



Manage users and user groups

As a company administrator for AT&T Business Center, you can do these things:

- View the user profiles in your company.
- Add users to your company.
- Deactivate and reactivate user profiles.
- Change user role to standard user or company administrator.
- Create and manage user groups and add users to them.

[View the users in your company](#)

[Add a user to your company](#)

[Deactivate or reactivate user profiles](#)

[Change user role of a user profile](#)

[Manage user groups](#)

View the users in your company

1. From the top menu, click **Profile**, and then click the name of your company. The company profile page appears.
- Note:** If you don't see **Profile** in the top menu, log in to Business Center.
2. Select the **Users** tab. The user profiles in your company are shown.
3. You can search for a specific user or sort the list by first name, last name, and other criteria (Optional).

User profiles listed on the Users tab.



4. You can filter the list of users (Optional).

- To filter the list of users by their Business Center role, click the **User** filter, select the role you want, and then click **Apply**.
- To filter the list of users by the status of their user profile, click **Status**, select the status you want, as seen in the following illustration, and then click **Apply**.

The screenshot shows the 'Users' tab in the AT&T Business Center. At the top, there are tabs for Profile, Services, Widgets & Tools, Users (which is selected and highlighted in blue), and User Groups. Below the tabs is a search bar with the placeholder 'Enter your search criteria' and a magnifying glass icon. To the right of the search bar are 'Sort by' and 'Sort' dropdown menus. A modal dialog box is open, titled 'Status', with a list of filter options: Active (18), Pending (12), Locked (0), and Deactivated (2). The 'Locked (0)' option is selected. At the bottom of the dialog are 'Close' and 'Apply' buttons, with 'Apply' being highlighted with a blue border. The main table area is titled 'Users' and shows three rows of data: a user named 'me' with 'Company Administrator' role, '2 user groups', and email 'John@att.com'; another user with 'Company Administrator' role, '2 user groups', and email 'Jane@att.com'; and a third user with 'Company Administrator' role, 'BusinessDirect Migrated Users' group, and email 'Josh@att.com'. The table has columns for 'User' (with a 'Next' link), 'User roles', 'User groups', and 'Email'.

Users tab showing the Status filter

5. To see the details of a user profile, in the **Actions** menu of the user profile, click **View user profile**, as seen in the following illustration.



1-15 of 28 rows

Users

Sort by: Select Sort

Actions	First name	Last name	User roles	User groups	Email
<input type="button" value="1"/>	Doe		Company Administrator	2 user groups	John@att.com
<input type="button" value="View User Profile"/>	Doe		Company Administrator	2 user groups	Jane@att.com
<input type="button" value="Edit User Profile"/>	Doe		Company Administrator	BusinessDirect Migrated Users	Josh@att.com

Actions menu for a user profile

Add a user to your company

To add new users to Business Center, create a user profile. Users then receive an email with an activation link.

1. From the top menu, click **Profile**, and then click the name of your company. The company profile page appears.
- Note:** If you don't see **Profile** in the top menu, log in to Business Center.
2. Select the **Users** tab. The user profiles in your company are shown.
3. Click **Add**, and then click **New user**, as seen in the following illustration.



The screenshot shows the 'Users' tab in the AT&T Business Center. The top navigation bar includes 'Business Center', 'Manage', 'Billing', and links for 'Portals', 'Messages', 'Profile', and 'Help'. Below the navigation is the company name 'Your Sample Co. Inc.' and ID '12345678'. The 'User Groups' tab is active. A search bar and filter options for 'User' and 'Status' are present. The main area displays a table titled 'Users' with 1-4 of 4 rows. The table has columns for 'Actions', 'First name', 'Last name', 'User roles', 'User groups', and 'Email'. Two users are listed: 'John Doe' (Standard User, Another new group, jdoe@att.com) and 'Jane Doe' (Standard User, Full Business Center Access, jdoe@yoursampleco.com). A red box highlights the 'Add' button in the top right corner of the table, which is labeled 'New user'.

Users tab hightlighting how to add a new user

4. The **Create user** page appears. Under **User information**, enter the user's first name, last name, and email address. Then, confirm the email address. The user will use this email address to log in to Business Center.
5. Under **Assign federated login access to this user**, to enable federated login on this user account, check the **Enable federated login** box. In the **Enable federated login for this user?** message that appears, click **Continue**.

Note: This option only appears on companies that have been enabled for federated login. This option is seen only by company administrators who have federated login access on their user profile. For more information, see the **Related topics**.

6. Under **Roles and permissions**, do 1 of the these things:
 - To make this user a company administrator, select **Yes**.
 - To make this user a standard user, select **No**.
7. If the **Premier username** field is shown, enter the user's Premier username (optional).

Give the user access and permissions.

1. Under **Roles and permissions**, expand the **Business Center user groups** section, as seen in the following illustration. Then do 1 of these things:
 - To give this user all functional access and permissions, check **Full Business Center access**.

Note: Users in the **Full Business Center access** group can belong to only that group.



- To give this user access to 1 or more of the company's user groups, check the groups you want to add them to.

Business Center | Manage | Portals | Messages | Profile | Help

Roles and permissions

Do you want this user to create and manage other users?

Yes No

Select one or more user groups to associate with this user.

Business center user groups

You can select one or more user groups in this category to assign permissions for Business Center.

Full Business Center Access
 Business Center access by function
 Accounting and billing
 Networking

Full Business Center Access
 Functional Access
 Accounting and billing
 Networking

Choose the user groups you want for this user.

Business Center user groups section where you give a user access and permissions

2. If the **Link other profiles** section appears, go to step 3. Otherwise, go to step 7.
3. Under **Do you want to link this user to an existing BusinessDirect username**, do 1 of these things, as seen in the following illustration:
 - To create a new BusinessDirect username for the user, select **No, create a new BusinessDirect username**.
 - To link to an existing BusinessDirect username, select **Yes, I want to link to an existing BusinessDirect username**. Click **Add a BusinessDirect user name**, select the username from the list, and then click **Add**.



Business Center | Manage Billing Portals Messages Profile Help

Limited Business Center access
Limited Business Center access

Cloud Solutions
You can select one or more user groups in this category to assign permissions for Cloud Solutions.

Custom
You can select one of your custom groups to assign permissions to a user.

Link other profiles

Premier username (if applicable)

Do you want to link this user to an existing BusinessDirect user name?

No, create a new BusinessDirect user name.

Yes, I want to link to an existing BusinessDirect user name.

AT&T BusinessDirect® Applications

Cancel Save

Select whether or not to create a new BusinessDirect user name

4. Expand the **AT&T BusinessDirect® Applications** section, as seen in the following illustration. This selects all the default BusinessDirect applications that are available in the company profile.
5. Uncheck the applications you don't want this user to have access to, and then click **Continue**.

Business Center | Manage Billing Portals Messages Profile Help

Link other profiles

Premier username (if applicable)

Do you want to link this user to an existing BusinessDirect user name?

No, create a new BusinessDirect user name.

Yes, I want to link to an existing BusinessDirect user name.

AT&T BusinessDirect® Applications

All applications are selected by default. You can uncheck applications you don't want to keep.

Number of Widgets
1 of 1 <input checked="" type="checkbox"/> Network Management
2 of 2 <input checked="" type="checkbox"/> Platform
1 of 1 <input checked="" type="checkbox"/> Reporting Tools

Continue

Cancel Save

Select the AT&T BusinessDirect applications you want



6. The **BusinessDirect® Application Provisioning** section appears. Do 1 of these things:
 - If you want to immediately provision (activate) the BusinessDirect applications for this user, select **Provision now**. After the applications are activated, they'll be available to the user.
 - If you don't want to activate the applications now, select **Provision later**. The user can use BusinessDirect applications only after a company administrator activates the applications.

Business Center | Manage Billing Portals Messages Profile Help

Do you want to link this user to an existing BusinessDirect user name?

No, create a new BusinessDirect user name.

Yes, I want to link to an existing BusinessDirect user name.

Select the applications you'd like the user to have.
Note: After you create the new user, you'll be unable to edit your choices.

AT&T BusinessDirect® Applications

View BusinessDirect Map
Manage Contacts & eNotifications
Managed Internet Service
ASH

BusinessDirect® Application Provisioning

You must provision the AT&T BusinessDirect® applications before the user you're creating can use them.
If you choose Provision Now, then after you create the new user you'll be directed to the AT&T BusinessDirect website to complete the provisioning process.

Provision now. A new window will open after your user has been successfully created.

Provision later

Cancel Save

Choose to provision BusinessDirect applications now or later

7. Click **Save**.
8. In the success message that appears, click **Close**.

Certain applications automatically provision after you add them to a user profile, while others applications need to be setup. If a BusinessDirect application needs to be setup, the **AT&T BusinessDirect®** window opens.

1. Provisioning status appears to the right of the application name. If the status of any application is "Not Added," select **Add** from its list, as seen in the following illustration.



Add an application from the AT&T BusinessDirect page

2. Follow the prompts to provision the application.

Note: The provisioning steps are different for different BusinessDirect applications.

Deactivate or reactivate a user in Business Center

A company administrator can deactivate a user profile that's no longer needed. You might also deactivate a user profile for a user who's on leave. Users logged in to Business Center when their profile is deactivated continue to have access to Business Center until:

- They log out.
- or
- After they've been idle on Business Center for a period of time.

You can reactivate a user account later if you need it again.

Deactivate a user

1. From the top menu, click **Profile**, and then click the company name. The company profile page appears.

Note: If you don't see **Profile** in the top menu, log in to Business Center.

2. Select the **Users** tab. The **Users** page appears.
3. On the left, in the **Actions** column, in the row of the user you want to deactivate, click the arrow. Then, click **View User Profile**, as seen in the following illustration.



Business Center | Manage

Your Sample Co. Inc.
ID 12345678

Profile Services Widgets & Tools **Users** User Groups

Search Sort by Select Sort

Filter User | Status

1-15 of 28 rows **Users** Showing 1,2-6 of 8 columns + Add

Previous Next

Actions	First name	Last name	User roles	User groups	Email
<input type="button" value="1"/>		Doe	Company Administrator	2 user groups	John@att.com
<input type="button" value="View User Profile"/>		Doe	Company Administrator	2 user groups	Jane@att.com
<input type="button" value="Edit User Profile"/>		Doe	Company Administrator	BusinessDirect Migrated Users	Josh@att.com

View user profile link in the Actions menu for a particular user

4. The user's profile page appears. From the **Actions** menu, click **Deactivate user**, as seen in the following illustration.

Business Center | Manage Billing

Portals Messages Profile Help

JD Jack Doe Pending

Profile Widgets & Tools

Jack Doe

User Information Name Jack Doe Role Standard User Last login Pending

BusinessDirect username jdoe194 Time zone Service manager account ID Not Provided

Service manager user ID Not Provided Premier Username Not Provided

Contact Information Email jackdoe@att.com Phone number ext. Wireless number -

Actions

Deactivate user (highlighted and circled in orange)

Remove user

Deactivate user link in the Actions menu



5. The **Deactivate user** window opens. In the **Notes (optional)** field, enter the reason you're deactivating the user (Optional).
6. Click **Deactivate user**.
7. In the success message that appears, click **Close**.

Reactivate a user

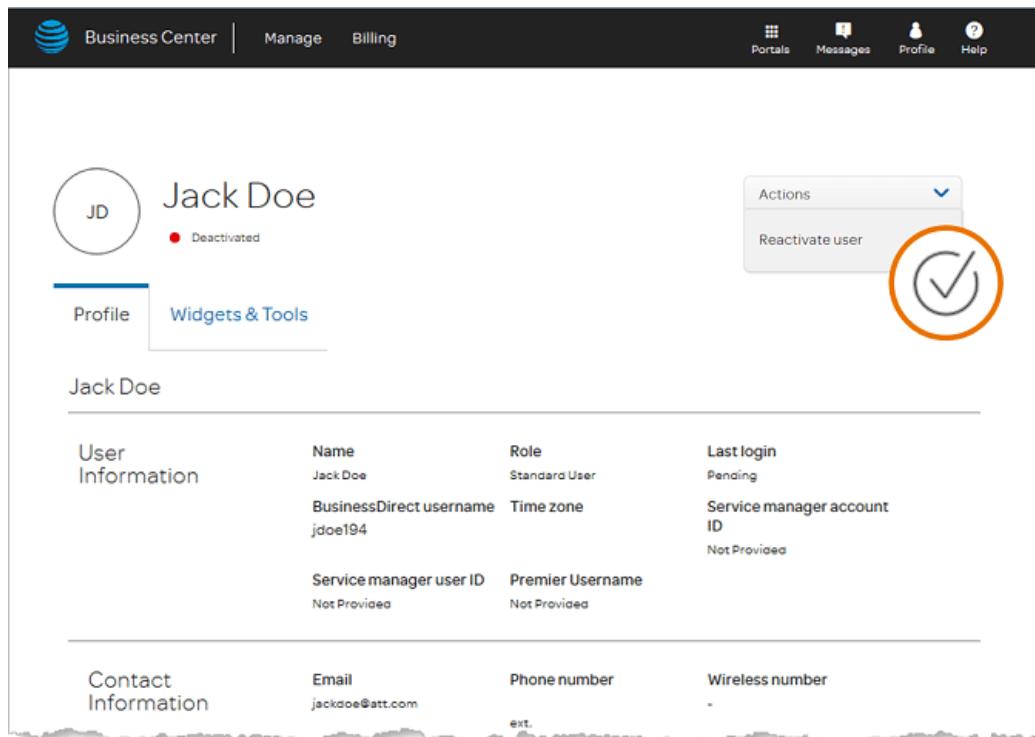
1. From the top menu, click **Profile**, and then click the company name. The company profile page appears.

Note: If you don't see **Profile** in the top menu, log in to Business Center.

2. Select the **Users** tab. The **Users** page appears.
3. To see a list of deactivated user profiles, click **Status**, click **Deactivated**, and then click **Apply**, as seen in the following illustration.

Users tab with the Deactivated filter selected

4. On the left, in the **Actions** column, in the row of the user you want to reactivate, click the arrow. Then, click **View User Profile**. The user's profile page appears.
5. From the **Actions** menu, click **Reactivate user**, as seen in the following illustration.



The screenshot shows the AT&T Business Center user profile page for 'Jack Doe'. The user is deactivated. The 'Actions' menu is open, showing the 'Reactivate user' option with a checkmark. The 'Reactivate user' link is circled in orange.

User Information	Name	Role	Last login
BusinessDirect username jdoe194	Jack Doe	Standard User	Pending
Service manager user ID Not Provided		Premier Username Not Provided	Service manager account ID Not Provided

Contact Information	Email	Phone number	Wireless number
	jackdoe@att.com	ext.	*

Reactivate user link in the Actions menu of a user profile page

6. The **You're about to reactivate a User** window opens. Click **Reactivate user**.
7. In the success message that appears, click **Close**.

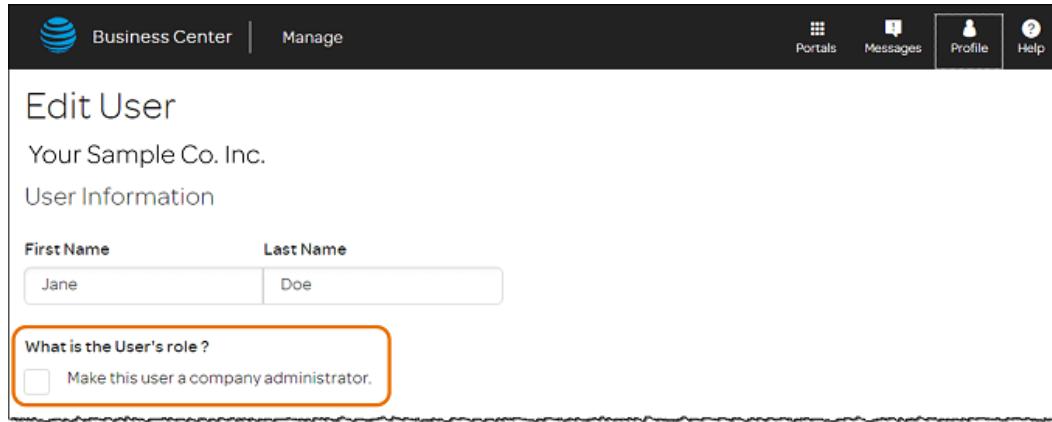
Change user role of a user profile

You can change a user's role between standard user and company administrator.

1. From the top menu, click **Profile**, and then click the company name. The company profile page appears.

Note: If you don't see **Profile** in the top menu, log in to Business Center.

2. Select the **Users** tab. The **Users** page appears.
3. On the left, in the **Actions** column, in the row of the user you want to change, click the arrow. Then, click **Edit user** profile. The user's profile page appears.
4. Do 1 of these things, as seen in the following illustration:
 - To make the user a company administrator, ensure that the **Make this user a company administrator** box is checked.
 - To make the user a standard user, ensure that the **Make this user a company administrator** box is not checked.



The screenshot shows the 'Edit User' page of the AT&T Business Center. At the top, there are navigation links for 'Business Center' and 'Manage', and icons for 'Portals', 'Messages', 'Profile', and 'Help'. The main content area is titled 'Edit User' and shows 'Your Sample Co. Inc.' as the company. Under 'User Information', the 'First Name' is 'Jane' and the 'Last Name' is 'Doe'. Below this, a question 'What is the User's role?' is followed by a checkbox labeled 'Make this user a company administrator.' This checkbox is highlighted with an orange border.

Edit user page showing the Make this user a company administrator box

5. Click **Save**.
6. In the success message that appears, click **Close**.

Manage user groups

As a company administrator, the easiest way to manage permissions for a group of users is to add them to one or more user groups with the functions and permissions they need to do their jobs. For example, you can give access to a select group of users to perform functions, such as billing, ordering, trouble ticketing, and network operations.

There are 2 types of user groups: default user groups and custom user groups.

Default user groups provide specific business functions. All functions have 1 or more permissions, as seen in the following table. You can't change the functions or permissions in a default user group. You can't delete a default user group.

The following table shows some of the default user groups.

Default user group	Description	Permissions
Account and billing	Users in this group have account can perform account and billing functions.	Account and billing
Full Business Center access	Users in this group have all functions and permissions.	Account groups Common widgets Contract management Network management Ordering and status Reporting tools



Default user group	Description	Permissions
		Trouble ticketing Voice services
Limited Business Center access	Add guest users to this group.	Common widgets
Networking	Users in this group have networking functions, such access to the Network inventory page.	Network management
Ordering and ticketing	Users in this group can place orders and create trouble tickets.	Ordering and status Trouble ticketing
Reporting	Users in this group can run, and view reports.	Reporting tools

Table showing default user groups

Note: The default user groups you have depend on the Business Center products and services you have.

In addition to the default user groups, you can create custom user groups. You add business functions to a custom group and refine the permissions. For example, you can choose which services you want a group of users to have access to for the **Ordering and status** function.

Note: A user can belong to multiple user groups. At the company level, at least 1 company administrator needs to belong to the **Full Business Center access** group.

If you're a company administrator, you can create user groups if:

- You have permissions to create and manage user profiles.
- You're a member of the **Full Business Center access** group.

If you're a company administrator who's a member of the **Full Business Center access** group, you can view and modify all the custom user groups. If you're a company administrator who isn't a member of the **Full Business Center access** group, you can view and modify only the custom user groups you belong to.

View a user group

1. From the top menu, click **Profile**, and then under **Company**, click the name of your company. The company profile page appears.



Note: If you don't see **Profile** in the top menu, log in to Business Center.

2. Click the **User Groups** tab. The **User groups** page appears and lists the user groups in your company.
3. To view the details of a user group, click the link of the user group you want to view, as seen in the following illustration.

Business Center | Manage | Billing | Portals | Messages | Profile | Help

Your Sample Co. Inc. ID 12345678

Profile Services Widgets & Tools Users User Groups

User groups

You have the following user groups in your company. To view a group's details, click its name.

User group	Users
Accounting and billing	0 of 10
BusinessDirect Migrated Users	1 of 10
Full Business Center Access	9 of 10
Limited Business Center access	1 of 10

User groups page showing the links for the user groups in Business Center

The **User group** page appears. This page has 3 tabs.

- The **Profile** tab shows summary information. For example, the **Created by** field shows who created the group. Default groups are created by **System**, as shown in the following illustration.



The screenshot shows the 'Networking' user group page. The 'Profile' tab is selected. The 'Summary' section shows the group name 'Networking', description 'Networking', and creation date '11/12/2017'. The 'Created by' field is highlighted with an orange box and shows 'System'. The 'Business Functions' section lists 'Network management'. Navigation tabs at the top include Profile (selected), Users, and Permissions. A 'Return to Company Profile' link is in the top right. The top navigation bar includes links for Portals, Messages, Profile, and Help.

User group page for the Networking group

- The **Users** tab lists the users who are in the group. From this tab you can add additional users to the group.
- The **Permissions** tab lists the group's permissions.

Create a user group

Business functions in AT&T Business Center provide your users with specific access or permissions they need to do their job. For example, as a company administrator, you can create a custom user group for billing specialists with account and billing functions, and then add the users to those groups who need those functions to do their jobs.

These are the most common business functions you can add to user groups:

- Account groups
- Accounting and billing
- Contract management
- Network management
- Common widgets
- Ordering and status
- Performance reporting
- Reporting tools
- Trouble ticketing
- Voice services

The default Business Center user groups include 1 or more of the common business functions. For example, the default **Networking** user group includes the **Network management** function. Consider using default user groups when those groups provide the permissions you need. Create custom user groups when you need specific permissions for a specific group of users. When you create a user group, you assign the business functions



for the user group based on the permissions the users need to perform their jobs. After you select the business functions for the group, you can specify more detailed settings for some of the functions. For example, you can specify permissions for users of a group with the **Orders** function so they can cancel, update, or view orders.

1. From the top menu, click **Profile**, and then under **Company**, select the name of your company. The company profile page appears.

Note: If you don't see **Profile** in the top menu, log in to Business Center.

2. Click **User Groups**. The **User Groups** page appears.
3. From the **Actions** menu, click **Create user group**, as seen in the following illustration.

The screenshot shows the 'User Groups' page of the AT&T Business Center. At the top, there's a navigation bar with 'Business Center' and 'Manage' and 'Billing' options. Below that is a header with the company name 'Your Sample Co. Inc.' and ID '12345678'. The main content area has tabs for 'Profile', 'Services', 'Widgets & Tools', 'Users', and 'User Groups', with 'User Groups' being the active tab. The 'User groups' section lists five groups: 'Accounting and billing' (0 users), 'Full Business Center Access' (3 of 5 users), 'Networking' (0 users), 'Ordering and ticketing' (0 users), and 'Cloud Services Enterprise Manager' (0 users). To the right of the list is an 'Actions' menu with a 'Create user group' option, which is highlighted with an orange box and a cursor pointing to it.

User groups page showing the Create user group link in the Actions menu

4. The **Create user group** page appears. In the **User group name** field, enter a name for the group.
5. In the **Description (optional)** field, enter a description (Optional).
6. Click **Continue**.



Group Information

User group name: my group 3

Description (optional): This is my special group. Characters remaining: 125

Continue

Functions

Cancel

Create group

Group information section of the Create user group page

7. The **Functions** section expands. Select the functions you want to assign to this user group. Then click **Continue**.

You can select advanced settings for the user group (Optional).

1. To select advanced settings for the user group, click **Advanced group settings (optional)**, as seen in the following illustration. If you don't want to select advanced settings, go to step 5.

Group Information

User group name: my group 3

Description: This is my special group.

Functions

Permissions

Common widgets
Ordering and status
Account Groups

Advanced group settings (optional)

Cancel

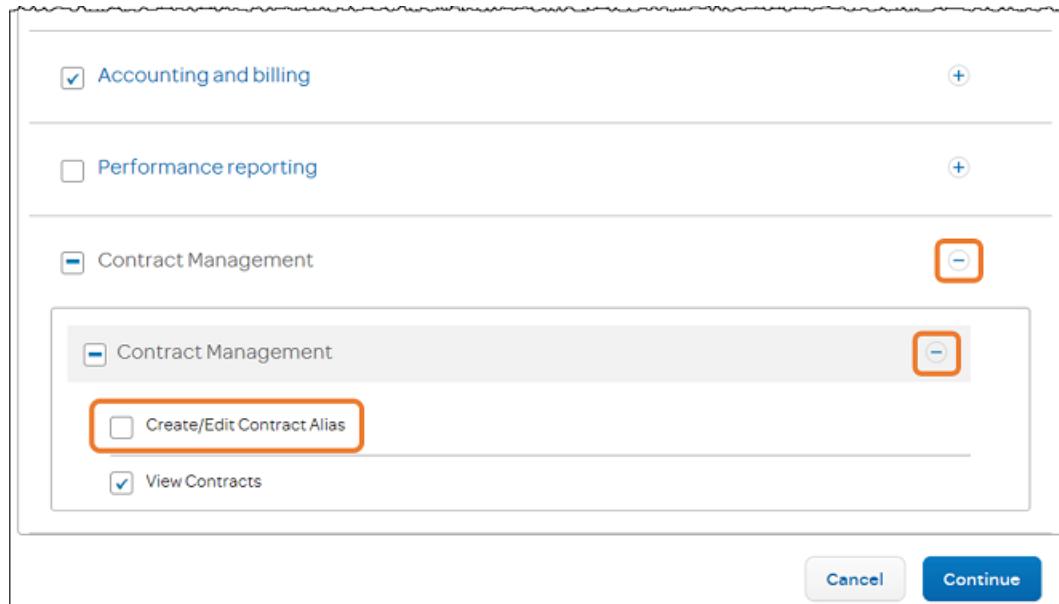
Create group

Functions section of the Create user group page

2. The **Advanced settings** page appears. Choose the advanced settings you want for this group.

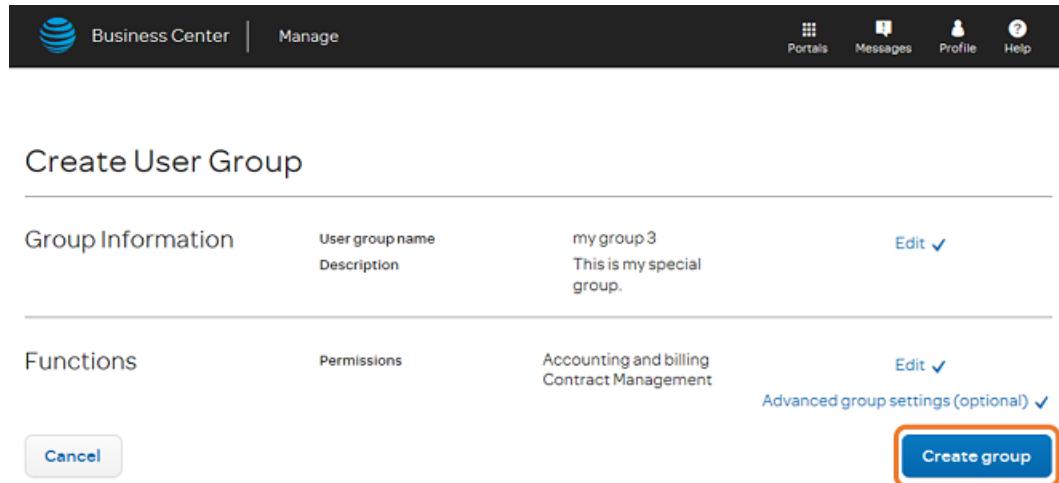


3. To further refine your advanced settings, expand the section for a permission and uncheck the options you don't want.



Advanced settings page showing the sections expanded and 1 permission unchecked

4. Click **Continue**. The **Create User Group** page refreshes.
5. Click **Create group**, as seen in the following illustration.



Create group button on the Create user group page

6. The **User Group** page appears. In the success message that appears, click **Close**.



Edit permissions for a custom user group

As a company administrator, you can edit permissions for custom user groups, but not for default user groups, such as the **Full Business Center access** user group. You can remove functions you no longer want to associate with a custom user group. You can define the permissions you want for some functions. For example, you can choose which services you want the user group to have for the **Ordering and status** function.

If you're a company administrator who's a member of the **Full Business Center access** group, you can view and modify all the custom user groups. If you're a company administrator who isn't a member of the **Full Business Center access** group, you can view and modify only the custom user groups you belong to.

1. From the top menu, click **Profile**, and then under **Company**, click the name of your company. The company profile page appears.
Note: If you don't see **Profile** in the top menu, log in to Business Center.
2. On the **User Groups** tab, click the link of the user group you want to change, as seen in the following illustration.

The screenshot shows the 'User groups' page in the AT&T Business Center. The top navigation bar includes 'Business Center' and 'Manage' buttons, and links for 'Portals', 'Messages', 'Profile', and 'Help'. The main content area displays the company profile for 'Your Sample Co. Inc.' (ID 12345678). Below this, a navigation bar has tabs for 'Profile', 'Services', 'Widgets & Tools', 'Users', and 'User Groups', with 'User Groups' being the active tab. The 'User groups' section contains two entries: 'A custom group' (highlighted with an orange circle and arrow) and 'Accounting and billing'. Each entry shows the group name and a 'Users' count of '0 of 33'. An 'Actions' dropdown menu is visible on the right.

User groups page highlighting a custom user group

3. The user group page appears. On the **Permissions** tab, click **Edit**, as seen in the following illustration.
Note: The **Edit** link isn't available for default user groups.
4. Under **User group permissions**, expand the section you want to change and make your changes. You can expand each section to see more details and then select the permissions you want, as seen in the following illustration.



Permissions tab of the user group page

5. Click **Save**. The **Save permissions?** window opens.
6. Click **Continue**.
7. In the success message that appears, click **Close**.

Delete a custom user group

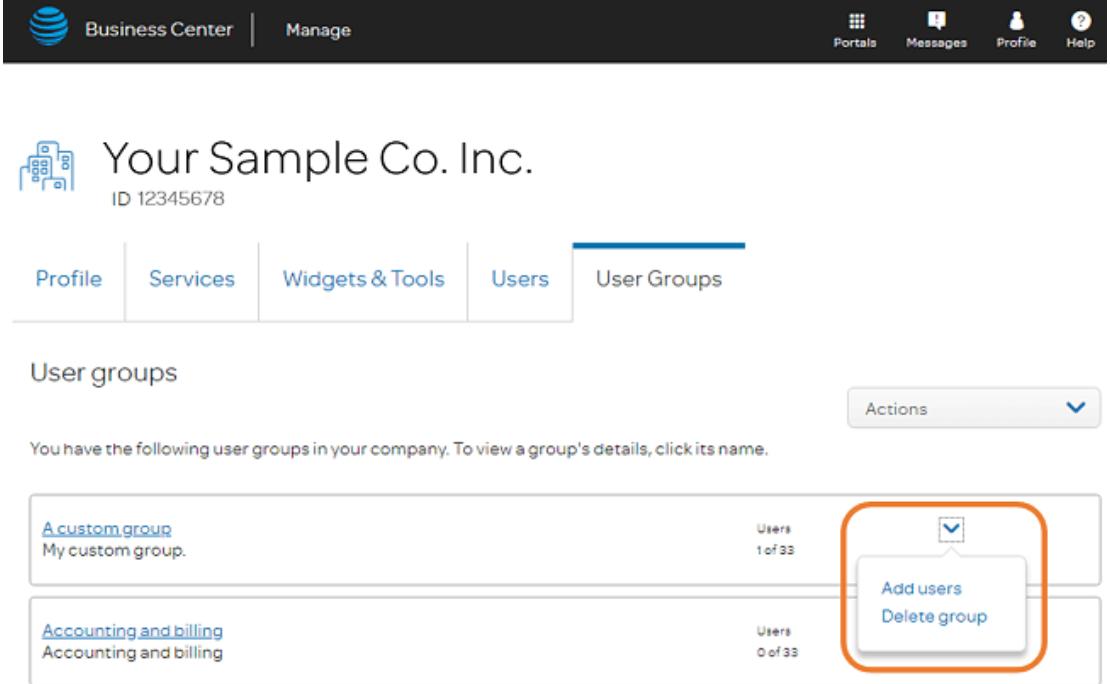
Company administrators can delete custom user groups, but not default user groups, such as **Full Business Center access** user group.

1. From the top menu, click **Profile**, and then under **Company**, click the name of your company. The company profile page appears.

Note: If you don't see **Profile** in the top menu, log in to Business Center.

2. Click **User Groups**. The **User Groups** page appears.
3. To the right of the user group you want to delete, click the arrow. Then, click **Delete group**, as seen in the following illustration.

Note: The **Delete group** option isn't available for default user groups.



Business Center | Manage

Portals Messages Profile Help

Your Sample Co. Inc.
ID 12345678

Profile Services Widgets & Tools Users User Groups

User groups

You have the following user groups in your company. To view a group's details, click its name.

Group Name	Description	Users	Action
A custom group	My custom group.	1 of 33	Edit
Accounting and billing	Accounting and billing	0 of 33	Edit

Actions

Add users
Delete group

User groups tab in Business Center

4. In the **Delete this user group?** message that appears, click **Continue**. The **User groups** page refreshes.
5. In the success message that appears, click **Close**.

Add a user to a user group

When you add a user to a user group, the user is automatically assigned the services, tools, and permissions of the group.

1. From the top menu, click **Profile**, and then under **Company**, select your company name. The company profile page appears.

Note: If you don't see **Profile** in the top menu, log in to Business Center.

2. Click **User Groups**. The **User Groups** page appears.
3. To the right of the group you want to add users to, click the arrow, and then click **Add users**, as seen in the following illustration.



Your Sample Co. Inc.
ID 12345678

Profile Services Widgets & Tools Users User Groups

User groups

You have the following user groups in your company. To view a group's details, click its name.

[A custom group](#)
My custom group.
Users 1 of 33

[Accounting and billing](#)
Accounting and billing
Users 0 of 33

Actions

Add users Delete group

User groups page showing the Add users link

4. The page for the user group appears and lists the users in your company. Check the box next to the users you want to add to the group, as shown in the following illustration.

Business Center | Manage

A custom group

User Group

Profile Users Permissions

Return to Company Profile

Users

To select users to add to this group, click Add users. Users can belong to multiple groups. Users who are currently in the All Access group belong to no other groups and, when you assign them to this group, they are removed from the All Access group.

Sort By Sort
Firstname

<input type="checkbox"/> Select all	First name	Last name	Email	Status	Groups
<input checked="" type="checkbox"/>	Jane	Doe	Jane@att.com	Active	Limited Business Center access
<input type="checkbox"/>	John	Doe	John@att.com	Active	Collaborate enterprise administrator
<input checked="" type="checkbox"/>	Jack	Doe	Jack@att.com	Active	Full Business Center Access

User group page showing a list of users that can be added to the group



5. Click **Add users to group**.
6. In the success message that appears, click **Close**.

Remove a user from a user group

After you remove a user from all groups, the user is automatically added to the **Limited Business Center access** group.

1. From the top menu, click **Profile**, and then under **Company**, click the name of your company. The company profile page appears.
- Note:** If you don't see **Profile** in the top menu, log in to Business Center.
2. Click **User Groups**. The **User Groups** page appears.
3. Select the user group you want to remove a user from. The user group page appears.
4. Click **Users**. The users assigned to the group are shown.
5. For the user that you want to remove, click the arrow, and then click **Remove user from group**, as seen in the following illustration.

The screenshot shows the 'A custom group' page in the AT&T Business Center. The 'Users' tab is active. A user named 'Jane Doe' is selected, and a modal dialog box titled 'Remove user from group' is displayed over her profile. The 'Remove user from group' button is highlighted with an orange box.

User group page for a custom group showing the Remove a user from group link

6. The **You're about to remove this user from the group** message appears. Click **Continue**.
7. In the success message that appears, click **Close**.