissions User Accounts Add Accounts	Ado	l Accounts to doe:		Accounts	
	Filters Element Type All Element ID Element Name					
	Go					

## 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 <b>Add Accounts to 'User</b> ' screen, select the customer type for your business ( <b>LD</b> or <b>DG</b> ) from the <b>Element Type</b> drop down menu (if applicable)
2	In the <b>Element ID</b> field (if applicable), enter your <b>Customer Account</b> <b>Number</b> for the accounts you wish to filter.
3	In the Enterprise Name field (if applicable), enter your Qwest Control Enterprise Name for the accounts you wish to filter.
4	Click

# Adding Account(s) to User(s)

Procedure

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

Stop		Action	
Step			
1	From the Add Accour	nt to 'User' screen, select the checkbox next to	
-		want assigned to the user account.	
	caen account that you		
2	Click Add Accounts	J.	
	<b>Result</b> : The system assigns the selected billing account(s) to the user account. A confirmation page appears, indicating the success or failure of the addition.		
	MY PROFILE   USER MANAGEMENT   REPORTS   ADD ACCOUNTS		
	The selected account(s) were succesfully added.		
	Add Customer Accounts Confirmation		
	User Information		
	Enterprise ID:	1234567	
	Enterprise Name:	ABC Company	
	User ID:	doejane	
	User Name:	Jane Doe	
	Account Information		
	Account Id	Customer Name	
	66699955	ABC Company	
	Done		
3	Click Done .		

# 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	From the <b>User Profile</b> screen, click on the <b>User Accounts</b> function. <b>Result</b> : The <b>Remove Accounts from "User"</b> screen appears.			
	Qwest Control® Home Products eBilling Ordering Repair Administration Remote Control			
	MY PROFILE   USER MANAGEMENT   REPORTS   ADD ACCOUNTS   ENTERPRISE DETAILS   USER APPROVALS			
	Functions Remove Accounts From cobowen (No Items Found)			
	User List Your Current Password: * Create User User Define Element ID Element Type Element Name			
	User Profile Liement ID Element Type Element Name User Permissions No accounts found matching your search criteria			
	Add Permissions Remove Accounts From cobowen (No Items Found) Add Remove Accounts Permissions User Accounts Add Accounts			
	Filters			
	Element Type			
	Element ID			
	Element Name			
	Go			
2	From the <b>Remove Accounts from "User"</b> screen, select each checkbox next to all the accounts you would like to remove from the user's account. <b>Note</b> : You will only see the current accounts associated to that user			
	account.			
3	Click Remove Accounts.			
	<b>Result</b> : The Remove Customer Accounts Confirmation page appears,			
	indicating the success or failure of the request.			
	MY PROFILE   USER MANAGEMENT   REPORTS   ADD ACCOUNTS			
	The selected account(s) were succesfully removed.			
	Remove Customer Accounts Confirmation			

Continued on next page

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

### Procedure

Step		Α	ction	
4	displaying only t		r <b>om "User"</b> screer nt(s).	n refreshes
	Functions	Remove Accounts From doej	ane (No Items Found)	
	User List Create User User Porfile User Permissions Add Permissions Add Accounts Filters Element Type All V Element ID Element Name	Element ID No accounts found matching you Remove Accounts From doej		Element Name

### 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	From the User List screen, click on the desired User Name.		
	Result: The Us	ser Profile screen a	appears for the selected user.
	Welcome Test Account QCI		Live Help   logout
	Qwest Contro	Home Products e	Billing Ordering Repair Administration Remote Control
	MY PROFILE   USER MA	NAGEMENT   REPORTS   ADD AC	COUNTS   ENTERPRISE DETAILS   USER APPROVALS
			HELP
	Functions	User Profile	
	User List		
	Create User	*Indicates Required Fields	
	User Profile	Enterprise ID:	9851959
	User Permissions	Enterprise Name:	ABC COMPANY
	Add Permissions	User Name:	newuser2
	User Accounts Add Accounts	Your Current Password: *	
	Add Accounts	New Password:	
		Confirm Password:	
		First Name: *	test
		Last Name: *	non CSA
		E-mail: *	chris.jesch@qwest.com
		Phone: *	303 456 4563 0000
		Secondary Phone:	
		Cell Phone:	
		Fax:	
		Pager:	
		Time Zone: *	GMT-7 MST, Mountain US
		Street:	
		City:	
		State:	
		Zip:	
		Customer System Admin:	
		Status:	Yes • No
		Notification Preference: *	Active V Email V
		Submit	
		Submit	Reset Log in as This User

Continued on next page

## Log in as This User, continued

### Procedure

Step	Action
2	Click Log in as This User .
	<b>Result</b> : The system logs you in as the selected user. This will allow you to navigate the modules of Qwest Control and Remote Control as if you were the selected user.
	Welcome John Doe QCID: 1234 Live Help   logout
	Qwest Control® Home Products eBilling Ordering Repair Administration Remote Control
	QWEST CONTACTS   CONTACT LIST
	(Qwest)Qwest Control Products & Services News Center
	Qwest Control provides a broad range of tools including billing, inventory, configuration statistics and repair, to help you control your Qwest services. These links will enable you to access your qwest products registered in Qwest Control.       • Qwest Control Webinars. Qwest Control Webinars are held the 3rd Thursday of more (01/20/2007)         • LD • Toll Free       • LD
	iQ Net     News Archive

### **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**

The table below describes the fields and buttons displayed on the Enterprise **Overview** 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 <b>not</b> 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.
Submit	This button allows you to submit and save the changes made

Procedure

## **Viewing the Enterprise Details**

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

tep	East that Design as	Action
1	From the <b>Home</b> page	ge, click on the <b>Administration</b> module.
		ofile application appears.
	Welcome Test Account - QCID: 985	
	Qwest Control®	Home Products eBilling Ordering Repair Administration Remote Control
	MY PROFILE   USER MANAGEM	NENT   REPORTS   ADD ACCOUNTS   ENTERPRISE DETAILS   USER APPROVALS
		не
	My Profile	
	*Indicates Required Fields	
	Enterprise ID:	9851959
	Enterprise Name:	ABC COMPANY
	User Name:	newuser1
	Your Current Password: *	
	New Password:	
	Confirm Password:	
	Commi Password:	
	First Name: *	Test
	Last Name: *	Account
	E-mail: *	
	Phone: *	chrisjesch@qwest.com 303 456 7854 0000
	Secondary Phone:	
	Cell Phone:	
	Fax:	
	Pager:	
	Time Zone: *	
	Street:	GMT-7 MST, Mountain US
	City:	
	State:	
	Zip:	
	Customer System Admin:	• Yes No
	Status:	Active
	Secret Question:*	Select a question
	Question Answer:*	
	Hint:*	
	HING	

Continued on next page

## Viewing the User List, continued

### Procedure

Step		Action
2	From the <b>My Profile</b> application, click on the <b>Enterprise Details</b> application.	
		Comparison of the second
	Enterprise Details	HEP
	Enterprise ID:	9851959
	RMC ID:	4567
	Enterprise Name:	ABC COMPANY
	Status:	Active
	Self Registration:	Enabled 💙
	Created Date :	07/20/2007 02:47 PM CDT
	Password Standards:	Password should be minimum of 7 characters and maximum of 64 characters     At least one password character must be alphabetic, and another must be a number or symbol     No passwords may be of a null or blank value     Users lastname cannot be used as the password     Passwords must not contain a substring of the user ID greater than 3 characters     Submit Reset

### **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			
1	down and click on Enabl			
		ed the password standards will <b>not</b> be available		
	-	ed the password standards will <b>not</b> be available		
	to change.			
2	From the Enterprise De	From the Enterprise Details screen click on the boxes next to the		
	passwords to customize	passwords for your enterprise		
3	Click Submit	· · ·		
U U		ill appear and guartian will appear "Are you auro		
		ill appear and question will appear "Are you sure		
		egistration?" Click OK and a confirmation page		
	appears, indicating the s	uccess or failure of the addition.		
	Qwest Control® Hom	e Products eBilling Ordering Repair Administration Remote Control		
	MY PROFILE   USER MANAGEMENT   REP	ORTS   ADD ACCOUNTS   ENTERPRISE DETAILS   USER APPROVALS		
	Details for ente	rprise 9851959 have been modified successfully		
	Details for ente	Iprise 9851959 have been modified successfully		
	Enterprise Details Confirmation			
	Enterprise Information Enterprise ID:	9851959		
	Enterprise Name: Enterprise Detail	ABC COMPANY		
	Status:	Active		
	Self-registration: Products Subscribed:	Enabled		
	Password Standards:	Password should be minimum of 7 characters and maximum of 64		
		characters At least one password character must be alphabetic, and another must		
		be a number or symbol No passwords may be of a null or blank value		
		✓ Users lastname cannot be used as the password		
		Passwords must not contain a substring of the user ID greater than 3 characters		
	Done			
	Note: Password standards that were enabled will be shown with a			
	check box next to the o	ones that are enabled.		
4				
4	Done			
	Click			
	<b>Result:</b> The screen will refresh and you will be able to make further			
	changes.			
		Products eBilling Ordering Repair Administration Remote Control		
	MY PROFILE   USER MANAGEMENT   RI	EPORTS   ADD ACCOUNTS   ENTERPRISE DETAILS   USER APPROVALS		
		HELP		
	Enterprise Details			
	Enterprise ID:	9851959		
	RMC ID: Enterprise Name:	4567		
	Status:	Active		
	Self Registration:	Enabled V		
	Created Date :	07/20/2007 02:47 PM CDT		
	Password Standards:	Password should be minimum of 7 characters and maximum of 64 three data.		
		characters At least one password character must be alphabetic, and another must		
		be a number or symbol No passwords may be of a null or blank value		
		Users lastname cannot be used as the password		
		Passwords must not contain a substring of the user ID greater than 3 characters		
		Submit Reset		