



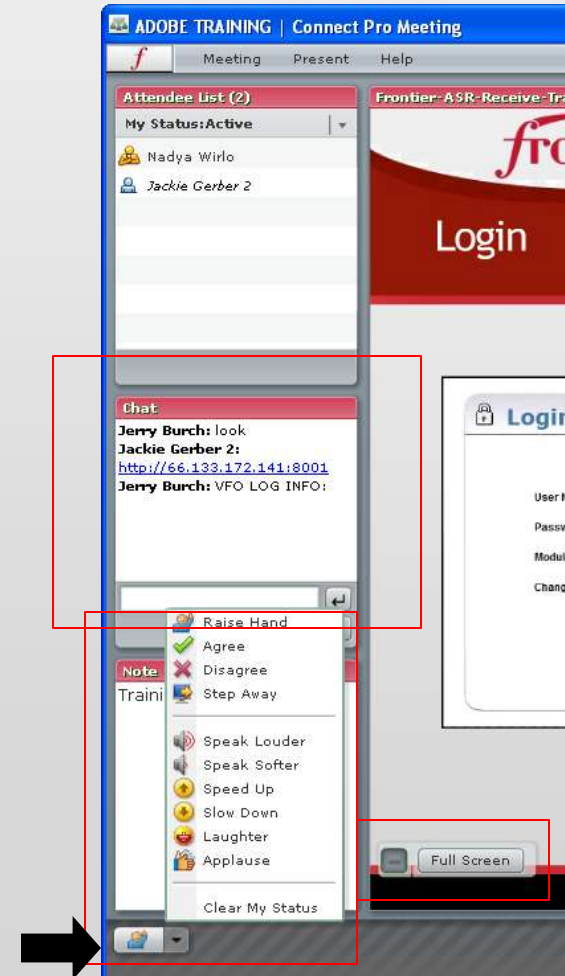
# Virtual Front Office Administration Training

**May 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 Office<sup>sm</sup>**  
Powered by **Synchronoss**  
Technologies Inc.

# Change Password


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



The screenshot shows a web interface for changing a password. At the top left, there is a lock icon and the word "Login" in blue. Below this, the text "Please change your Password" is centered. The form contains three input fields: "Old Password", "New Password", and "Confirm New Password", each preceded by a colon. To the right of each field is a text input box. Below the input fields is a button labeled "Update Password" with a small icon to its left. At the bottom of the page, there is a logo for "Virtual Front Office<sup>sm</sup>" in green, followed by "Powered by" and the "Synchronoss Technologies Inc." logo, which includes a blue DNA helix icon.

## Change Password (Cont'd)

**SUCCESSFULLY UPDATED PASSWORD**

 **Login**


**Please Login**


**User Name** :

**Password** :

**Module** :  ▼

**Change Password** :

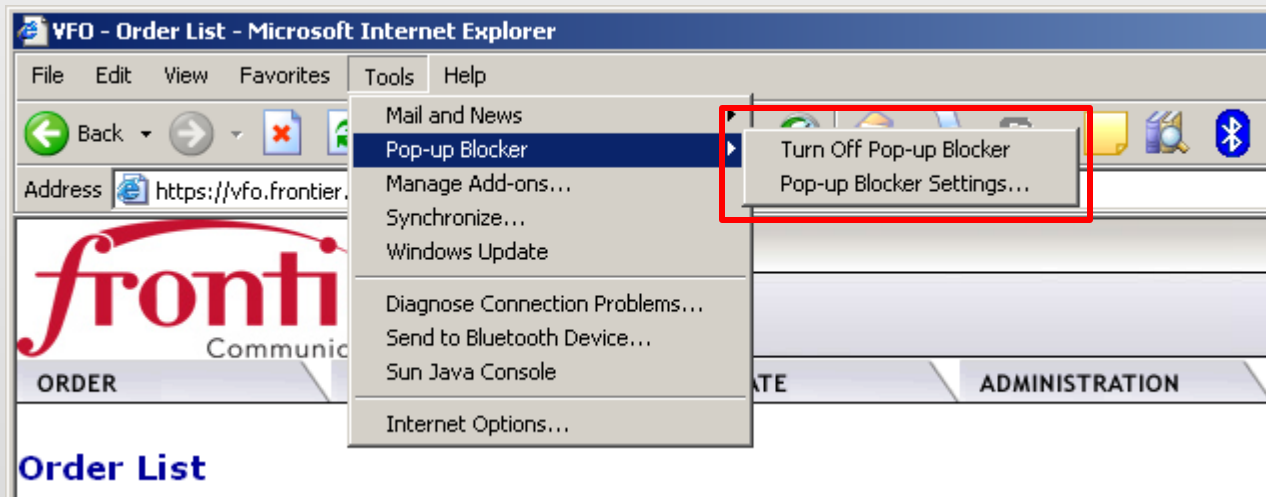
 Login

**Virtual Front Office<sup>SM</sup>**  
Powered by  **Synchronoss**  
Technologies Inc.

- Login, as usual, with the new password.

# Allow Pop-Ups from VFO

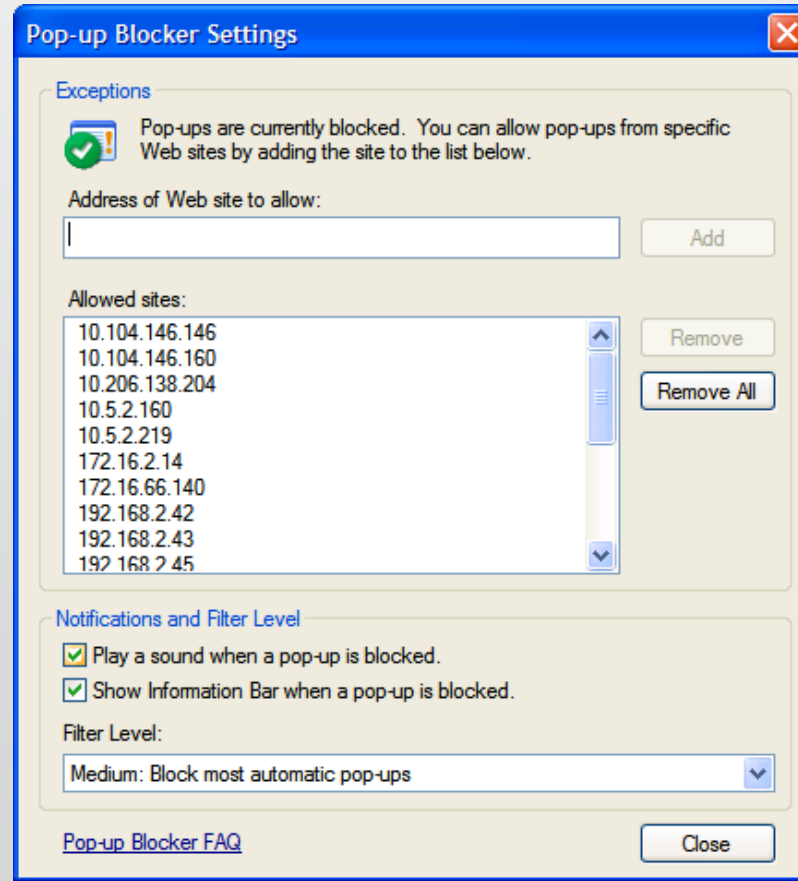
- Click internet menu **Tools > Pop-up Blocker**.



- 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**.

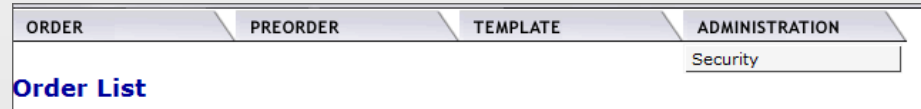


# Security

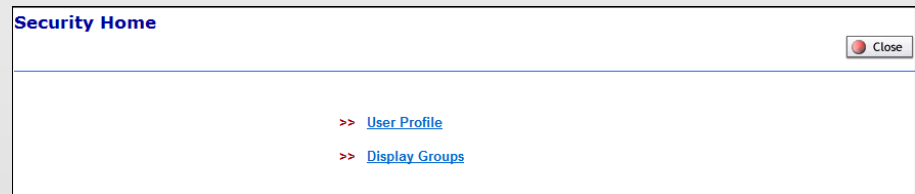
- The Administration section is available only to users with Administrator User ID rights.
  
- The Administration section allows users with Administration rights to:
  - Create Users
  - Search
  - Modify Users
  - Delete Users
  - Create Display Groups

# Create User

1. Hover the Administration tab and select Security

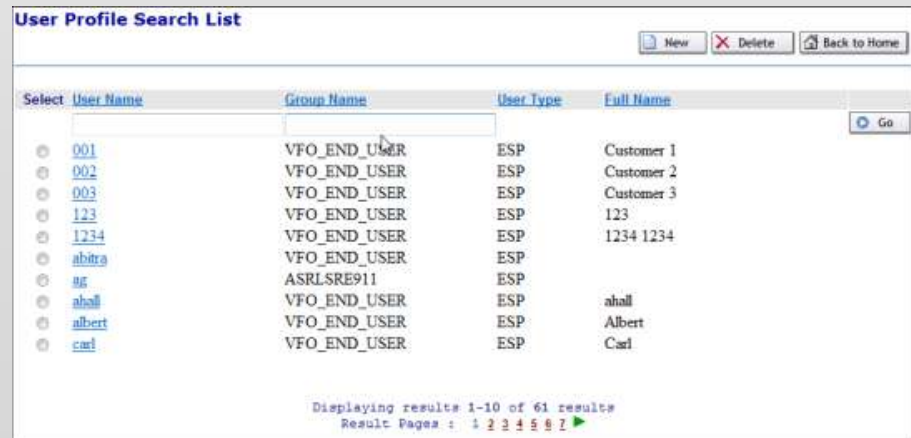


2. Click the **User Profile** link. This opens the User Profile Search List window.



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" with a navigation bar containing "Save", "Delete", "Back to List", and "Back to Home" buttons. A note states: "Note : Fields marked with \*\*\* are mandatory." The form fields are as follows:

- 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" (containing "LSR Manager" and "LSRONLY") and "Selected" (containing "Primary Group\*" and "Secondary Group"). Green arrows indicate the movement of items between the columns.

## 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**: Primary Group\* (VFD\_END\_USER), Secondary Group

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:

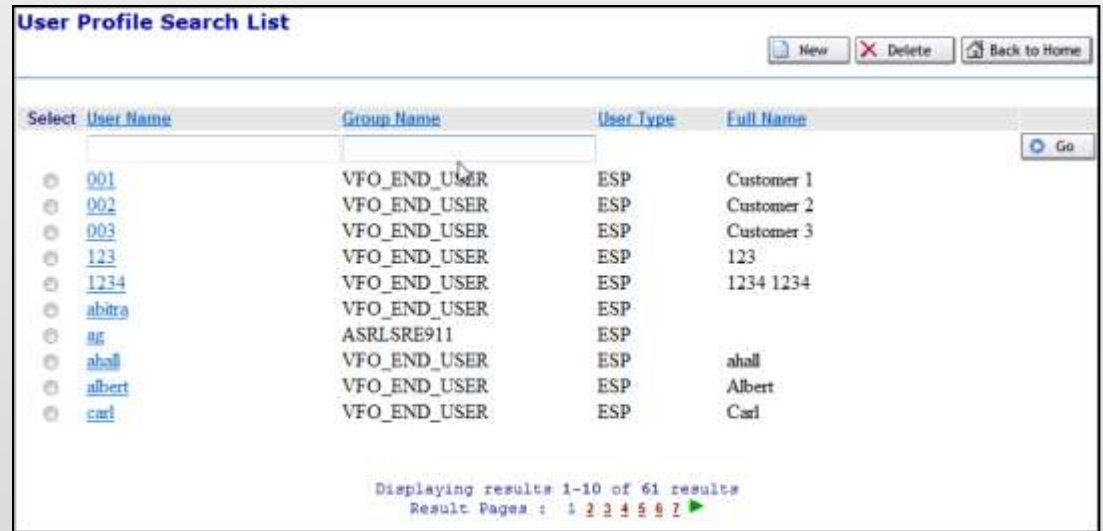
- **Administration** – User has access to the Administration tab and can create, modify, or delete users. This level also has End-User security access that allows him/her to create orders and preorders, however they can select multiple Purchase Orders (PONs) and reassign them to a different user.
- **End-User** – 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.



**User Profile Search List**

Buttons: [New](#) [Delete](#) [Back to Home](#)

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

Buttons: [Go](#)

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

# 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"/>	<a href="#">001</a>	VFO_END_USER	ESP	Customer 1
<input type="radio"/>	<a href="#">002</a>	VFO_END_USER	ESP	Customer 2
<input type="radio"/>	<a href="#">003</a>	VFO_END_USER	ESP	Customer 3
<input type="radio"/>	<a href="#">123</a>	VFO_END_USER	ESP	123
<input type="radio"/>	<a href="#">1234</a>	VFO_END_USER	ESP	1234 1234
<input type="radio"/>	<a href="#">abitra</a>	VFO_END_USER	ESP	
<input type="radio"/>	<a href="#">ag</a>	ASRLSRE911	ESP	
<input type="radio"/>	<a href="#">ahall</a>	VFO_END_USER	ESP	ahall
<input type="radio"/>	<a href="#">albert</a>	VFO_END_USER	ESP	Albert
<input type="radio"/>	<a href="#">carl</a>	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.

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.

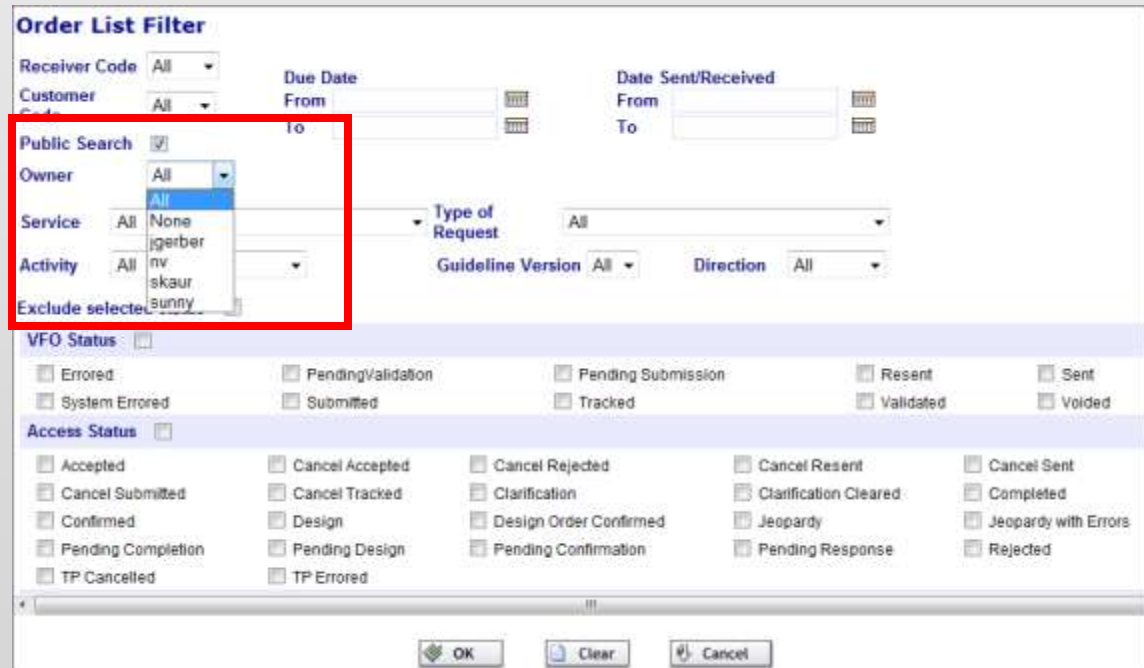
1. Click the funnel icon to open the filter screen.



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	<a href="#">SDDOR3703D2</a>	<a href="#">01</a>
<input checked="" type="checkbox"/>		FP01	VZE	<a href="#">SDDOR3703D2</a>	<a href="#">01</a>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FP01	VZE	<a href="#">SDCOR4003D2</a>	<a href="#">01</a>
<input checked="" type="checkbox"/>		FP01	VZE	<a href="#">SDCOR4003D2</a>	<a href="#">01</a>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FP01	VZE	<a href="#">MDCOR4702D2</a>	<a href="#">01</a>
<input checked="" type="checkbox"/>		FP01	VZE	<a href="#">MDCOR4702D2</a>	<a href="#">01</a>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FP01	VZE	<a href="#">MDDOR4403D2</a>	<a href="#">01</a>

**ORDER**

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

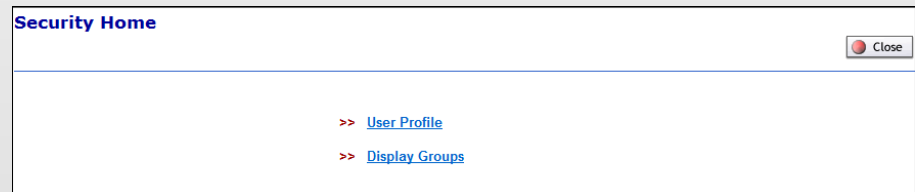
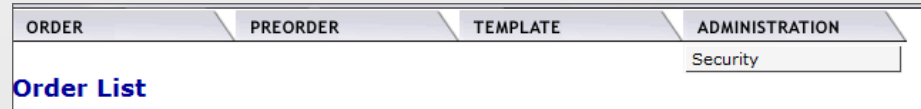
**Assign Initiator**

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  
ASRBPO1  
ASRBPO2  
ASRBPO3  
ASRBPO4  
ASRBPO5  
atsk  
bpogbc  
bpogbc10.6  
callgbc

--None Available--

# Search and Modify Display Groups

## Searching:

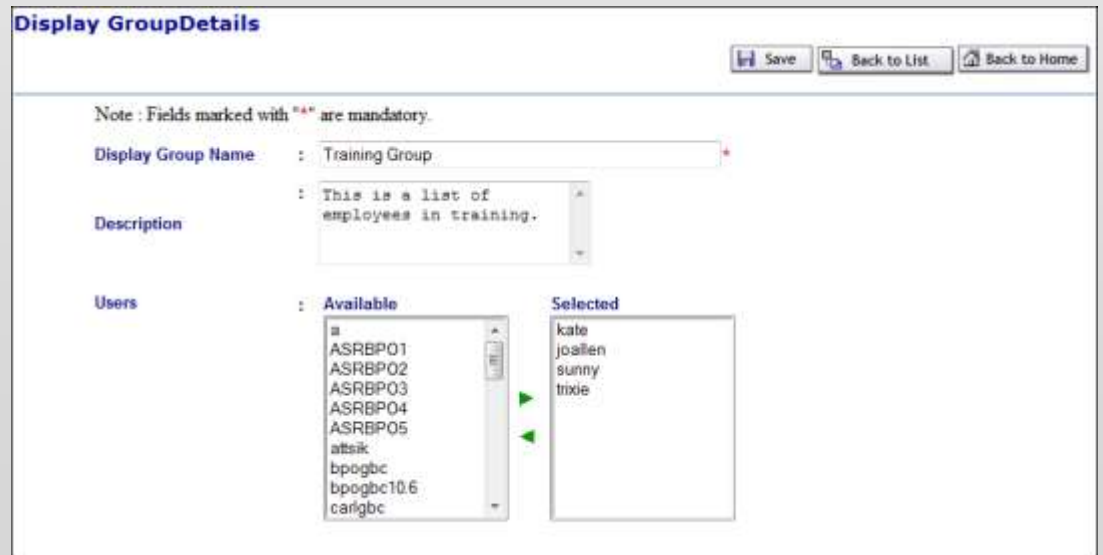
- Enter Display Group Name and click **Go** button.

*Wild Card Character is %*



## Modifying:

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



# Bulk Reassign Display Groups

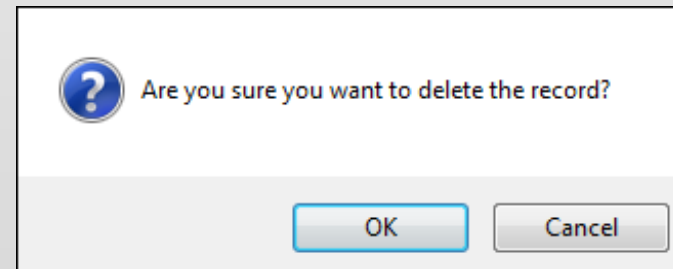
- Click **Bulk Reassign**.
- Select the group where the users currently reside.
- Select the group where you want to move the users.
- Click **Save**.

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 list three groups, each with a radio button: "Customer Acceptance Testing Group", "Training Group", and "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. The first is labeled "From Group" and has a value of "-Select One-". The second is labeled "To Group" and also has a value of "-Select One-".

# 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!**