



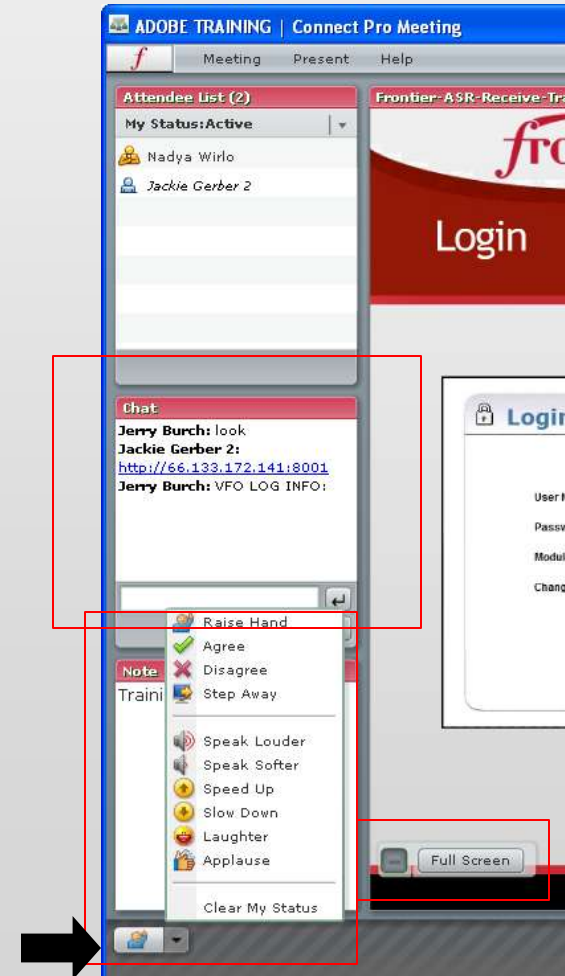
Virtual Front Office Administration Training

April 2010

Using Adobe Connect

We are using Adobe Connect to present this training. Here are some tips when using Adobe Connect.

1. To do the exercises, just hold down the CTRL key and click the ESC key, you will be able to switch between applications
2. Enter questions for Frontier or the instructor in the Chat section. Send the question to everyone in the meeting.
3. Expand the presentation by clicking “Full Screen” button
4. Provide feedback to the instructor using the feedback button/raise hand button.



Objectives

By the end of this training you will be able to:

- Log On
- Change your password
- Create Users
- Modify Users
- Reset Passwords
- Delete Users
- Reassign Orders
- Create Display Groups

Login GUI

- Access VFO with provided URL.
- Enter User Name, Password, and select any module.
- Click Login.

Login

Please Login

User Name : user

Password :

Module : --Select--
Select
Access
E911
Local
TA

Change Password :

Virtual Front Officesm
Powered by Synchronoss Technologies Inc.

Change Password

- Enter **Old Password**.
- Enter **New Password**.
(Maximum length is 16 characters)
- Reenter **New Password**.
- Click **Update Password**.

 **Login**

Please change your Password

Old Password :

New Password :


Confirm New Password :

 Update Password

Virtual Front Officesm
Powered by 

Change Password (Cont'd)

SUCCESSFULLY UPDATED PASSWORD

 **Login**

Please Login

User Name :

Password :

Module : Local

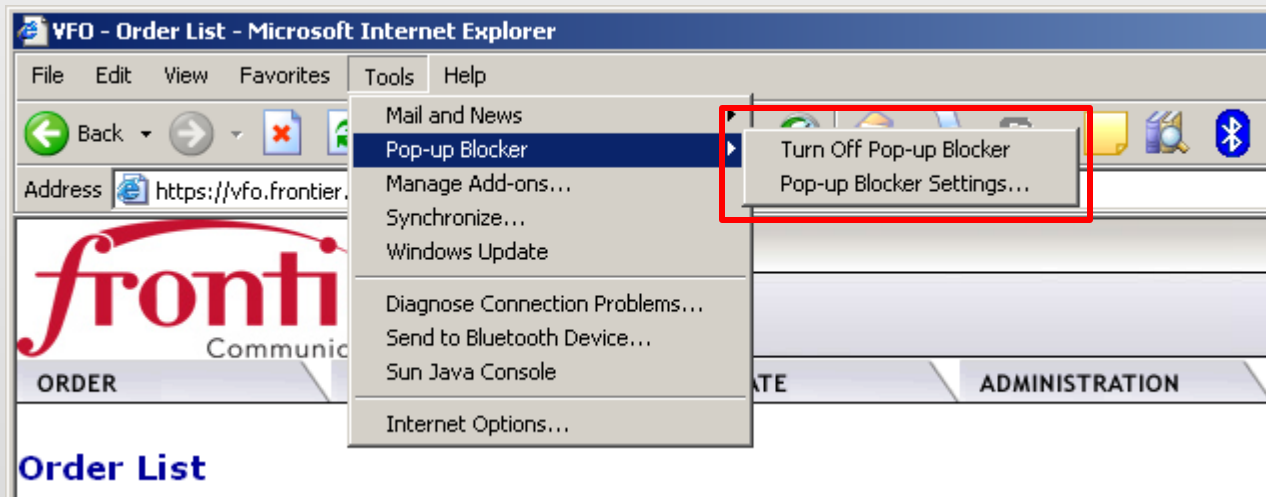
Change Password :

Virtual Front OfficeSM
Powered by **Synchronoss**
Technologies Inc.

- Login, as usual, with the new password.

Allow Pop-Ups from VFO

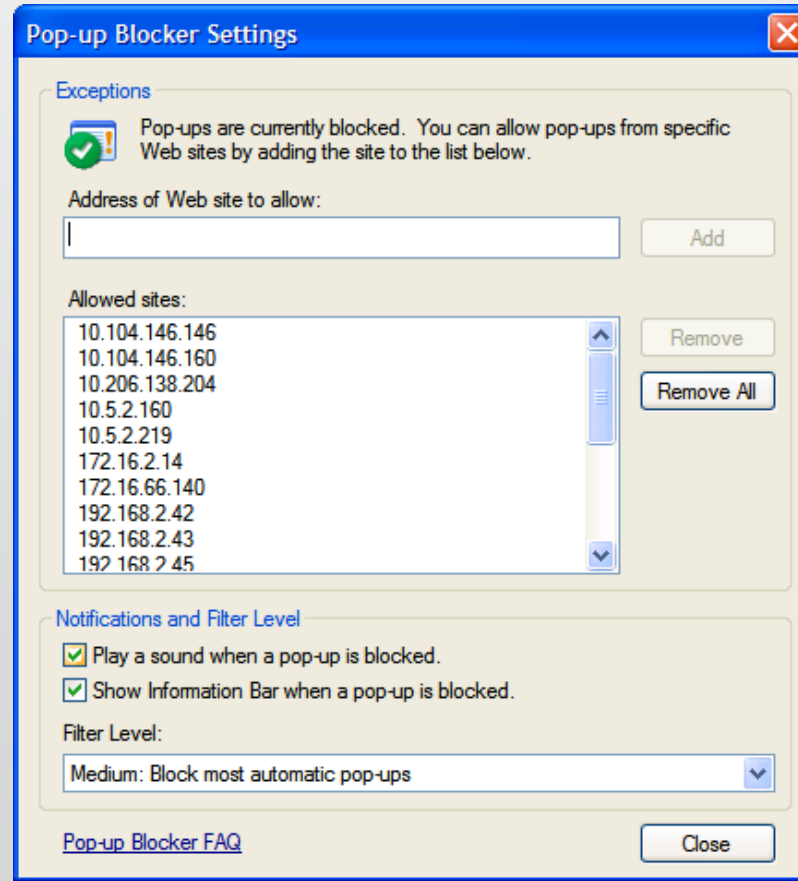
- Click internet menu **Tools > Pop-up Blocker**.



- If **Turn Off Pop-up Blocker** is grayed out, then no action is required.
- If not, click **Pop-up Blocker Settings...**

Turn Off Pop-Up Blocker (Cont'd)

- Enter the URL for VFO.
- Click **Add**.
- Click **Close**.



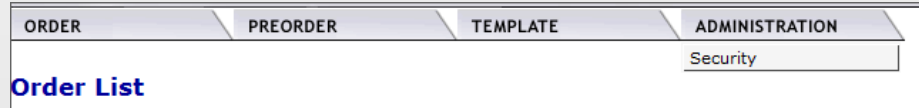
Security

- The Administration section is available only to users with Administrator User ID rights.

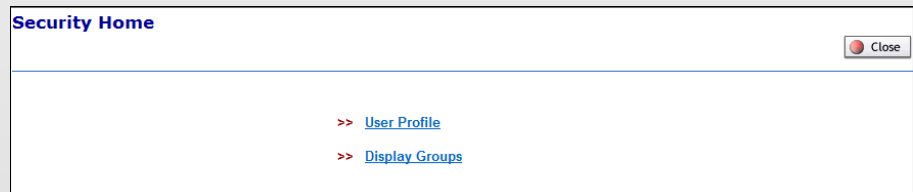
- The Administration section allows users with Administration rights to:
 - Create Users
 - Search
 - Modify Users
 - Delete Users
 - Create Display Groups

Create User

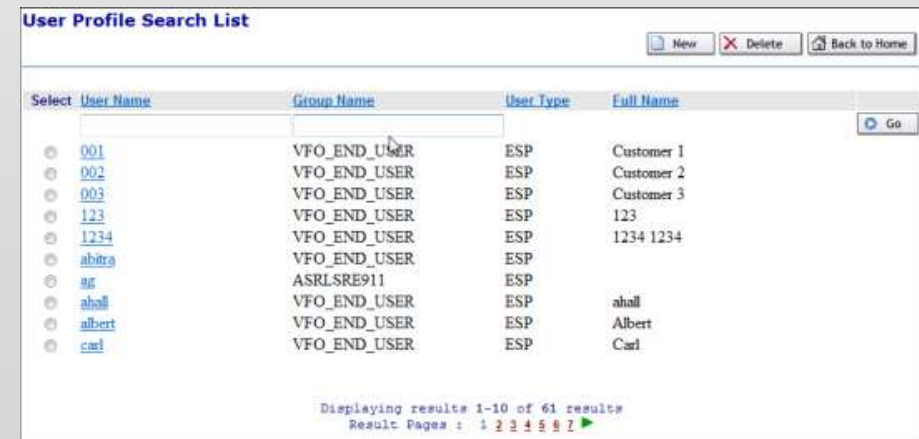
1. Hover the Administration tab and select Security



2. Click the **User Profile** link. This opens the User Profile Search List window.



3. Click **New**. This opens the User Profile Details page.



- Required Fields:
 - User Name
 - Password
 - User Type
 - User Group

Create User (continued)

4. Enter a unique **User Name**.
(maximum of 30 characters)
5. Enter a **Password**. This field accepts all characters with maximum length of 16.
6. Reenter the password into the **Confirm Password** field.
7. Optionally, enter a **Full Name** and **Designation** for the user.
8. Select a **User Type** from the dropdown menu. (The **Esp Name** is pre-populated based on your user profile.)

The screenshot shows a web form titled "User Profile Details". At the top right, there are buttons for "Save", "Delete", "Back to List", and "Back to Home". Below these buttons is a note: "Note : Fields marked with *** are mandatory." The form contains the following fields:

- User Name: Text input field with a red asterisk (***) on the right.
- Password: Text input field with a red asterisk (***) on the right.
- Confirm Password: Text input field with a red asterisk (***) on the right.
- Full Name: Text input field.
- Designation: Text input field.
- User Type: Dropdown menu with "ESP" selected and a red asterisk (***) on the right.
- Esp Name: Dropdown menu with "CLEC" selected.
- Phone: Text input field.
- Email Id: Text input field.
- Select Group: A group selection interface with two columns: "Available" and "Selected". The "Available" column contains "LSR Manager" and "LSRONLY". The "Selected" column has "Primary Group*" and "Secondary Group" labels. Green arrows point from the "Available" column to the "Selected" column.

Create User (continued)

9. Optionally, enter a **Phone** number and **Email ID**.
10. Select in the **Available** list the **Group** to which the new user will belong.
11. Click the right-pointing arrow that corresponds to the **Primary Group** field.
Optionally, select another group(s) and then click the right-pointing arrow that corresponds to the **Secondary Group** field.
12. Click **Save**. This returns you to the User Profile Search window.

The screenshot shows a web form titled "User Profile Details". At the top right, there are buttons for "Save", "Delete", "Back to List", and "Back to Home". A note states: "Note : Fields marked with '*' are mandatory." The form fields are as follows:

- User Name : 001
- Password : [masked]
- Confirm Password : [masked]
- Full Name : Customer 1
- Designation : [empty]
- User Type : ESP
- Esp Name : CLEC
- Phone : [empty]
- Email Id : [empty]
- Select Group : [empty]

The "Select Group" field is divided into two sections:

- Available**: LSR Manager, LSRONLY
- Selected**: VFD_END_USER*

Green arrows point from the "Available" list to the "Selected" list, indicating the transfer of groups.

Note: Only one group can be assigned to the Primary Group. However, multiple groups can be assigned to the Secondary Group. This gives the user all the privileges of the combined groups.

Create User (continued)

Frontier has the following groups created for you to select from:

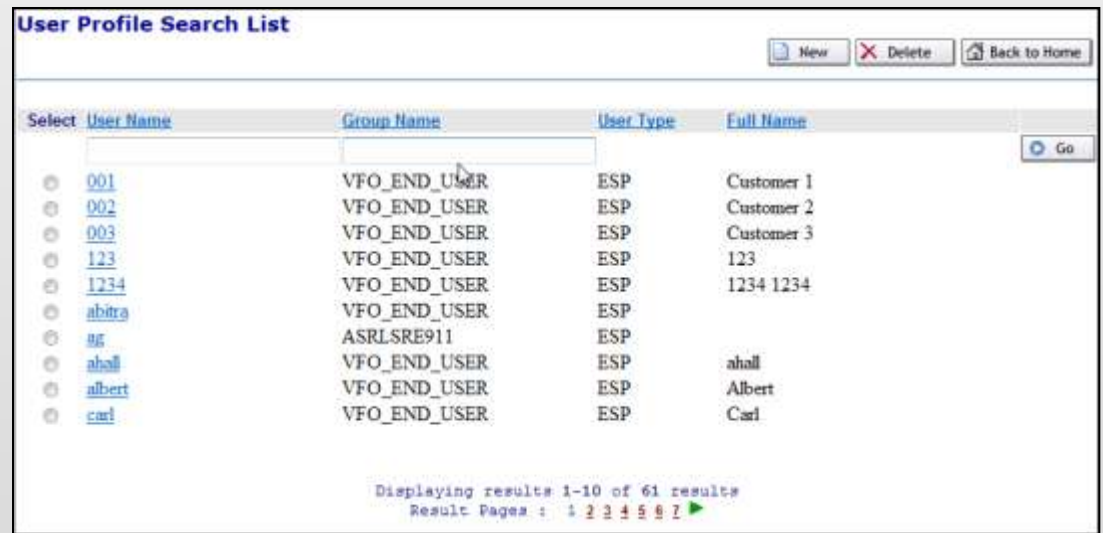
- **Administration** – User has access to the Administration tab and can create, modify, or delete users. This level also has End-User security access that allows him/her to create orders and preorders, however they can select multiple Purchase Orders (PONs) and reassign them to a different user.
- **End-User** – User has ability to create, validate, and submit new orders and preorders, supplement orders, view the history of orders, and other end-user functions. End-Users can also create Trouble Tickets

Searching for Users

1. On the User Profile Search List window, enter the search criteria, either:
 - *User Name*
 - *Group Name*
2. Click **Go**.

The wildcard character is %. You can place the % in any part of the value that is in question.

You can also sort the list by clicking any column heading.



The screenshot shows a web application window titled "User Profile Search List". At the top right, there are buttons for "New", "Delete", and "Back to Home". Below the title bar is a search interface with a "Select" dropdown, a text input field, and a "Go" button. The main content is a table with the following columns: "User Name", "Group Name", "User Type", and "Full Name". The table contains 10 rows of data, each with a radio button in the "Select" column. At the bottom of the window, it displays "Displaying results 1-10 of 61 results" and "Result Pages: 1 2 3 4 5 6 7".

Select	User Name	Group Name	User Type	Full Name
<input type="radio"/>	001	VFO_END_USER	ESP	Customer 1
<input type="radio"/>	002	VFO_END_USER	ESP	Customer 2
<input type="radio"/>	003	VFO_END_USER	ESP	Customer 3
<input type="radio"/>	123	VFO_END_USER	ESP	123
<input type="radio"/>	1234	VFO_END_USER	ESP	1234 1234
<input type="radio"/>	abitra	VFO_END_USER	ESP	
<input type="radio"/>	ag	ASRLSRE911	ESP	
<input type="radio"/>	ahall	VFO_END_USER	ESP	ahall
<input type="radio"/>	albert	VFO_END_USER	ESP	Albert
<input type="radio"/>	carl	VFO_END_USER	ESP	Carl

Modify User

1. On the User Profile Search List window, click the [User Name](#) link you want to modify.
 - This opens the User Profile Details window for the selected user.
 - This is used to reset passwords or change security access rights.
 - Any user that has not logged in for 90 days or more will require the Admin to reset his/her password to reactivate the user.

Select	User Name	Group Name	User Type	Full Name
<input type="radio"/>	001	VFO_END_USER	ESP	Customer 1
<input type="radio"/>	002	VFO_END_USER	ESP	Customer 2
<input type="radio"/>	003	VFO_END_USER	ESP	Customer 3
<input type="radio"/>	123	VFO_END_USER	ESP	123
<input type="radio"/>	1234	VFO_END_USER	ESP	1234 1234
<input type="radio"/>	abitra	VFO_END_USER	ESP	
<input type="radio"/>	ag	ASRLSRE911	ESP	
<input type="radio"/>	ahall	VFO_END_USER	ESP	ahall
<input type="radio"/>	albert	VFO_END_USER	ESP	Albert
<input type="radio"/>	carl	VFO_END_USER	ESP	Carl

Displaying results 1-10 of 61 results
Result Pages : 1 2 3 4 5 6 7

Modify User (continued)

2. Make the desired changes.
3. Click **Save**. A **Status** message appears stating that the profile was successfully updated.

User Profile Details

Save Delete Back to List Back to Home

Note : Fields marked with "*" are mandatory.

User Name : 001

Password :

Confirm Password :

Full Name : Customer 1

Designation :

User Type : ESP *

Esp Name : CLEC

Phone :

Email Id :

Select Group :

Available	Selected
LSR Manager	Primary Group*
LSRONLY	VFD_END_USER
	Secondary Group

Delete User

1. Click the radio button next to the User Name you want to delete.
2. Click the **Delete** button.
 - The user's name next to the PONs he/she owns will be shaded pink to indicate this user is no longer in the system.
 - You may want to reassign orders before deleting, since the name is removed from the Filtering drop down menu.

User Profile Search List

Select	User Name	Group Name	User Type	Full Name
<input type="radio"/>	001	VFO_END_USER	ESP	Customer 1
<input type="radio"/>	002	VFO_END_USER	ESP	Customer 2
<input type="radio"/>	003	VFO_END_USER	ESP	Customer 3
<input type="radio"/>	123	VFO_END_USER	ESP	123
<input type="radio"/>	1234	VFO_END_USER	ESP	1234 1234
<input type="radio"/>	abitra	VFO_END_USER	ESP	
<input type="radio"/>	ag	ASRLSRE911	ESP	
<input type="radio"/>	ahall	VFO_END_USER	ESP	ahall
<input type="radio"/>	albert	VFO_END_USER	ESP	Albert
<input type="radio"/>	carl	VFO_END_USER	ESP	Carl

Displaying results 1-10 of 61 results
 Result Pages : 1 2 3 4 5 6 7

Reassigning Orders

You may want to reassign orders that were previously managed by an owner before deleting them. To do this you will use the Reassign Order function. The first step is to find the orders you want to Reassign.

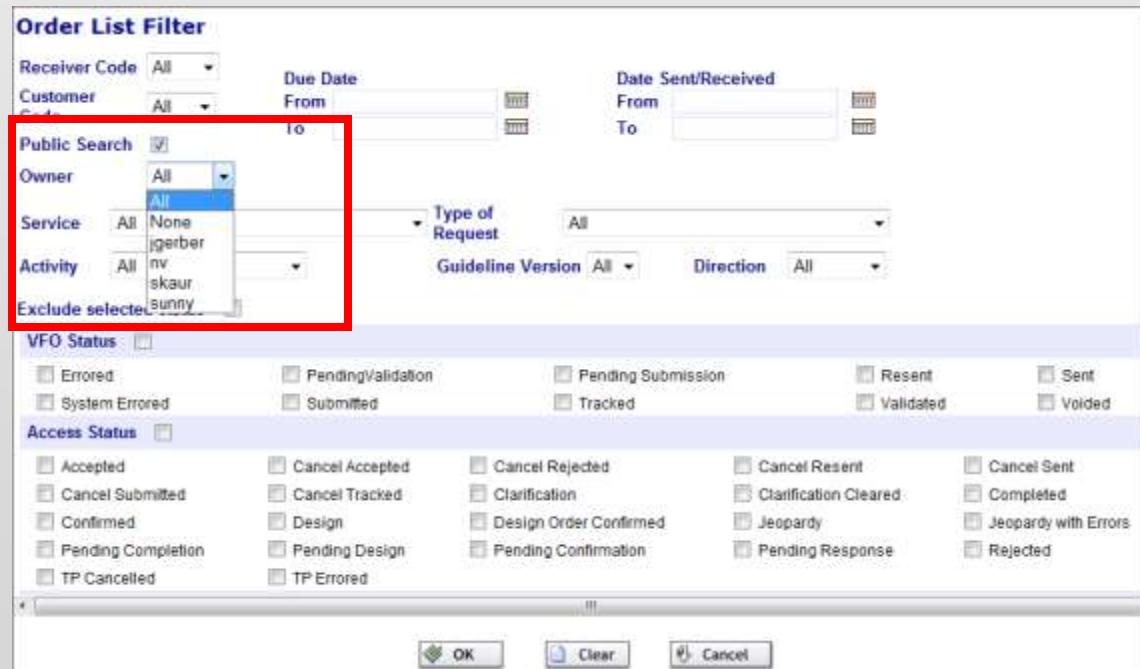
1. Click the funnel icon to open the filter screen.



2. Select the user's name from the Owner drop-down box.

3. If you want to only find open active orders, use the status check boxes to narrow the list.

4. Click the **OK** button to return to the order list and see the PONs matching your criteria.



Tip: Make sure Public Search check box is checked.

Reassigning Orders - Cont'd

5. Click the check boxes next to the Orders in the order list you want to reassign.
6. Hover over the **Order** tab and select **Reassign Order**.
7. Select the user from the drop-down box that you would like the orders assigned.
8. Click the **Save** button.

Order List

		Receiver Code	Customer Code	Pon	Ver
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FP01	VZE	SDDOR3703D2	01
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FP01	VZE	SDDOR3703D2	01
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FP01	VZE	SDCOR4003D2	01
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FP01	VZE	SDCOR4003D2	01
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FP01	VZE	MDCOR4702D2	01
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FP01	VZE	MDCOR4702D2	01
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FP01	VZE	MDDOR4403D2	01

ORDER

- New
- Search
- Save As Order
- Save As Template
- View History
- Create Response
- Reassign Order**
- Summary Report

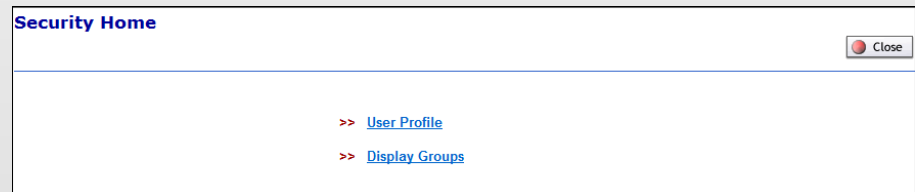
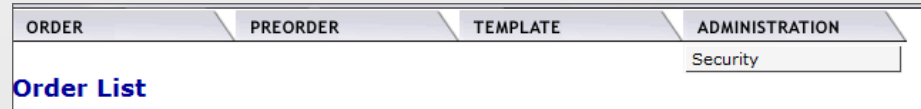
Assign Initiator

Note: Reassigned orders appear on the Order list shaded gray.

Create Display Groups

To create a Display Group:

1. Hover the Administration tab.
2. Click the Security menu option.
3. Select Display Groups.
4. Click New.



Create Display Groups

5. Enter a Display Group Name.
6. Enter a Description.
7. Select users.
8. Click **Save**.

Display GroupDetails

Save Back to List Back to Home

Note : Fields marked with "*" are mandatory.

Display Group Name :

Description :

Users :

Available	Selected
a	--None Available--
ASRBPO1	
ASRBPO2	
ASRBPO3	
ASRBPO4	
ASRBPO5	
atsik	
bpogbc	
bpogbc10.6	
cafigbc	

Search and Modify Display Groups

Searching:

- Enter Display Group Name and click **Go** button.

Wild Card Character is %

Display Group Search List

New Delete Bulk Reassign Back to Home

Select Display Group Name:

- [Customer Acceptance Testing Group](#)
- [Training Group](#)
- [test2675Group](#)

Displaying results 1-3 of 3 results
Result Pages : 1

Modifying:

- Click the Display Group Name.
- Modify values.
- Click **Save** button.

Display GroupDetails

Save Back to List Back to Home

Note : Fields marked with "*" are mandatory.

Display Group Name :

Description :

Users :

Available	Selected
ASRBPO1	kate
ASRBPO2	joslien
ASRBPO3	sunny
ASRBPO4	trixie
ASRBPO5	
atstak	
bpogbc	
bpogbc10.6	
carigbc	

Bulk Reassign Display Groups

- Click **Bulk Reassign**.
- Select the group where the users currently reside.
- Select the group where you want to move the users.
- Click **Save**.

The screenshot shows a web interface titled "Display Group Search List". At the top right, there are four buttons: "New", "Delete", "Bulk Reassign", and "Back to Home". Below the buttons is a search bar with the label "Select Display Group Name:" and a "Go" button. The search results are listed as follows:

- [Customer Acceptance Testing Group](#)
- [Training Group](#)
- [test2675Group](#)

At the bottom of the list, it says "Displaying results 1-3 of 3 results" and "Result Pages : 1".

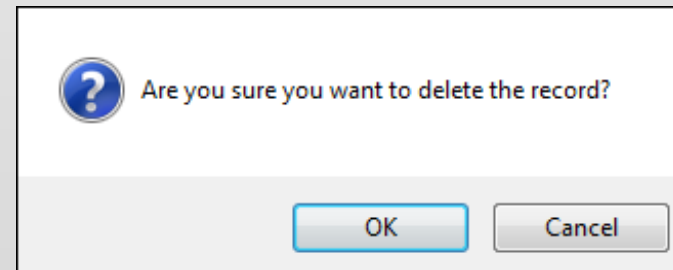
The screenshot shows a web interface titled "Bulk Reassign Display Group Users". At the top right, there are three buttons: "Save", "Back to List", and "Back to Home". Below the buttons are two dropdown menus:

From Group:

To Group:

Delete Display Groups

1. Search for Display Group.
2. Click the radio button next to the Group Name.
3. Click **Delete** button.
4. Click **Ok** to confirm.



Exercise

1. Create a new user.
2. Log on as the new user.
3. Log out and log in with your credentials.
4. Reset the password for the new user.
5. Reassign an order to this user.
6. Delete the new user.

Conclusion

- Q&A
- Review
 1. How often does a user need to change his/her password?
 2. What action does an Admin need to take when a user has not logged in for 90 days or longer?
 3. Can a user belong to more than one display group?
 4. How can a user tell if a user was deleted from the system?
 5. How can a user tell if an order has been reassigned to him/her?
 6. If deleting a user, should you reassign his/her orders before or after deleting the user ID?
 7. What is the wild card character used when searching for a user?



Thank you for participating!