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| User Account Management (UAM)- Customer Guide |

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| **Abstract** |
| Document describes the UAM flow for customers |

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**Release Date** 18/05/2024

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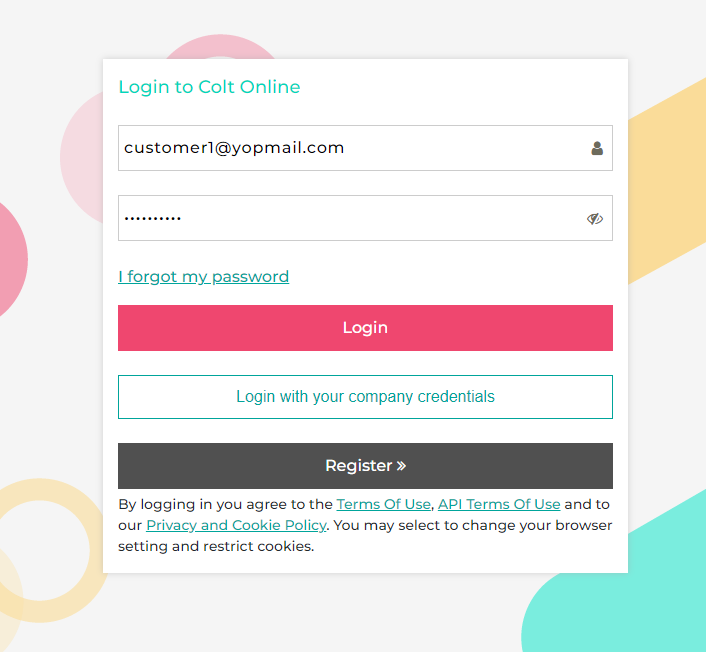
# How to create users

For any new domain, Customer Admin will be created by ResellerSupportVoice team. This Customer Admin will be able to create multiple Customer Admins or Customer Users using COL.

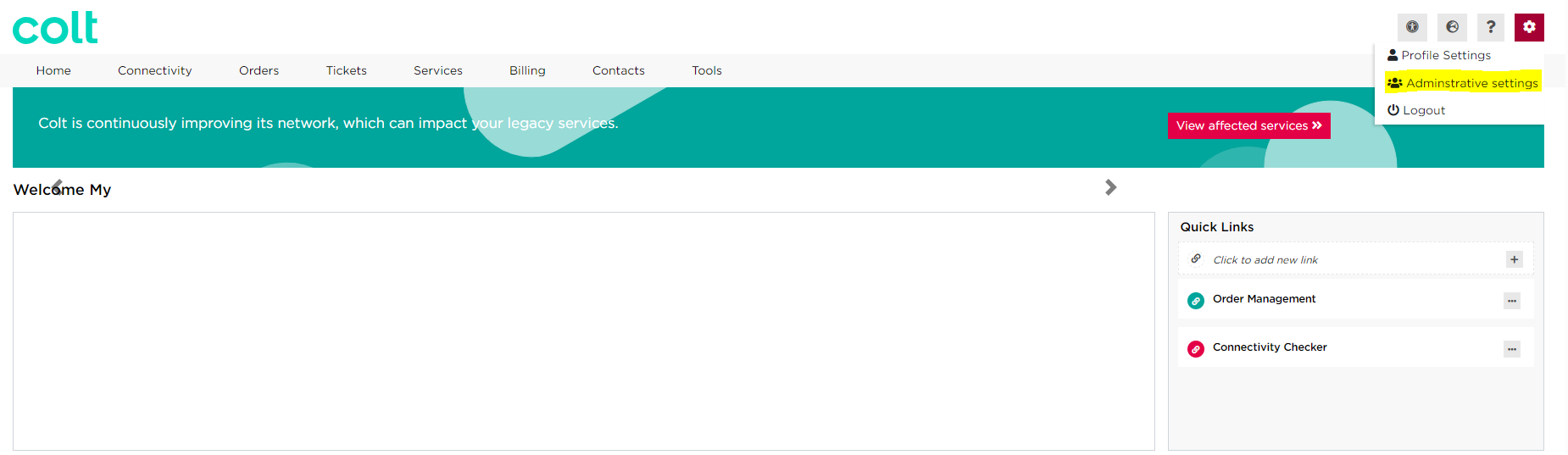
|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| User Type | Current Cocom user Type | Functionalities | | | |
| Reseller Admin | Customer Admin | View Reseller Data | Reseller User Account Management | Download Unrated CDRs | All NOD functionalities |
| Reseller User | Customer User | All NOD functionalities | Download Unrated CDRs |  |  |

## **Reseller User**

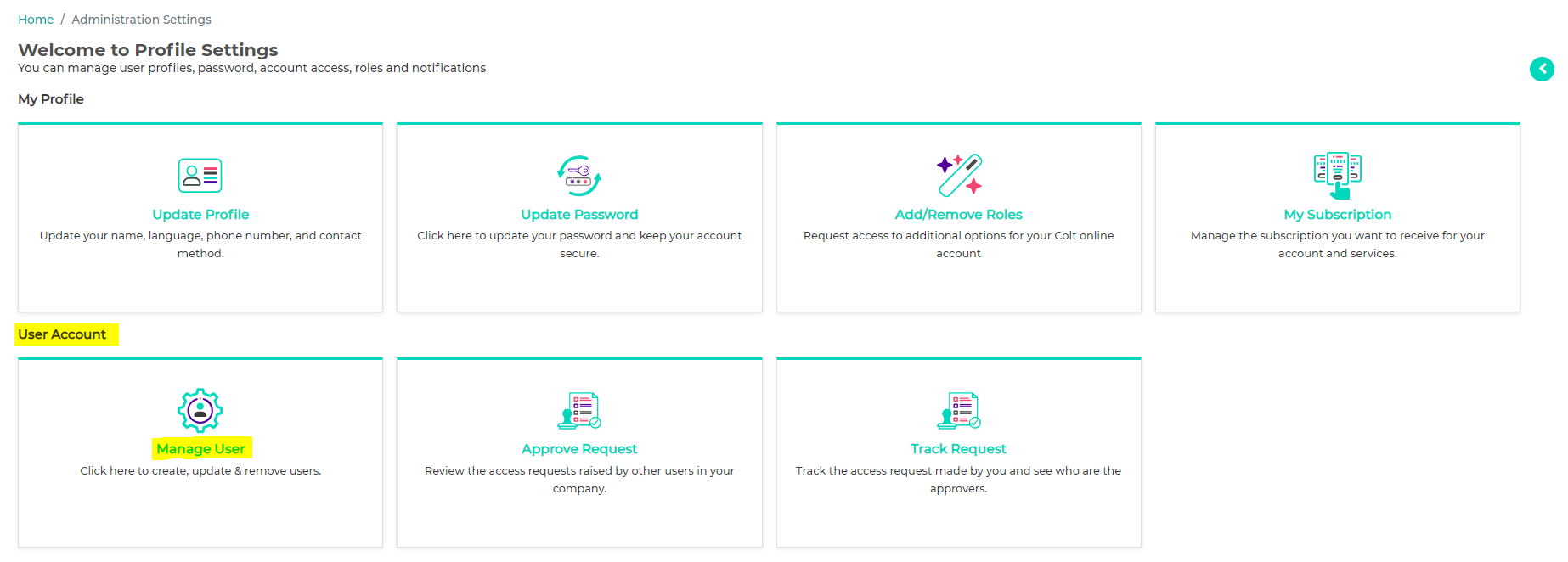
1. Login into COL



1. Click on ‘Administrative settings’



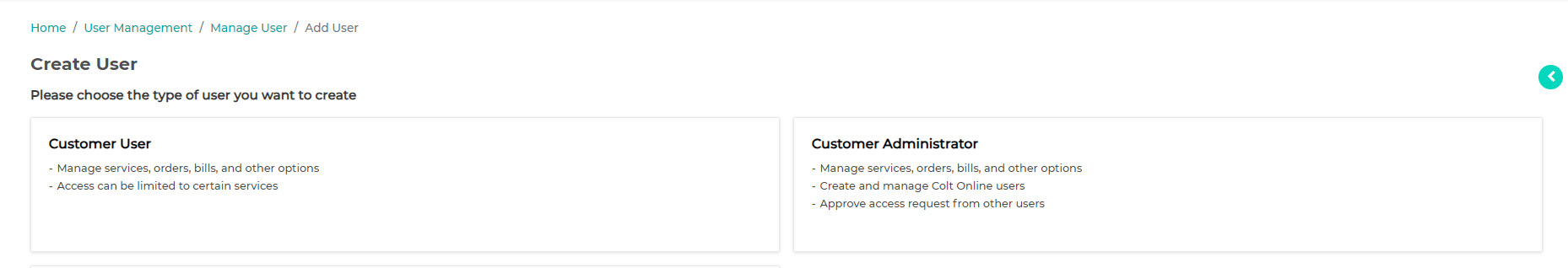
1. Click on ‘Manage User’ under ‘User Account’



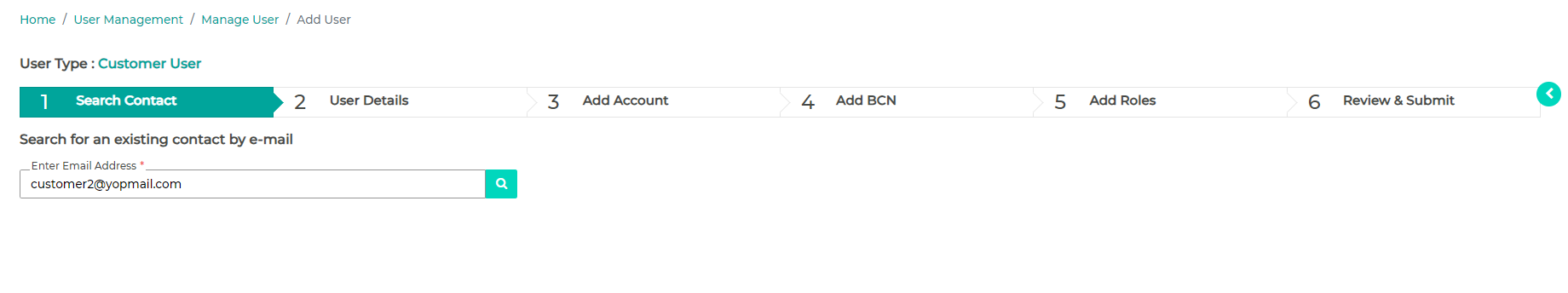
1. Click on ‘Add User’ to create new user



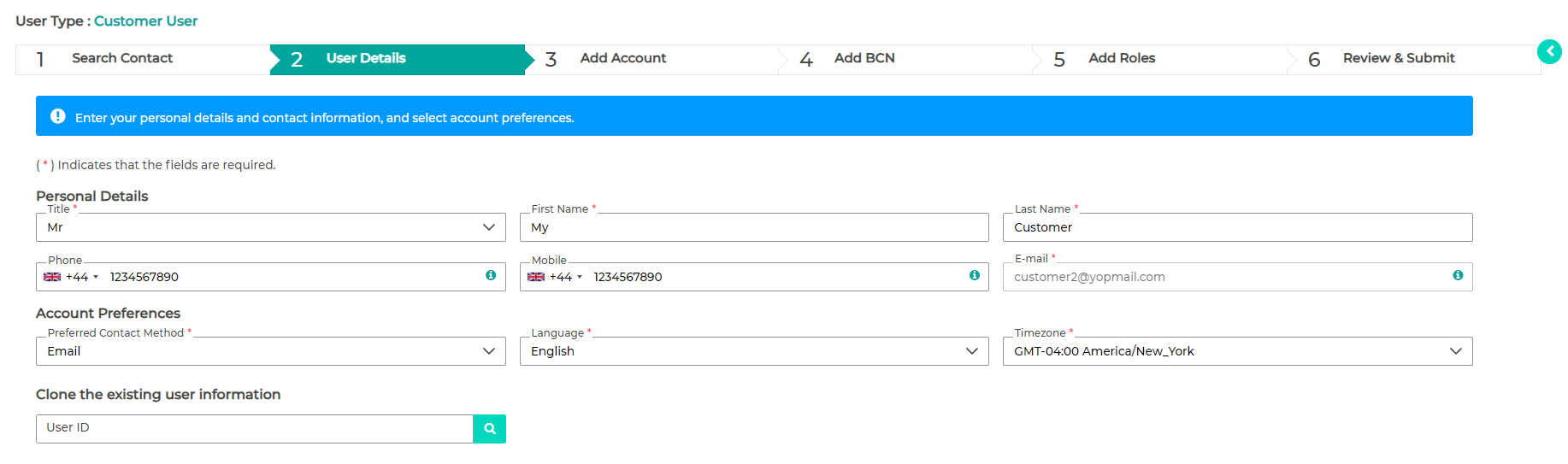
1. Choose from the option – ‘Customer User’ and ‘Customer Administrator’ to create type of user



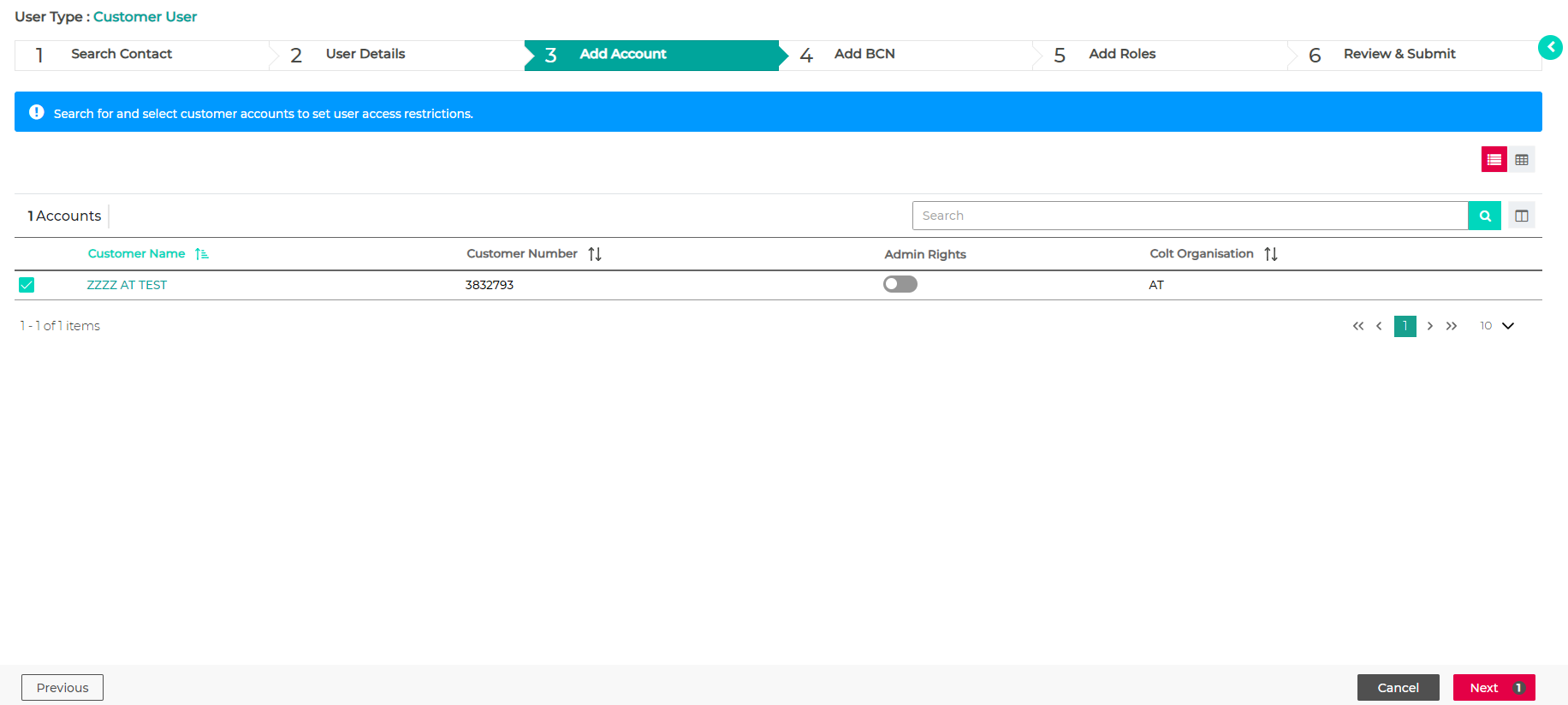
1. Enter the user email id and click on search icon



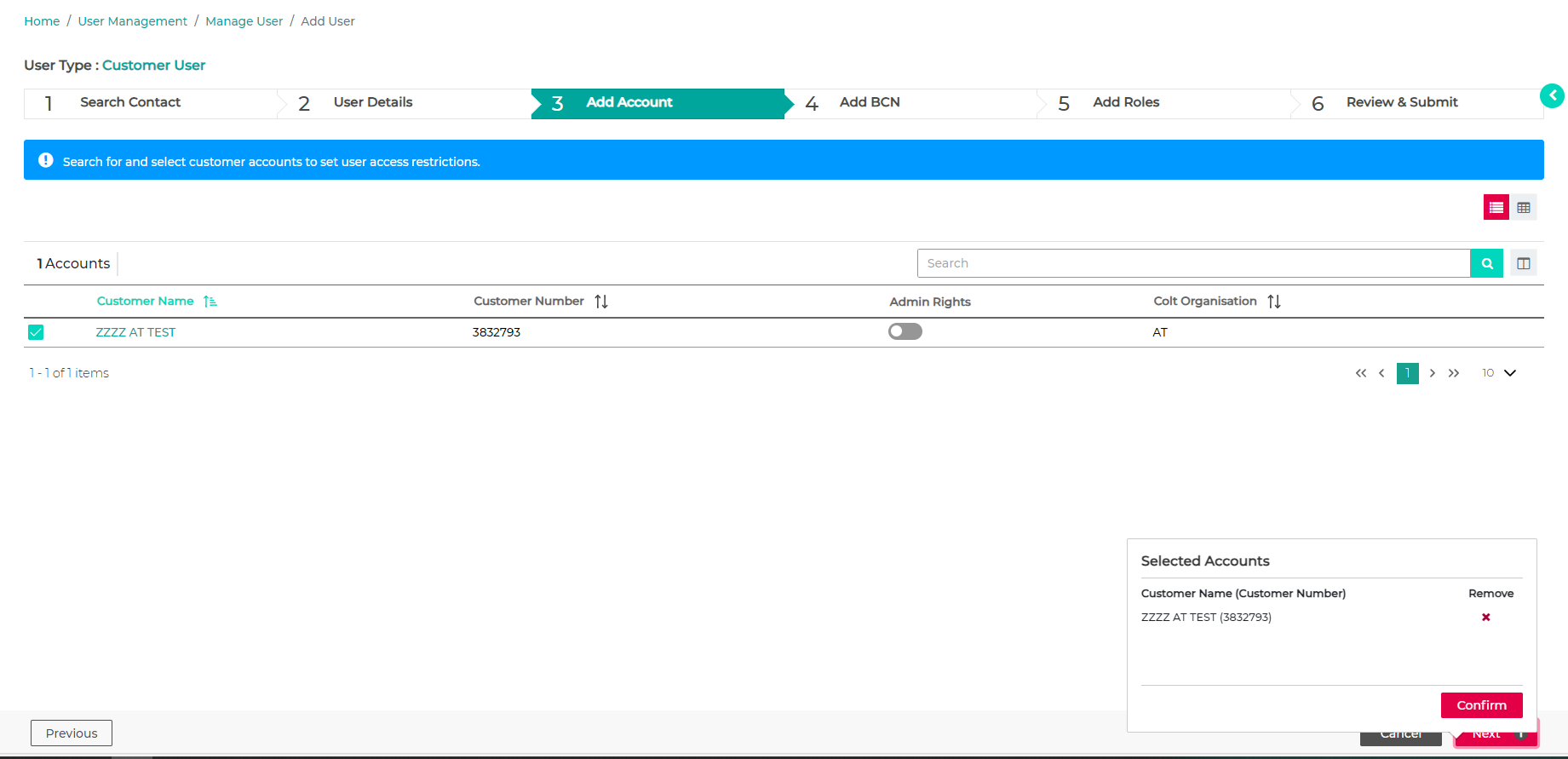
1. Enter the user details on the screen



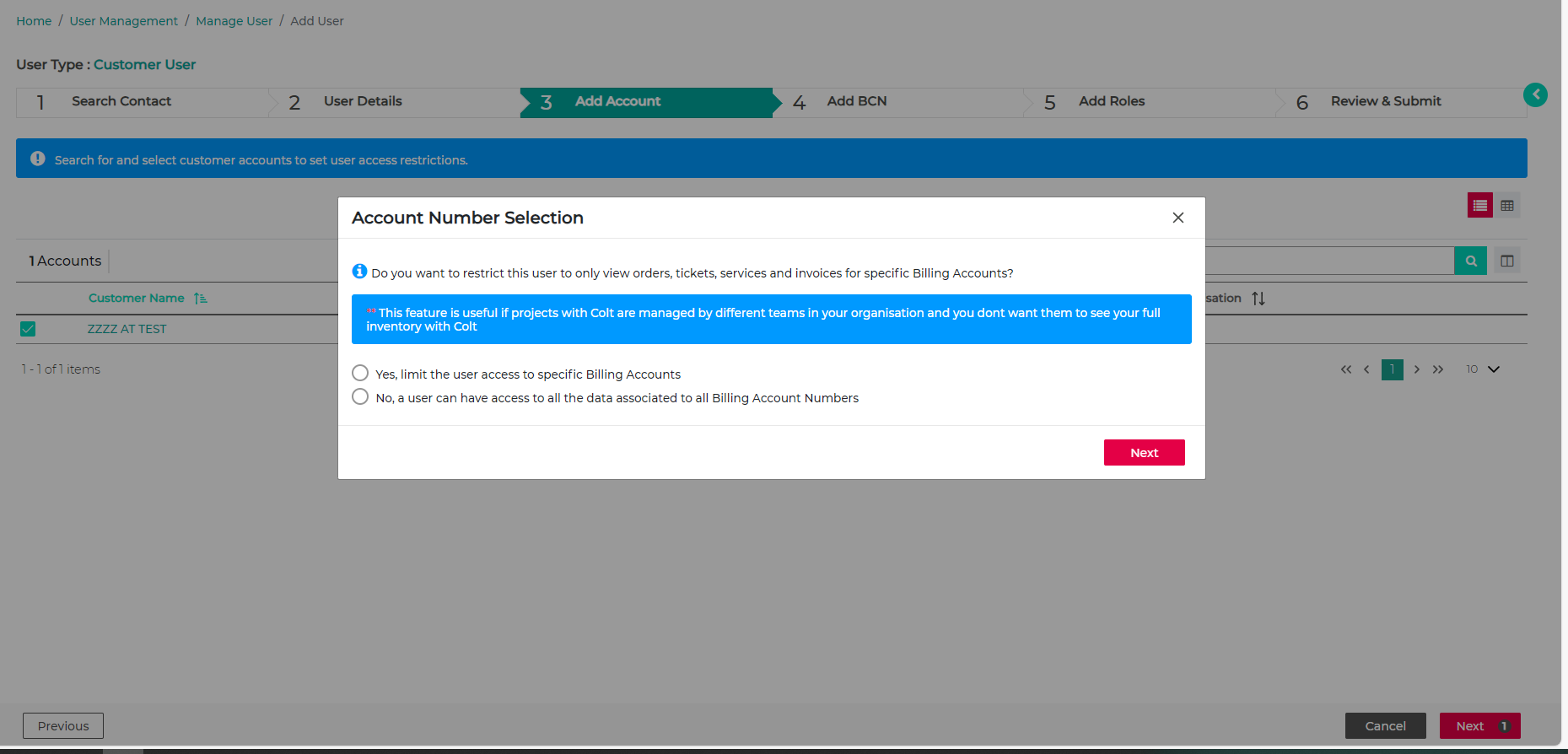
1. On next screen select the domain/customer name and click on Next



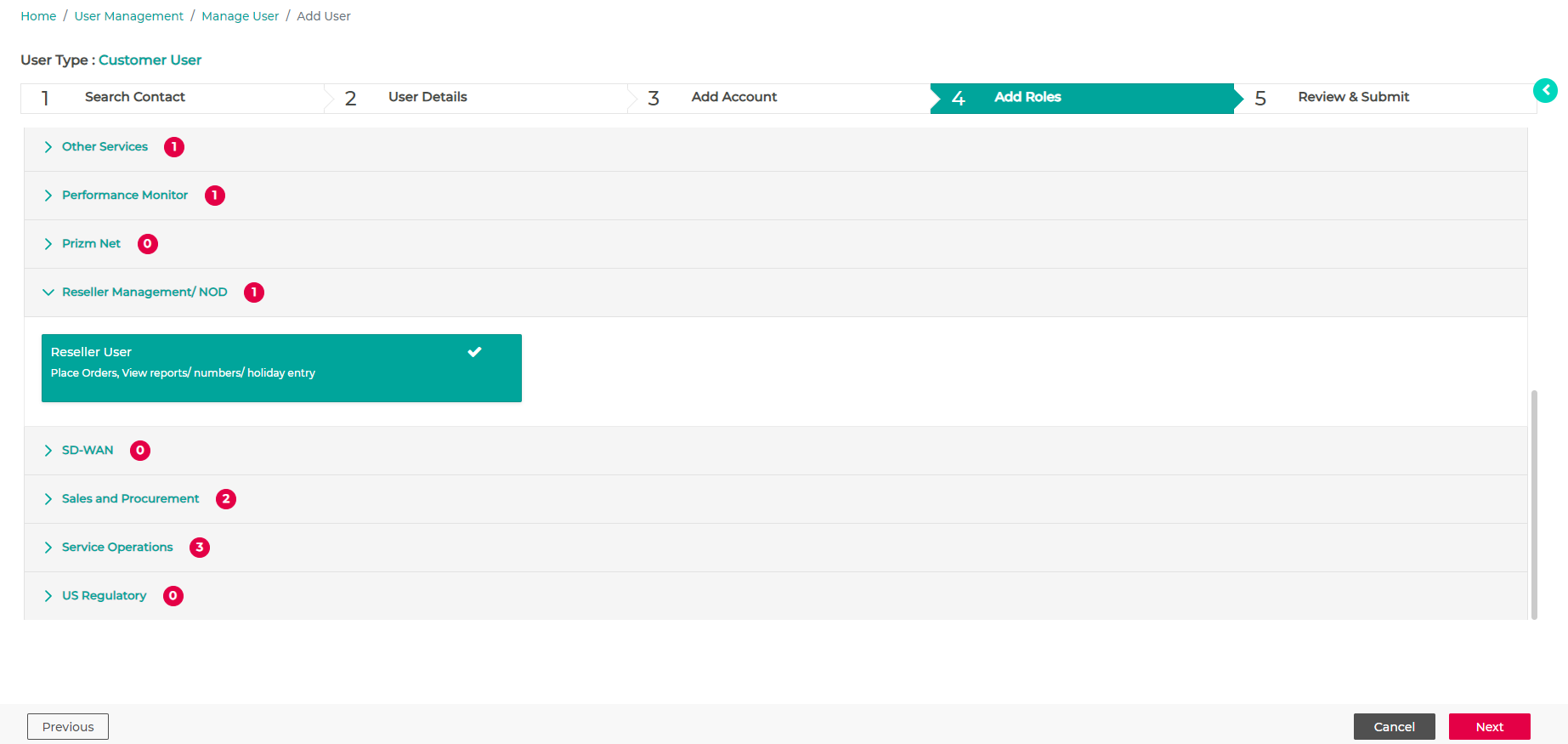
1. Click on ‘Confirm’



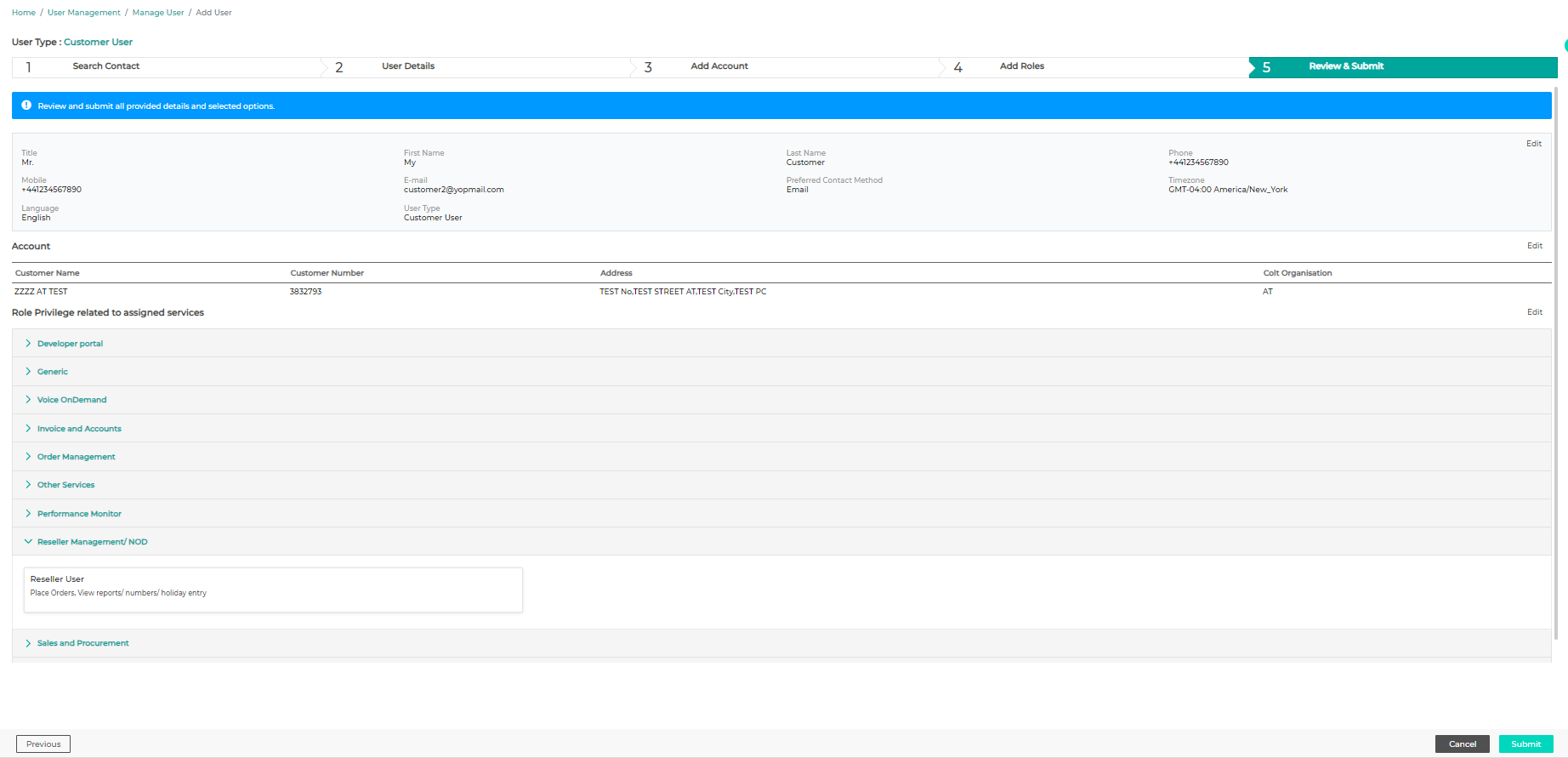
1. Choose the option ‘Yes’ / ‘No’ on the screen



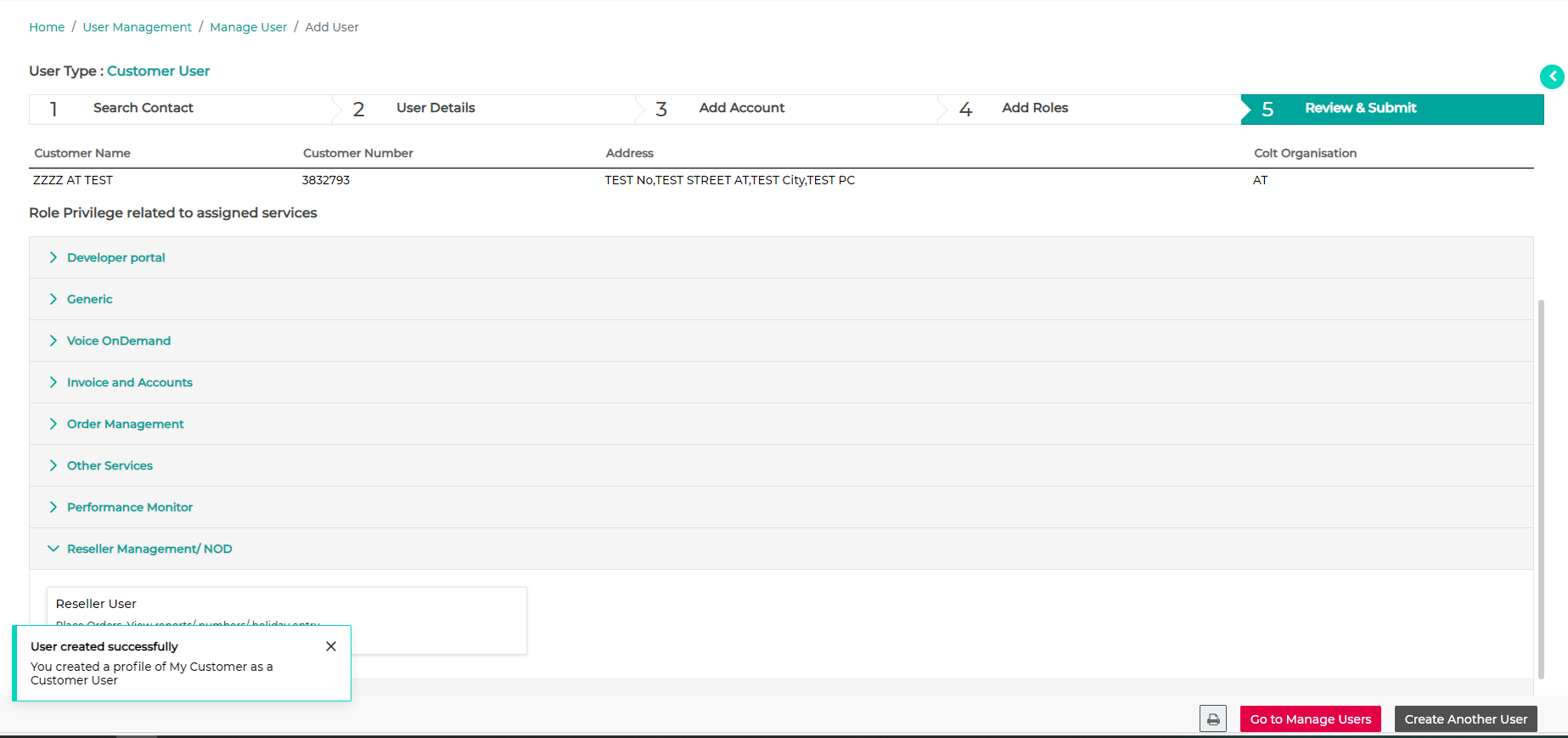
1. Add roles by selecting ‘Reseller User’ from ‘Reseller Management/NOD’ and Click on Next



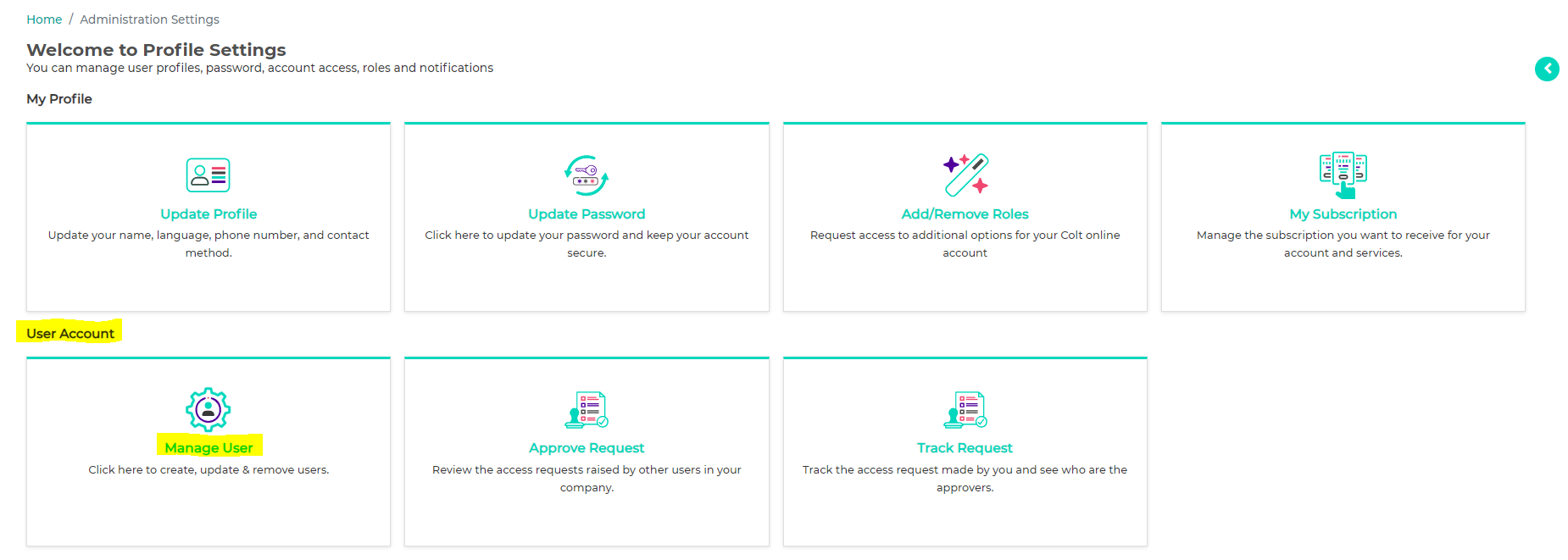
1. Review the request



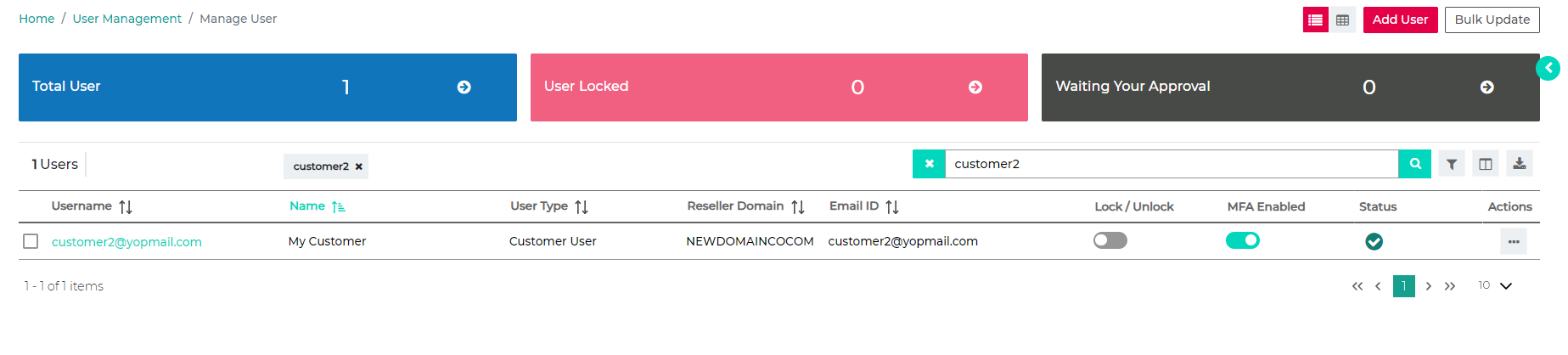
1. Submit the request



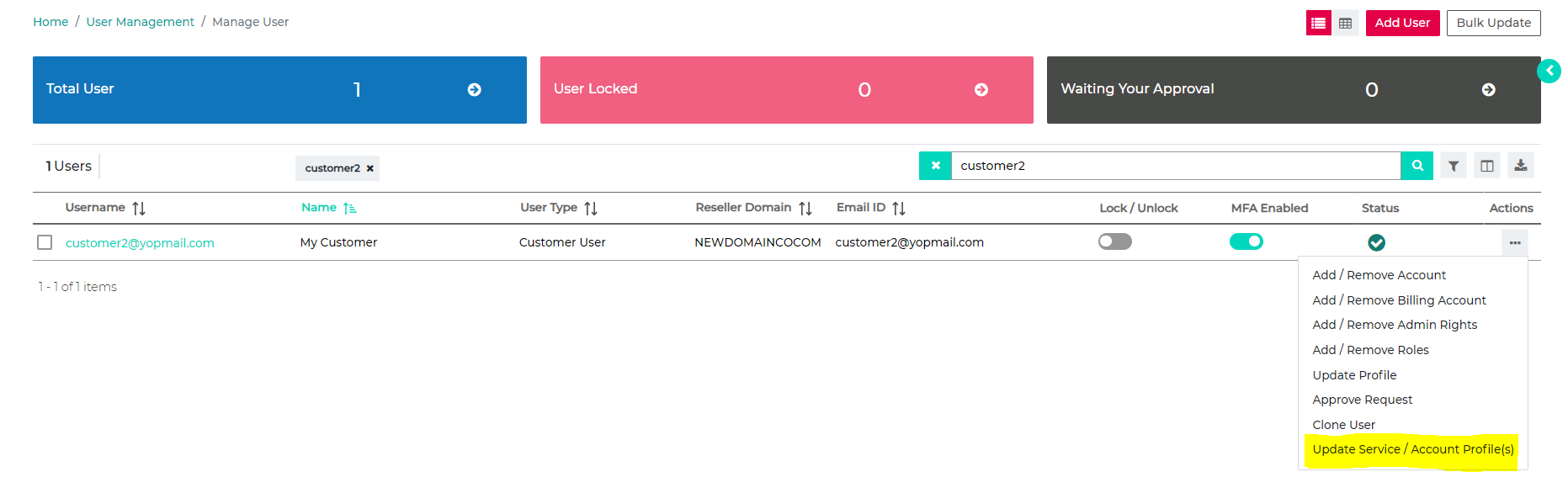
1. Post successful creation of user, Go back to ‘Administration Settings’ and click on ‘Manage users’ to assign NH service profile



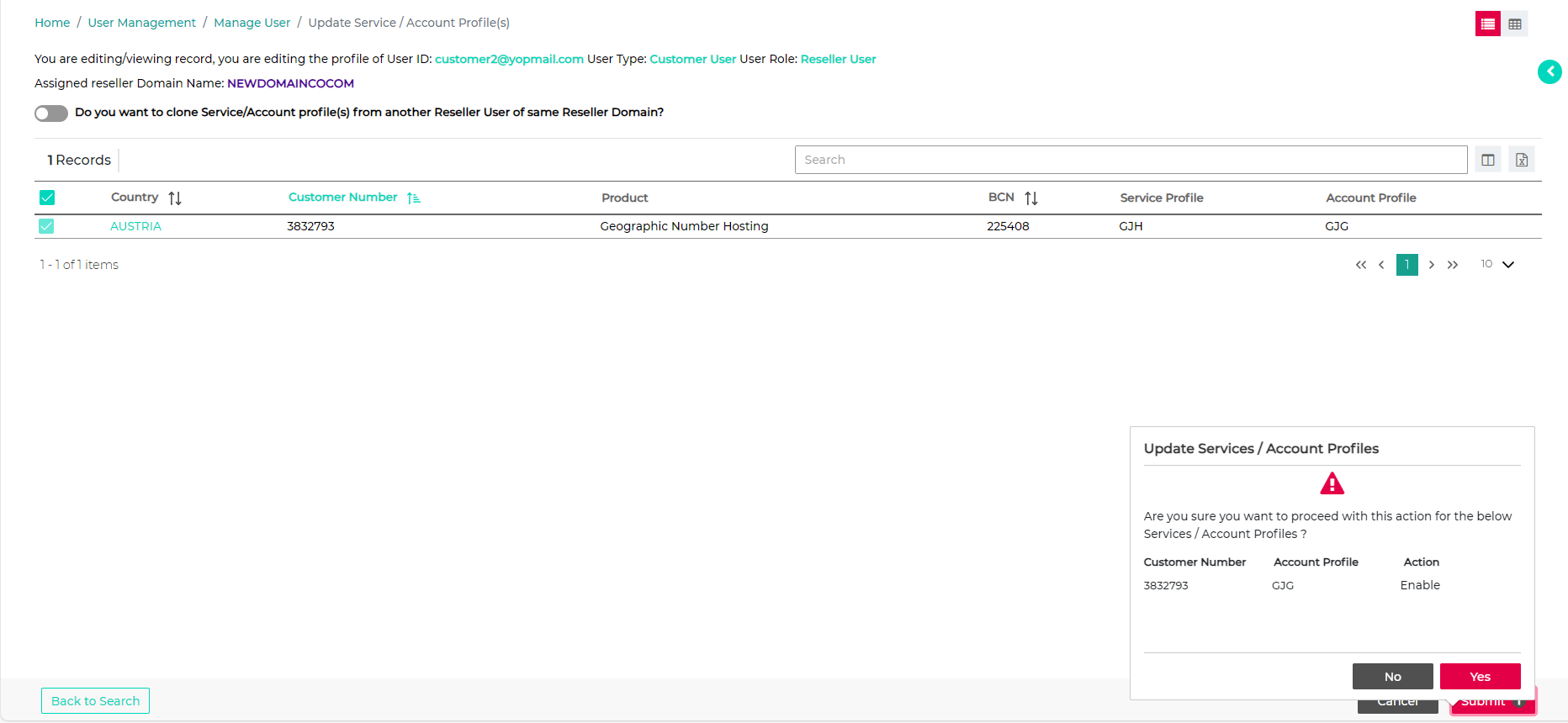
1. Search user using the search bar



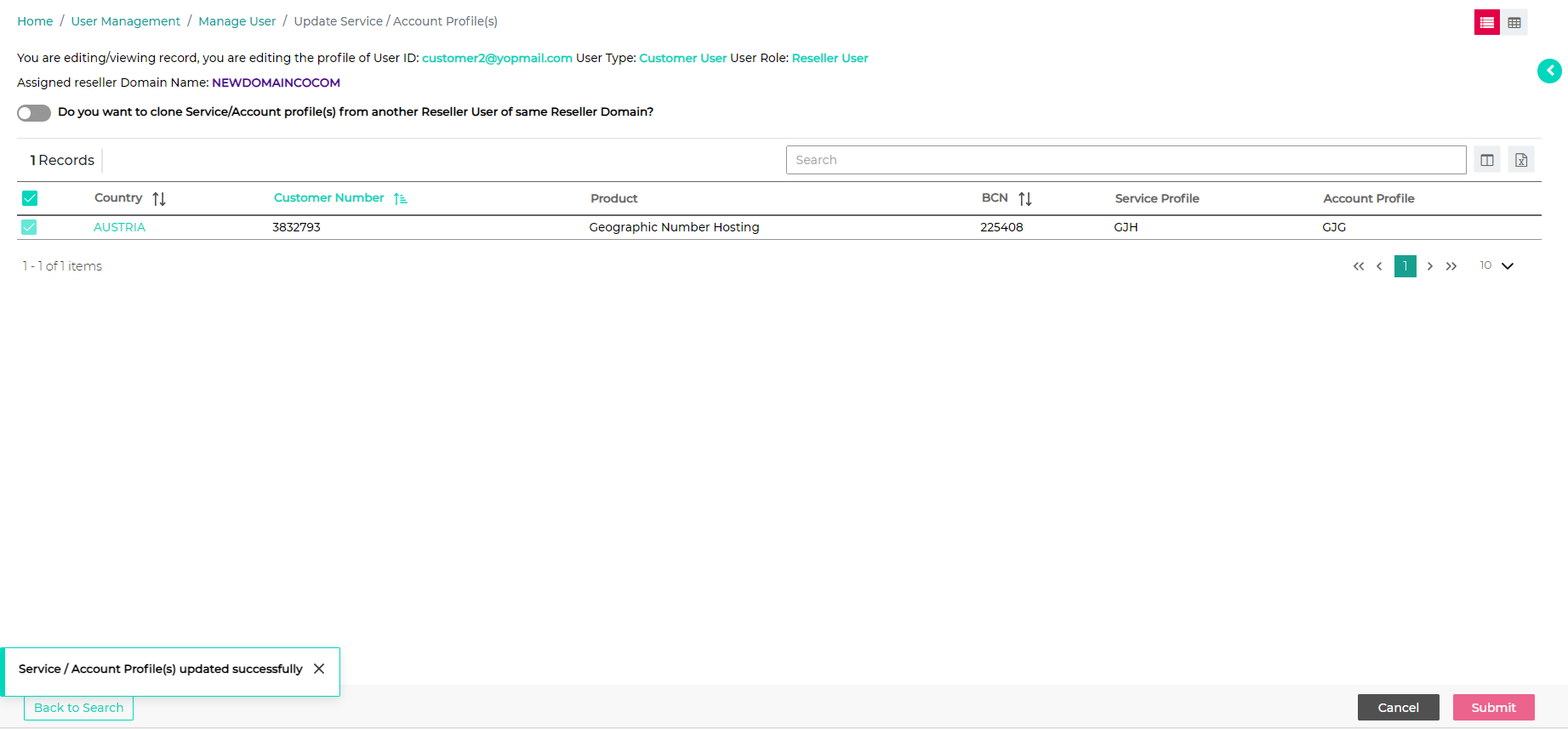
1. Select ‘Update Service/ Account Profile(s)’ from Action dropdown



1. Select the service profile(s) from the list and click on Submit



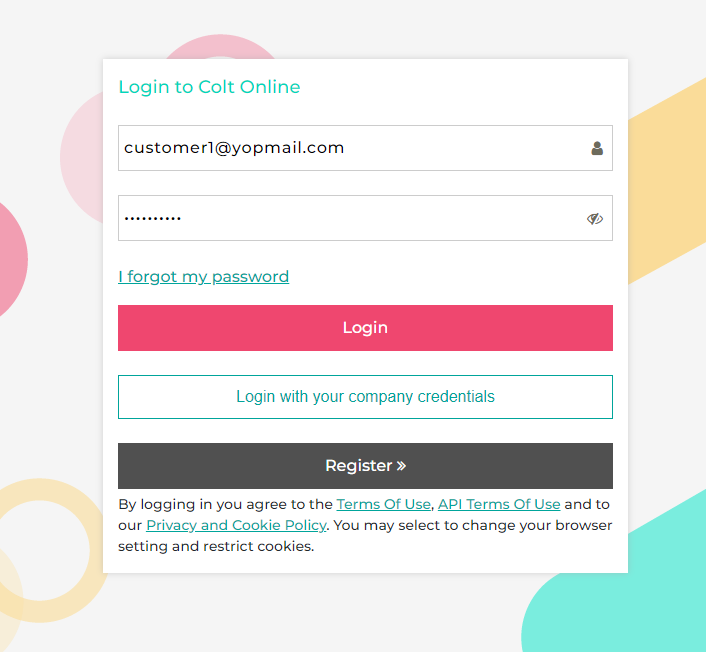
1. Click on ‘Yes’



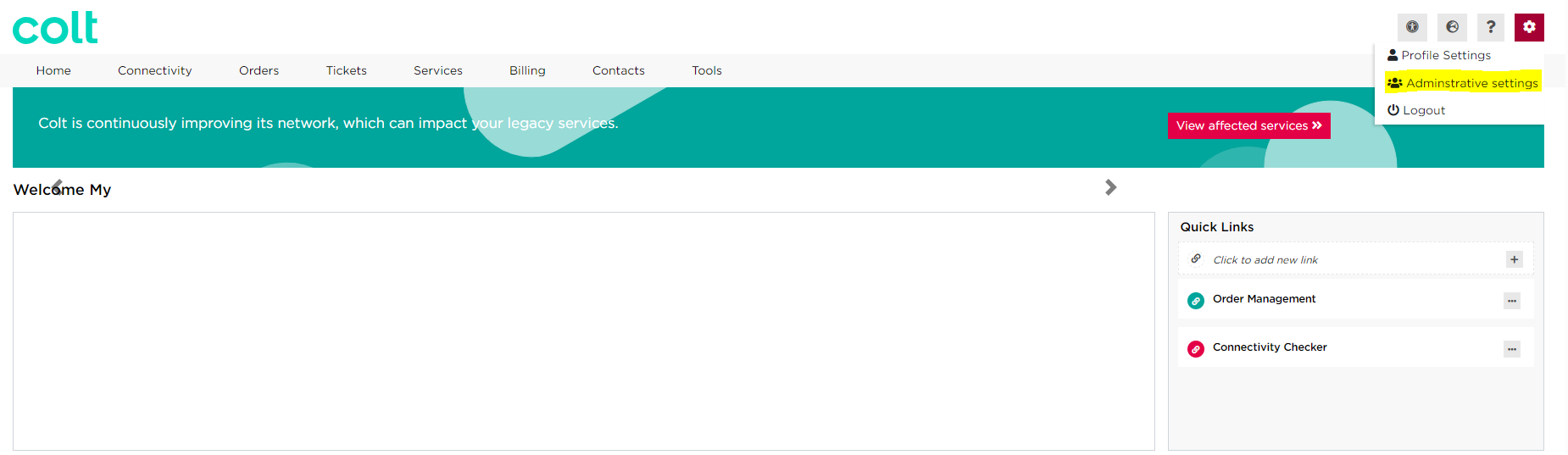
## **Reseller Admin**

Steps 1-4 same.

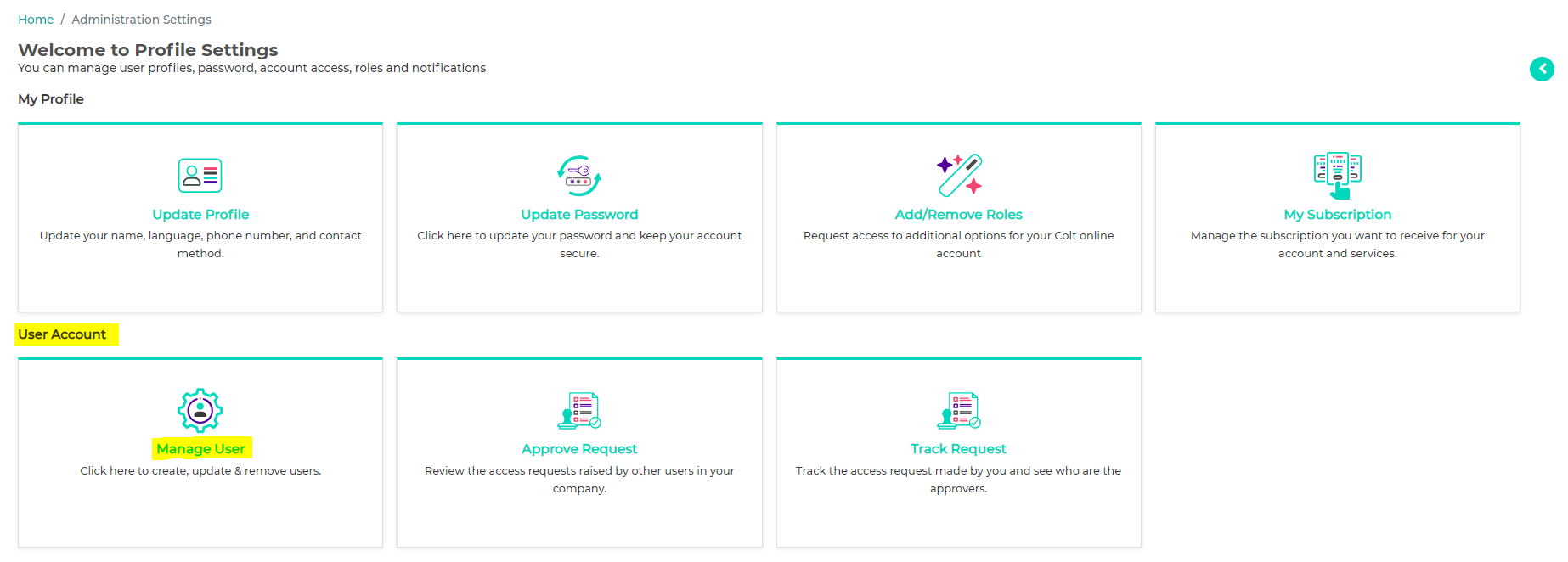
1. Login into COL



1. Click on ‘Administrative settings’



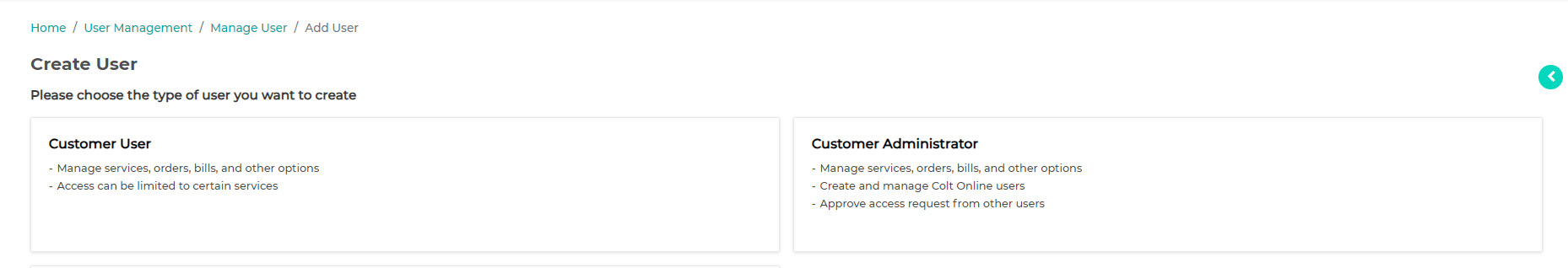
1. Click on ‘Manage User’ under ‘User Account’



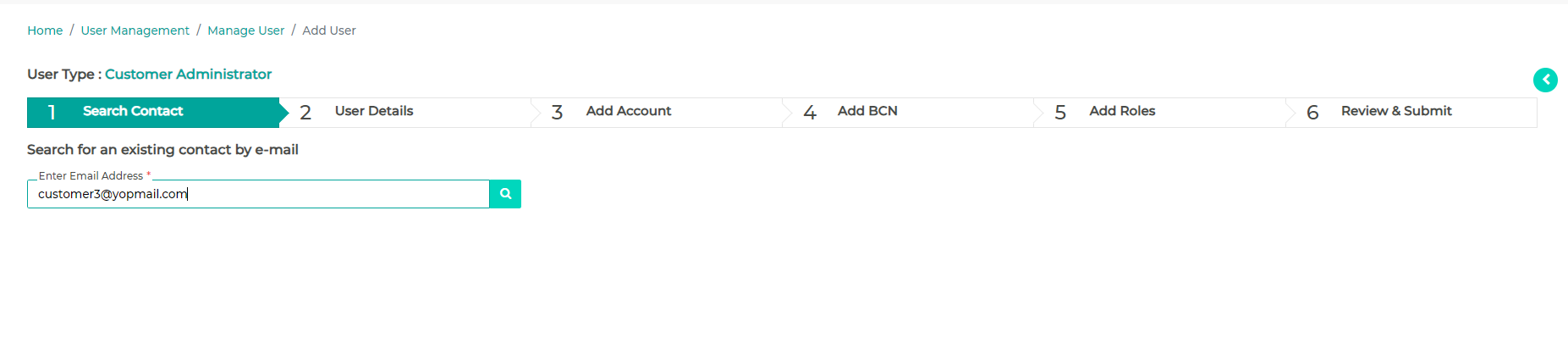
1. Click on ‘Add User’ to create new user



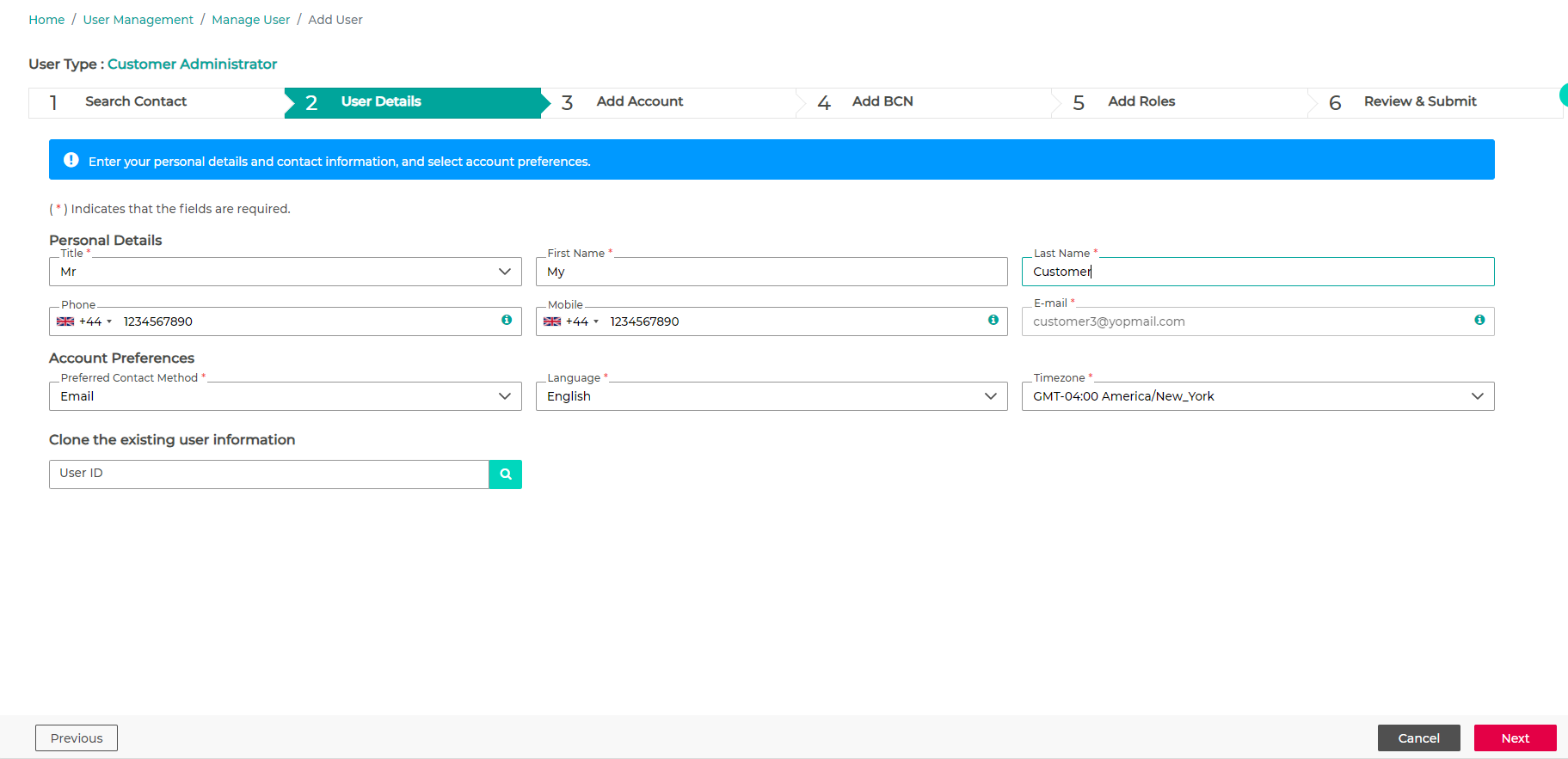
1. Choose from the option – ‘Customer User’ and ‘Customer Administrator’ to create type of user



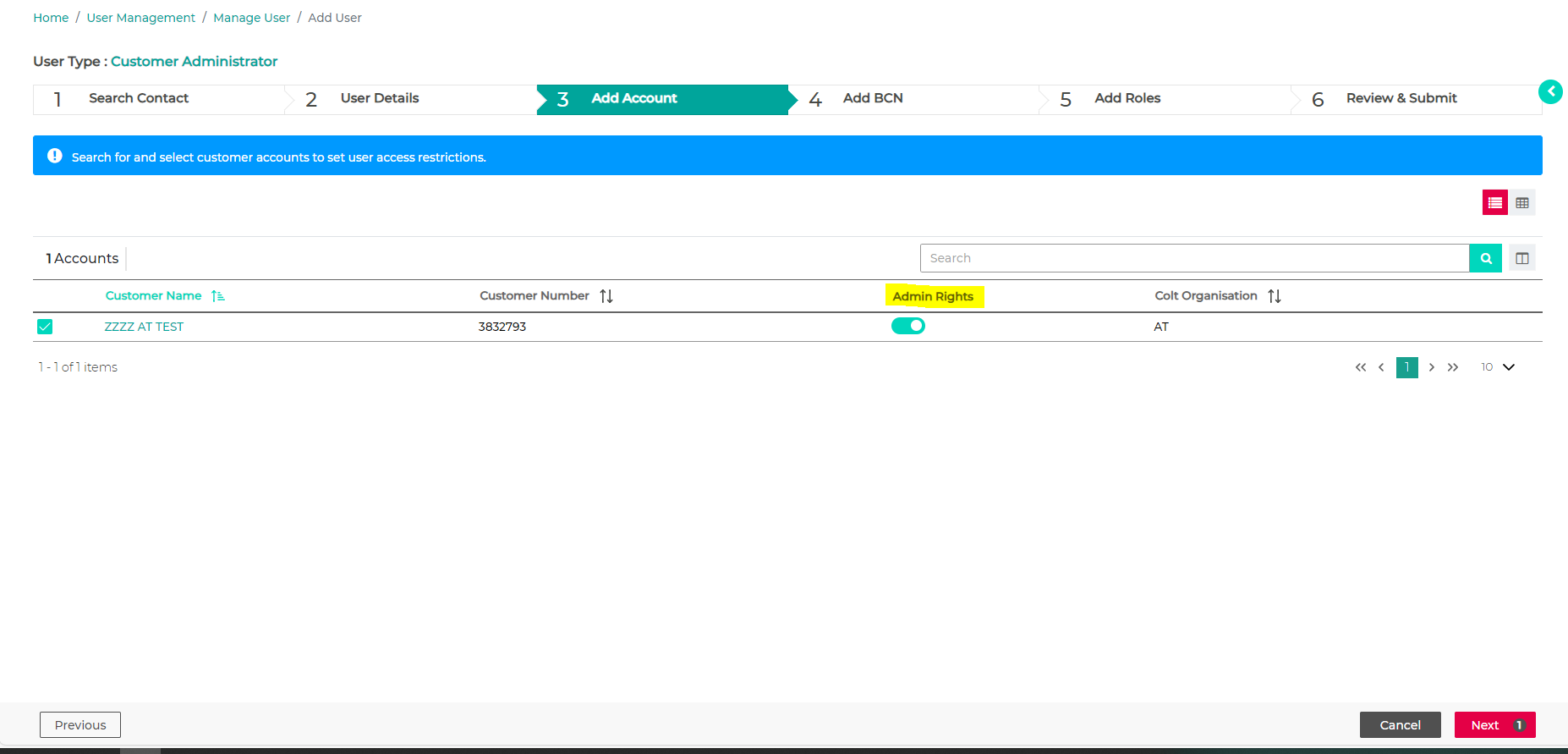
1. Enter the user email id and click on search icon



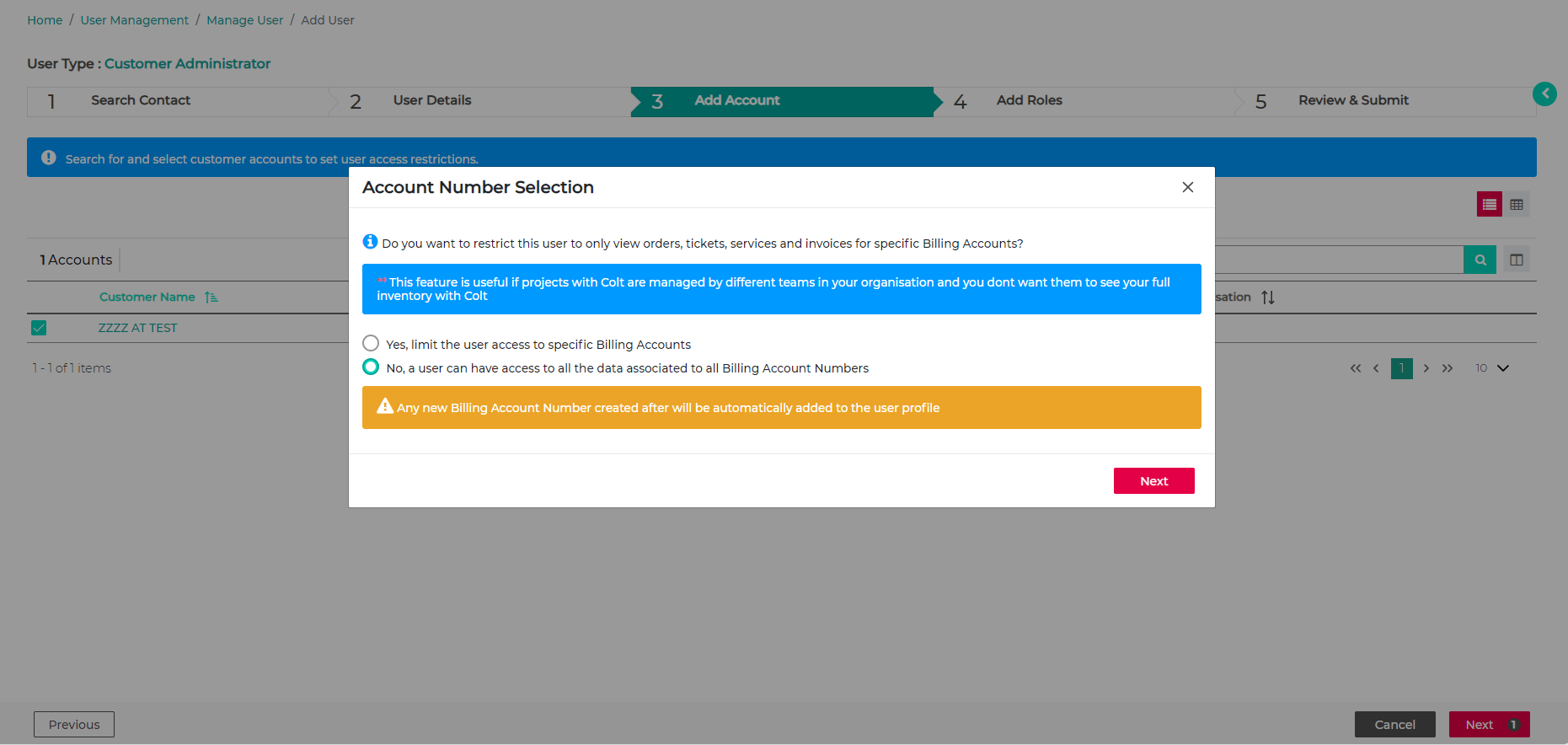
1. Enter the user details on the screen



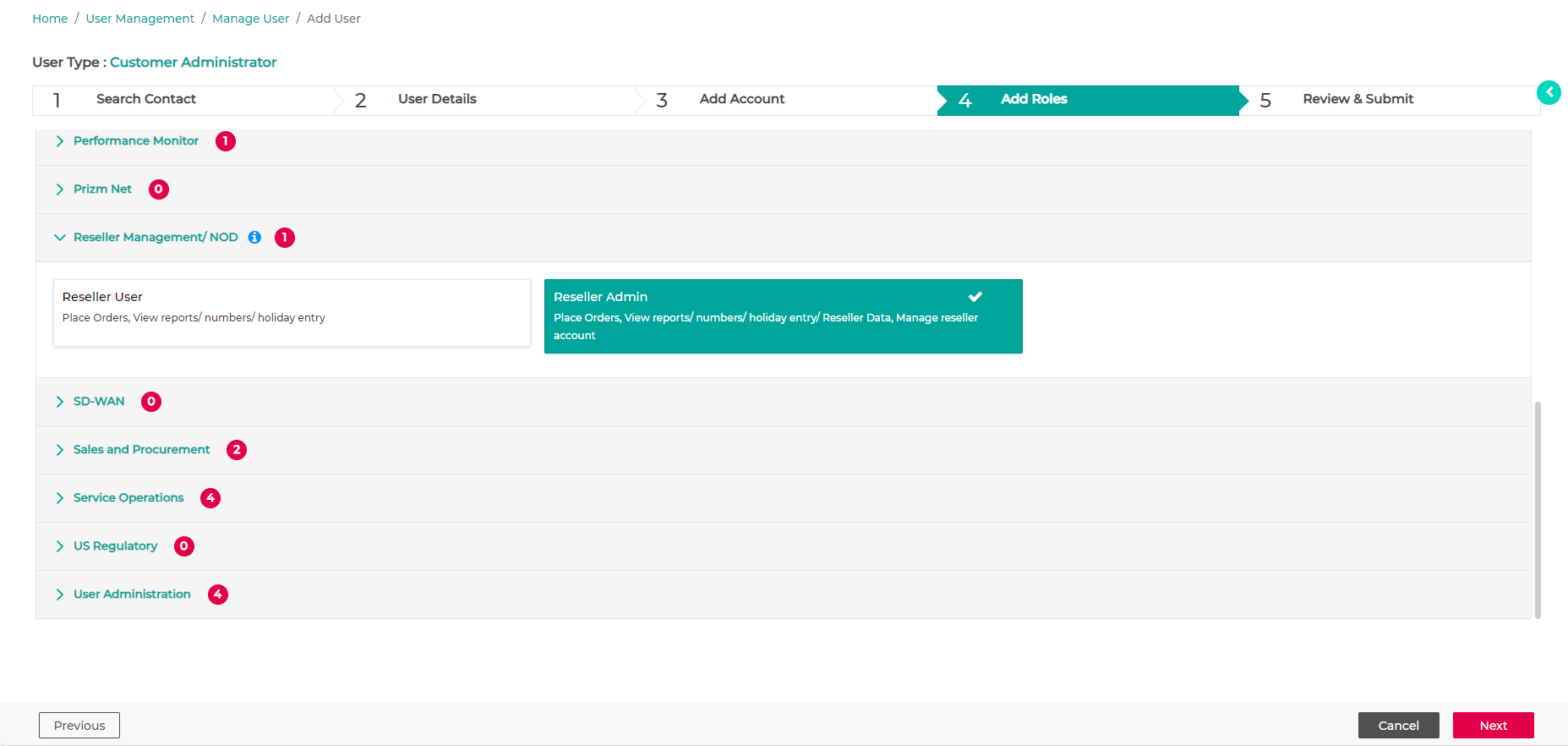
1. On next screen select the domain/customer name and enable the ‘Admin Rights’



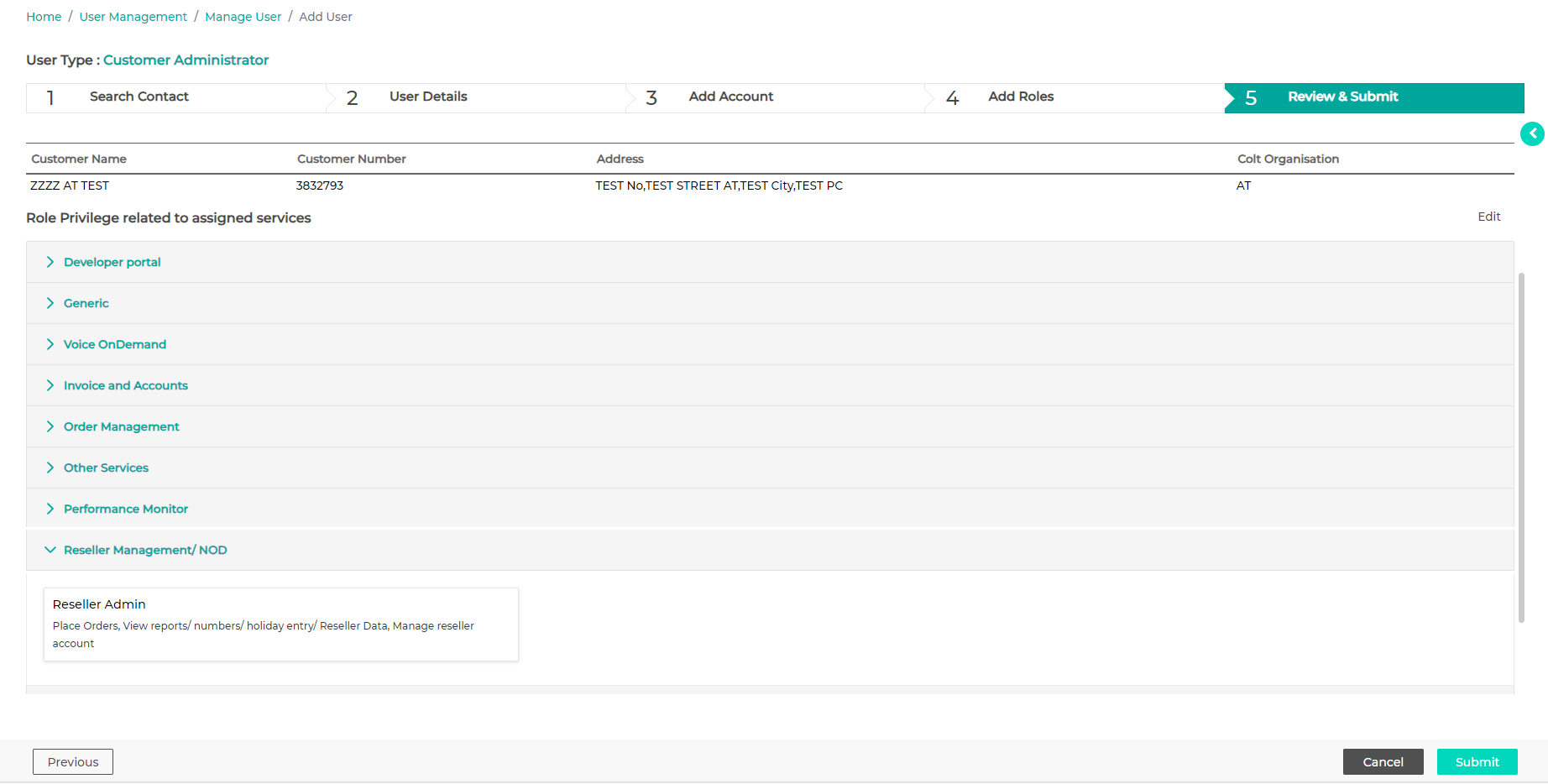
1. Choose the option ‘Yes’ / ‘No’ on the screen



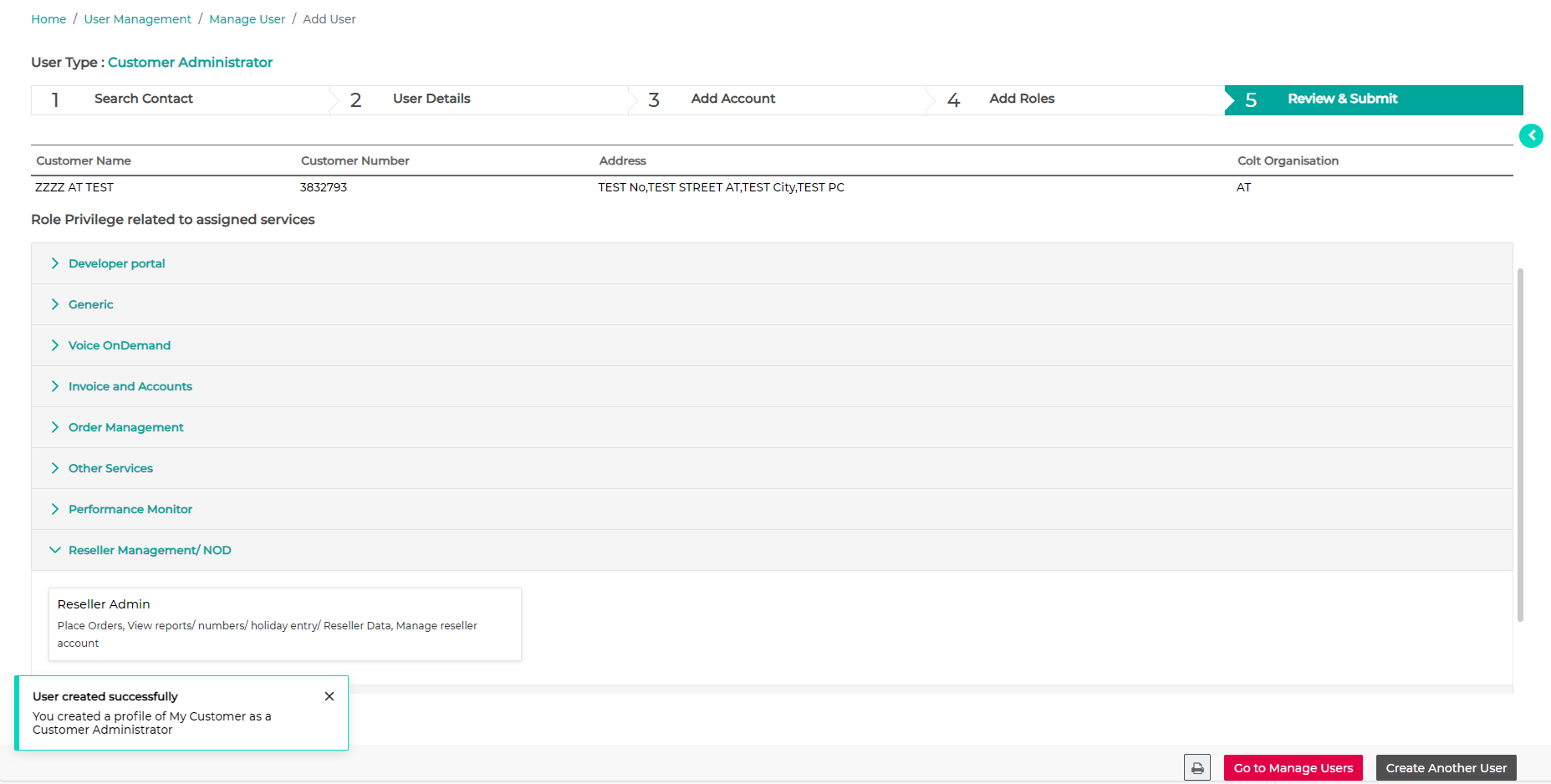
1. Add roles by selecting ‘Reseller Admin’ from ‘Reseller Management/NOD’ and Click on Next



1. Review the request



1. Submit the request

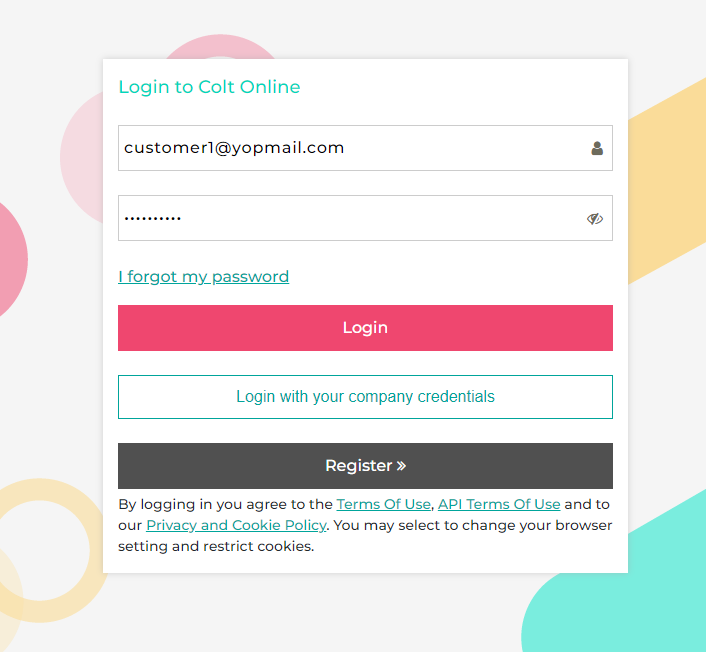


1. Repeat steps 14-18 from ‘Reseller User’ section to assign service profile(s) to the user

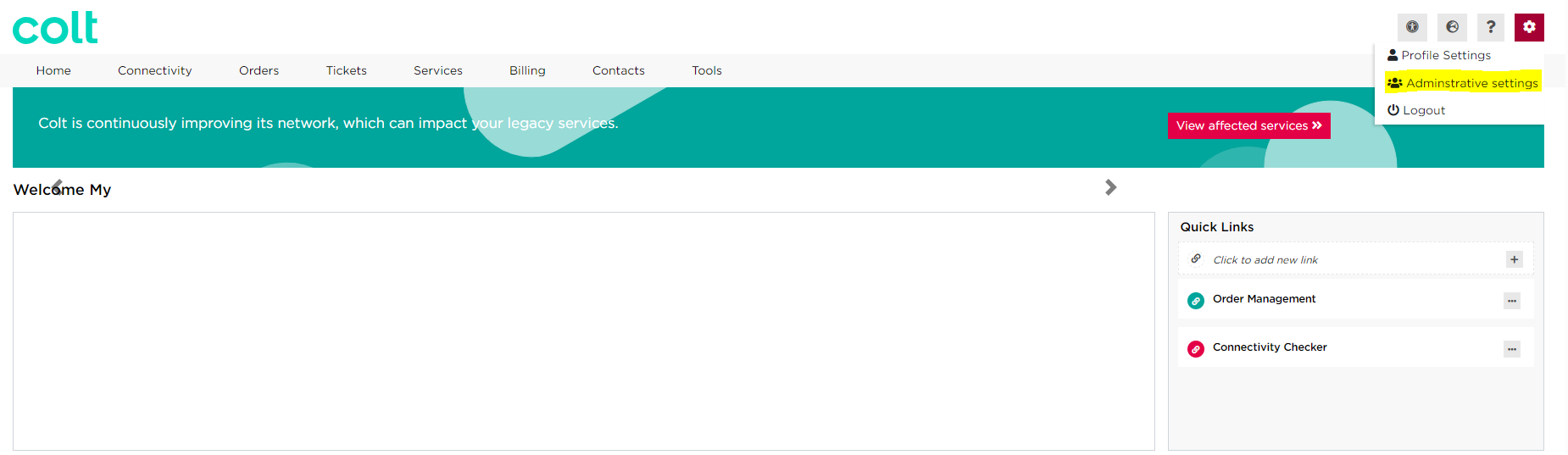
# How to manage users

## **Delete/modify user or add/remove roles/admin rights**

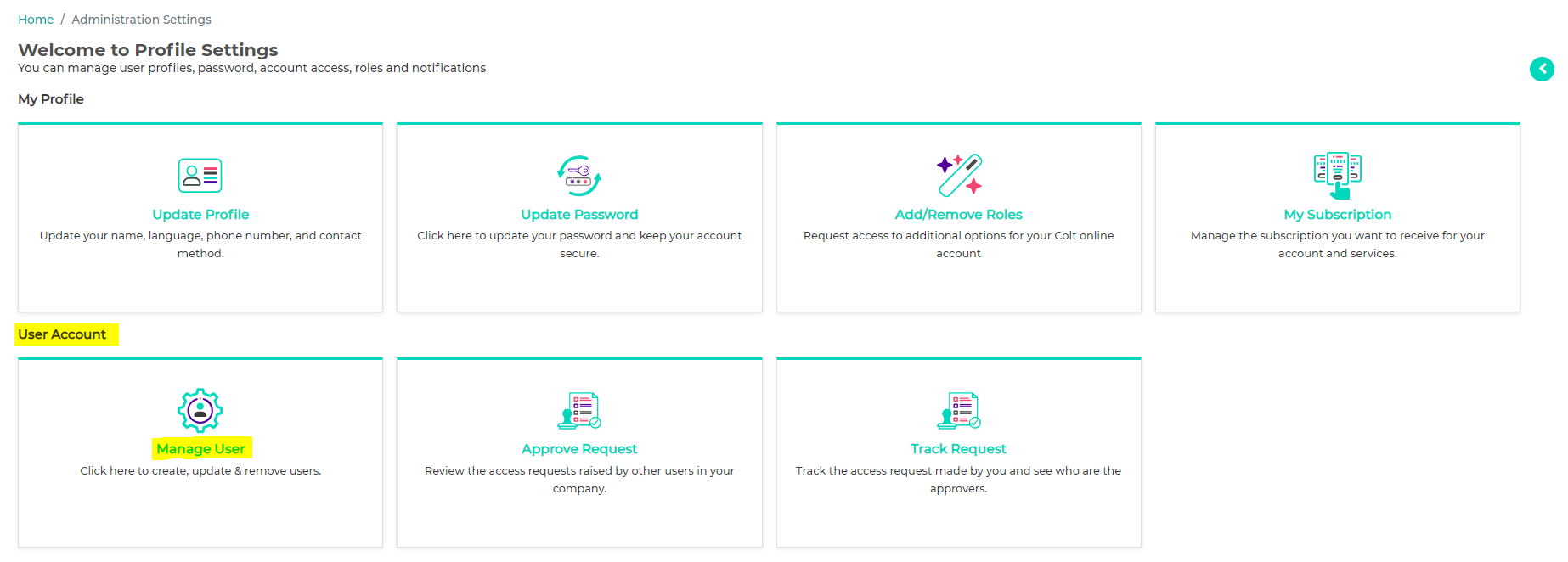
1. Login into COL



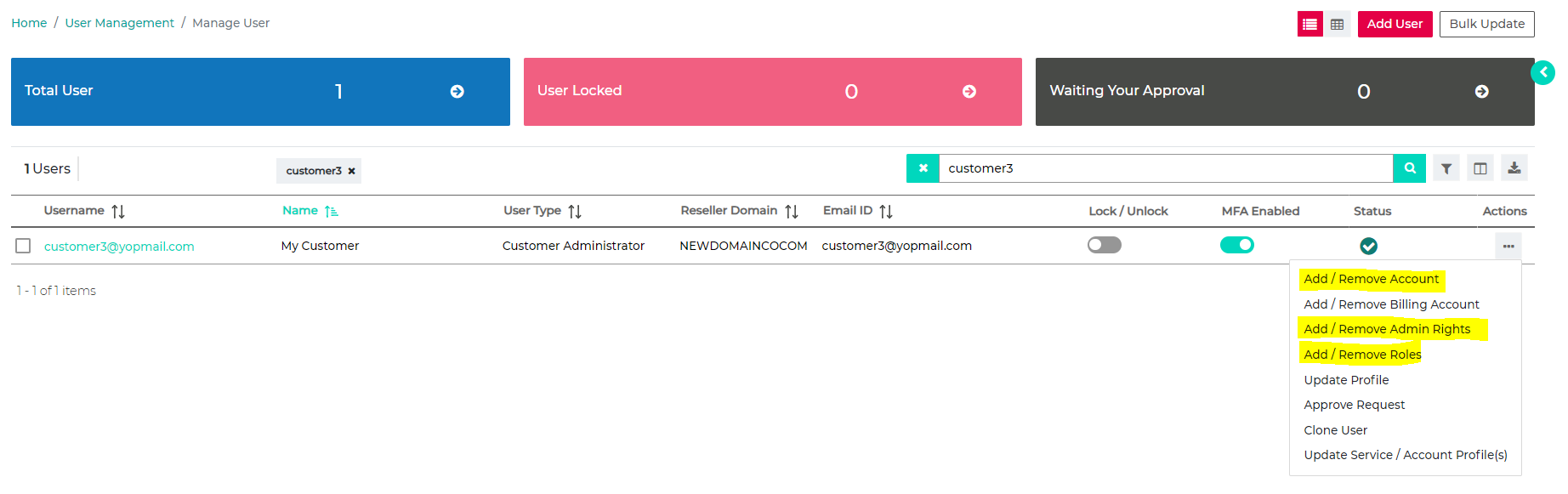
1. Click on ‘Administrative settings’



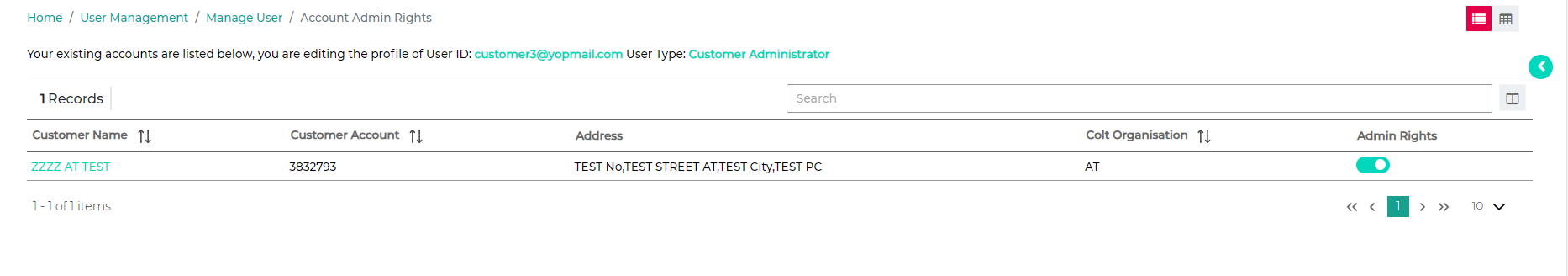
1. Click on ‘Manage User’ under ‘User Account’

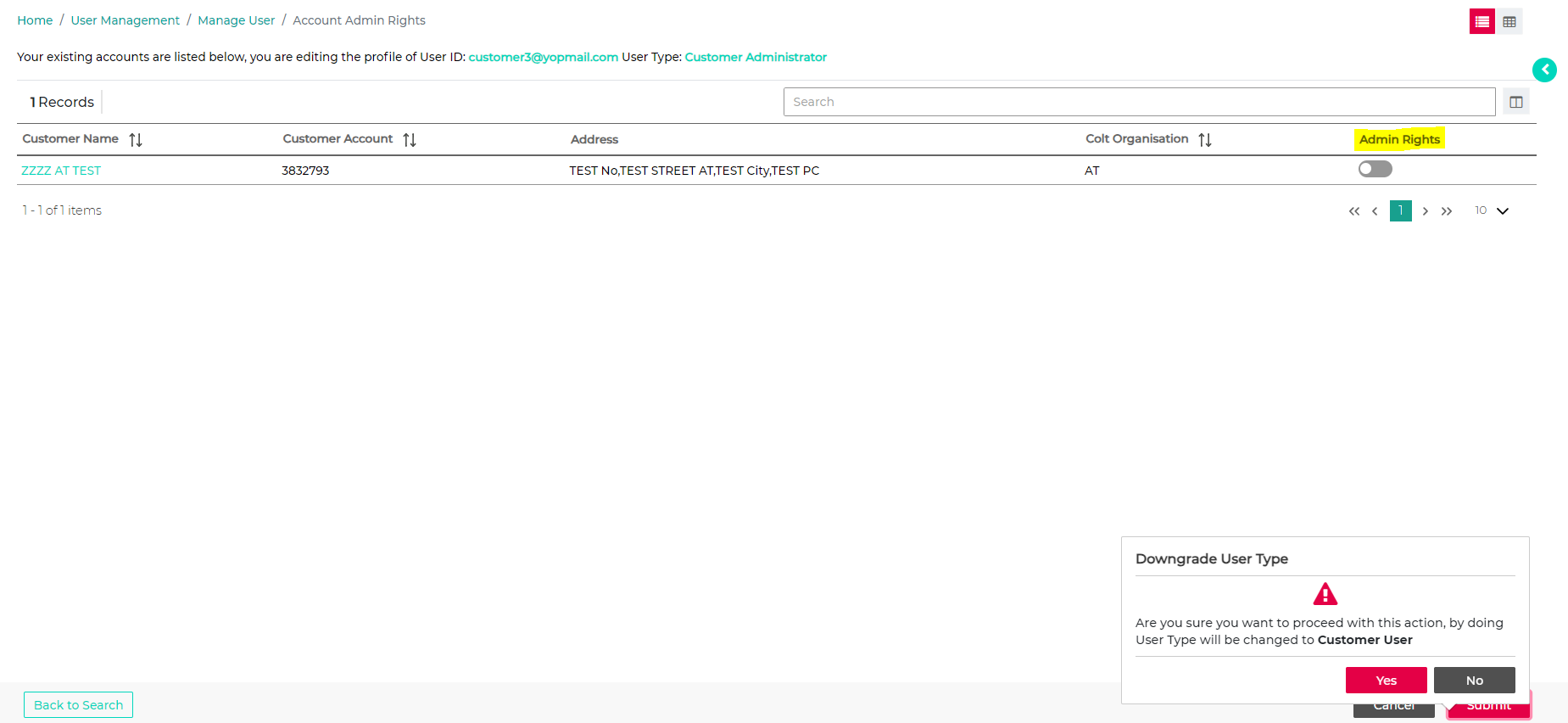


1. Search the user and Click on ‘Add/Remove Admin Rights’ / ‘Add/Remove Account’ / ‘Add/Remove Roles’ option from ‘Action’ drop down to manage the user

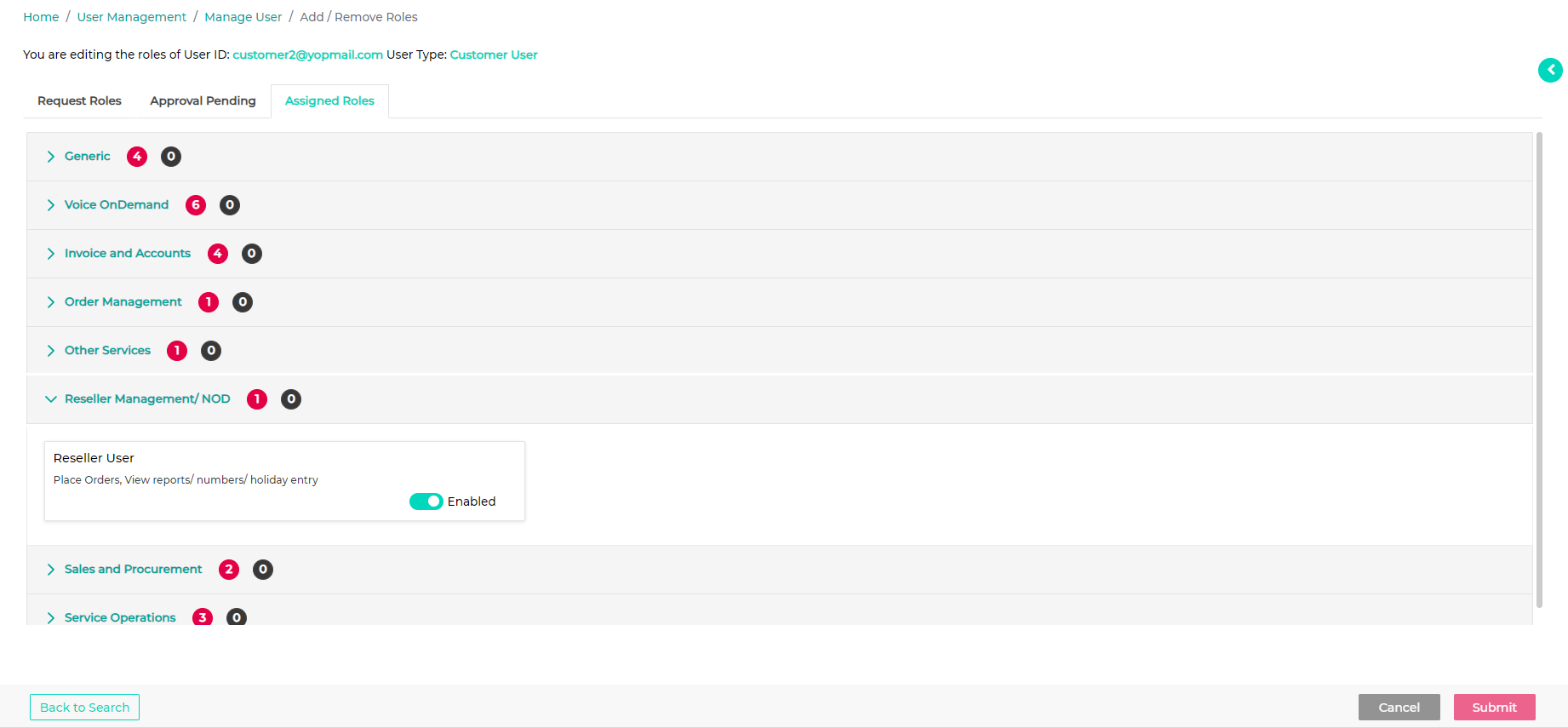


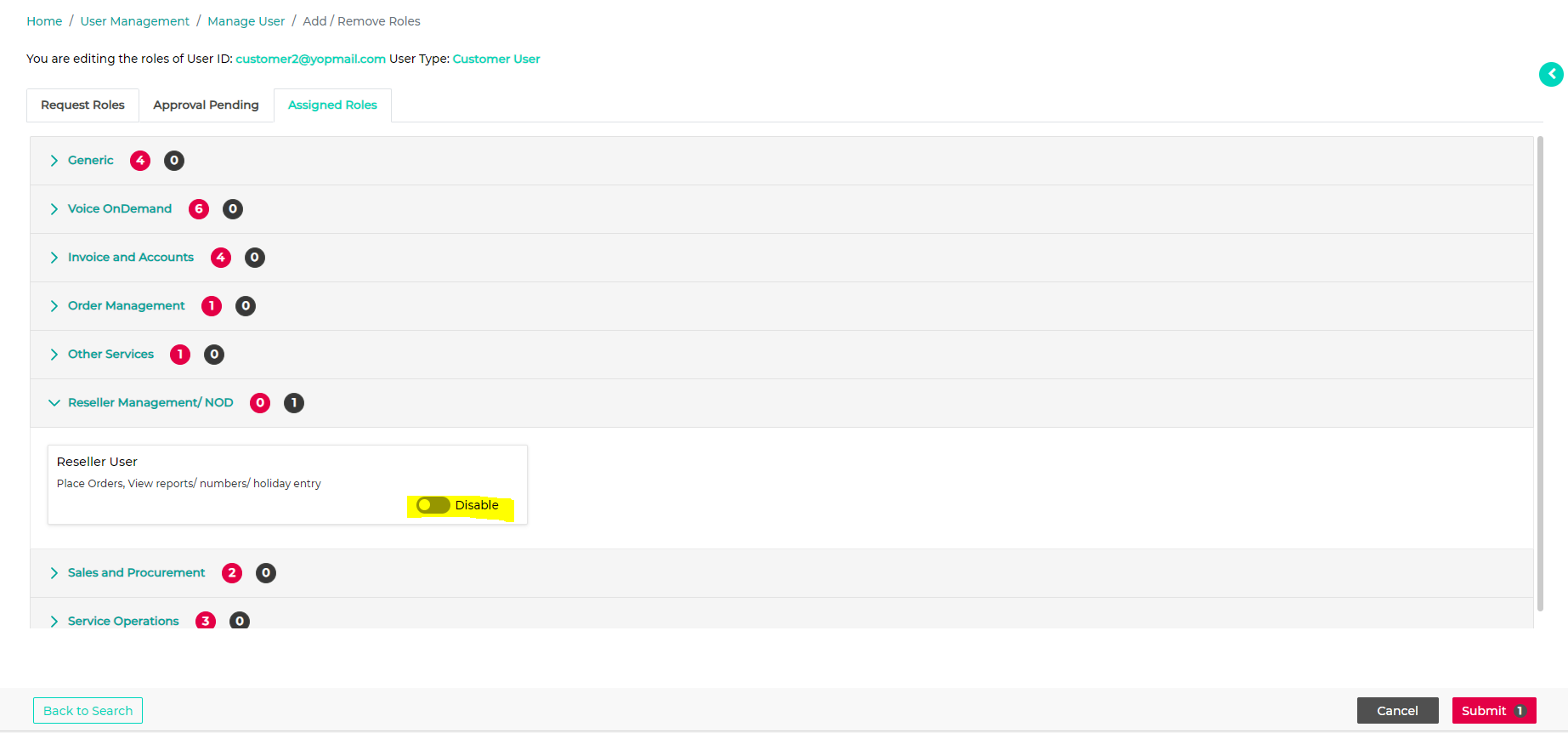
* Add/Remove admin rights – enable/disable the ‘Admin Rights’ and click on Yes





* Remove roles –go to ‘Assigned Roles’ to remove the roles (enable 🡪 disable) and submit the request



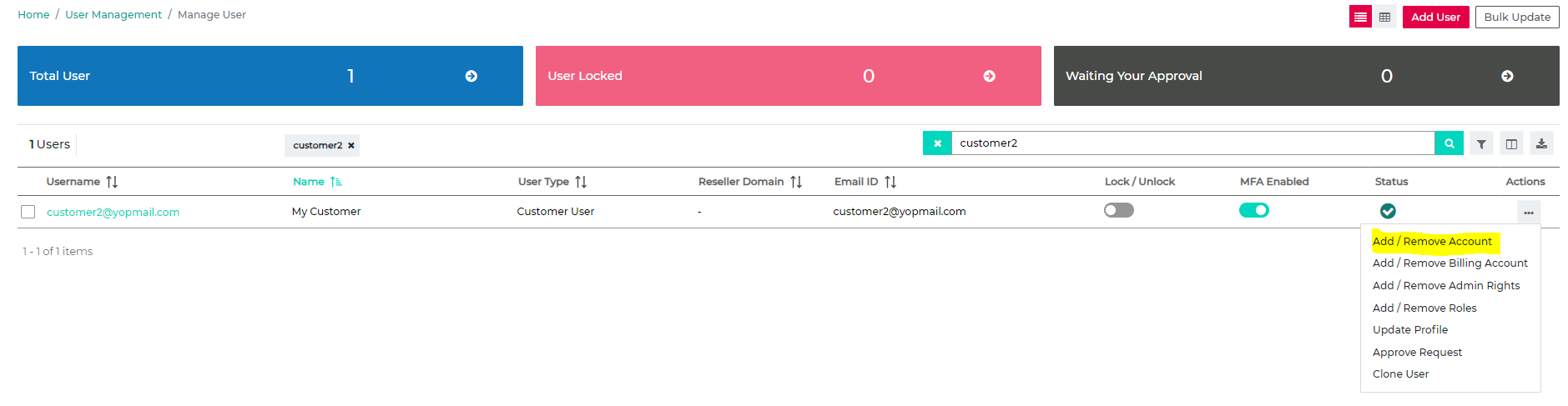


* Modify roles –go to ‘Request Roles’ to add the roles and submit the request

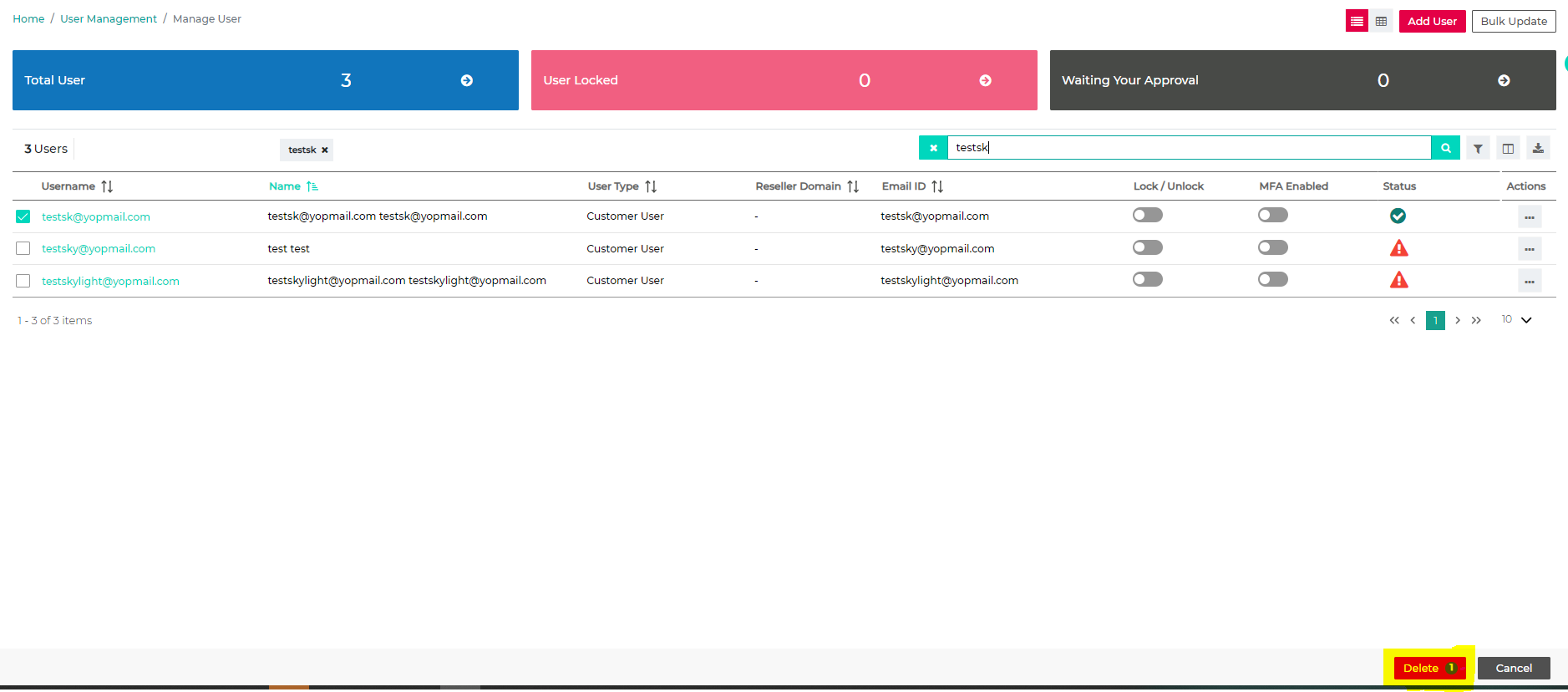
A screenshot of a computer

Description automatically generated

* Remove account- select ‘Add/remove Account’



Search the user, select the user from the list and Click on Delete



Click on ‘Yes’

