

Feature Description

User Profile & Feature Settings provides administrators the ability to assign phone numbers, review settings, and manage employees' feature settings once users are added on the Web Portal. This feature is available with all VoiceManager packages and services.

Solution

Increase efficiency and productivity with one location to manage phone users and personal features! Office Administrators can quickly and easily set up employees on the Web Portal and assign telephone numbers.

Setup

Manage/Add Users

User Profile & Feature Settings

Edit feature settings or search user and phone number details. You can download a report that provides even more information than your on-screen view.

As an administrator, you can also **add users** and manage phone number assignments.

Search: Last Name [v] Enter Two or More Characters to Search [Find] Clear Search & Filters

Listing 4 users and 4 phone numbers Filter by: Account (All) [v]

User Name	Phone Number	Email	In Trunk Group	Manage
Owner, Profile	225-213-8721	ipccomplete@cox.com	No	Edit Settings
UAT, Bob	225-213-8724	ipccomplete30@cox.co...	No	Edit Settings
UAT, Harry	225-213-8722	ipccomplete10@cox.co...	No	Edit Settings
UAT, Sally	225-213-8723	ipccomplete20@cox.co...	No	Edit Settings

View and manage users associated with your My Account profile.

Users added to the system by your My Account Administrator will have access to features and functions of your My Account profile as defined by the permissions of the roles with which they have been assigned.

VIEW ALL USERS

USERS ROLES ACCOUNTS PROFILE OWNER

Name	E-mail (Username)	Phone Number	
Owner, Profile	ipccomplete@cox.com	225-213-8721	View
UAT, Bob	ipccomplete30@cox.com	225-213-8724	View
UAT, Harry	ipccomplete10@cox.com	225-213-8722	View
UAT, Sally	ipccomplete20@cox.com	225-213-8723	View

= My Account profile owner

[+ ADD NEW USER](#)

1. Log in to **VoiceManager MyAccount**.
2. Click the **VoiceManager Tools** menu in the left navigation bar.
3. Click the **User & Management System** tab.
4. Under the **User Management** section, click the **User Profile & Feature Settings** link.
5. Click the **Add Users** link to view and manage employees' contact information, username, and role assignment.
6. Click the **Add New User** link to add a new employee to the system.

Manage contact information, usernames, and role based permissions for your users.

If your business has multiple Cox Business Services accounts associated with your My Account profile, a user's access can be unique to each account based on permissions granted below.

ADD A NEW USER TO YOUR MY ACCOUNT PROFILE

* denotes required field

Username (must be a valid E-mail address) *	<input type="text"/>
User's First Name *	<input type="text"/>
User's Last Name *	<input type="text"/>
Primary Office Number *	<input type="text"/> - <input type="text"/> - <input type="text"/>

ASSIGN ACCOUNT ACCESS PERMISSIONS

Check this box to indicate the user is a full *My Account Profile Administrator*. This will supersede all role assignments and grant the user unlimited access to all accounts and features of your My Account Profile.

Account	Select Roles
Select Account ▾	<input type="checkbox"/> Administrator

Want to define another Role? [Click here to create a new role.](#)

7. Enter the employee's **Email address**, which then becomes the **Username**.
8. Enter the employees **First and Last Name**.
9. Enter the **Primary Office Number**.
10. Click the checkbox under **Assign Account Access Permissions** if the employee is a full MyAccount Profile Administrator with unlimited access to all accounts and features.
11. Click the **Select Account** drop-down menu.
12. Click the appropriate account to associate with the employee.
13. Click the appropriate **Select Roles** checkbox to select an employee role assignment.

Access to features and functions are defined by the permissions of the assigned role.

14. Click the **Save** button.

Manage Phone Number Assignments

User & System Management
User Profile & Feature Settings

Edit feature settings or search user and phone number details. You can download a report that provides even more information than your on-screen view.

As an administrator, you can also add users and **manage phone number assignments**

Search: Enter Two or More Characters to Search

Listing 4 users and 4 phone numbers Filter by: Account (All)

User Name	Phone Number	Email	In Trunk Group	Manage
Owner, Profile	225-213-8721	ipccomplete@cox.com	No	Edit Settings
UAT, Bob	225-213-8724	ipccomplete30@cox.co...	No	Edit Settings
UAT, Harry	225-213-8722	ipccomplete10@cox.co...	No	Edit Settings
UAT, Sally	225-213-8723	ipccomplete20@cox.co...	No	Edit Settings

1. Click the **Manage Phone Number Assignments** link to manage phone numbers and grant employees permission to access and utilize phone numbers and Advanced Call control tools.
2. Click the **Select Account** drop-down menu.
3. Click the account you would like to manage.

Office Administrators may associate an added user to any available phone number in this screen.

Manage phone numbers associated with your account.

Grant your users permission to access and utilize phone numbers and advanced call control tools.

MANAGE PHONE NUMBER ASSIGNMENTS

Currently editing account: IPC complete

Users associated with this Profile

- UAT, Bob (225-213-8724)
- UAT, Harry (225-213-8722)
- Owner, Profile (225-213-8721)
- UAT, Sally (225-213-8723)

send CBVM Welcome E-Mail

[ASSIGN NUMBER](#)

[UNASSIGN](#)

SELECT ACCOUNT

IPC complete

Account Number
131204370701

Company Name
VMRD IPC Complete

Address
103 CB OPS VMRD
OKLAHOMA CITY, OK
73107-1447

Available Phone Numbers

If you require phone number feature changes or deletes, please contact Customer Support 24 hours a day at 1-866-272-5777.

ADDITIONAL RESOURCES

- >> [Cox Business Email](#)
- >> [View or Pay Bill](#)
- >> [My Account FAQ's](#)
- >> [Customer Support Home](#)
- >> [Current Promotions](#)

View/Edit Employee Feature Settings

User & System Management
User Profile & Feature Settings
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Administrators may choose to view employee feature settings in summary, as shown here, or individually.

1. To view or edit feature settings for a specific employee, locate the name from your list or search for an employee not appearing and click **Edit Settings**.

You can then edit the personal feature settings for the employee you selected. The features are listed by category so you can quickly and easily manage settings.

2. Click the *expand* links to view the features.
3. When you expand a category, the features for the selected user are listed. Click the **Edit Settings** link to view the details and current setting for each listed feature, then make updates.
4. Click the **Save and Return** button.

Visit the *specific feature Setting Up* documents for detailed instructions on editing these settings.

User & System Management
User Profile & Feature Settings
 Manage the user's feature settings.

Feature Settings for 225-213-8724 (UAT, Bob)

User & System Management

- Incoming Calling Plan [Edit Settings](#)
- Outgoing Calling Plan [Edit Settings](#)
- Schedules [Edit Settings](#)

[Hide User & System Management](#)

Call Settings

[Show Call Settings](#)

Advanced Call Settings

[Show Advanced Call Settings](#)

Applications

[Show Applications](#)

[Back](#)