Manage users and user groups

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

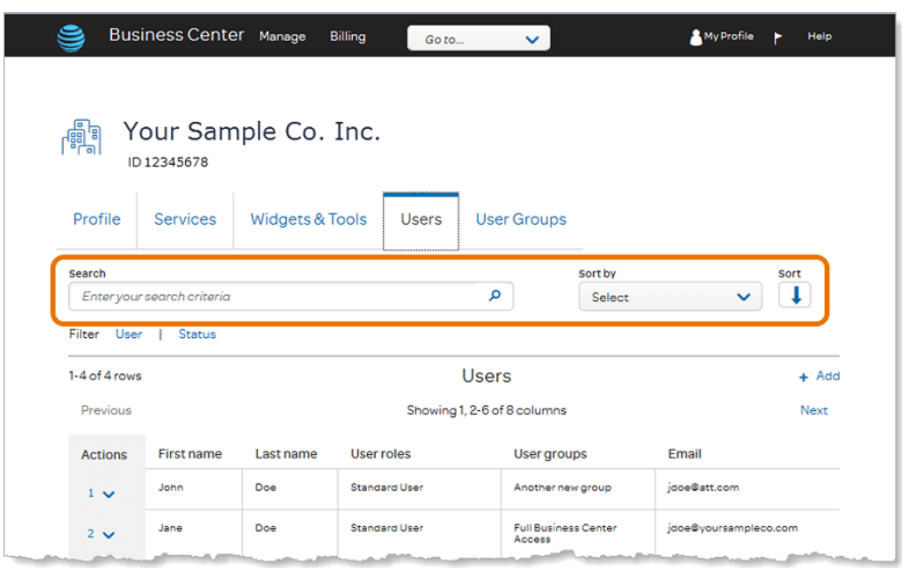
- View the user profiles in your company.
- Add users to your company.
- Deactivate and reactivate user profiles.
- Change user role to standard user or company administrator.
- Create and manage user groups and add users to them.

View the users in your company

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

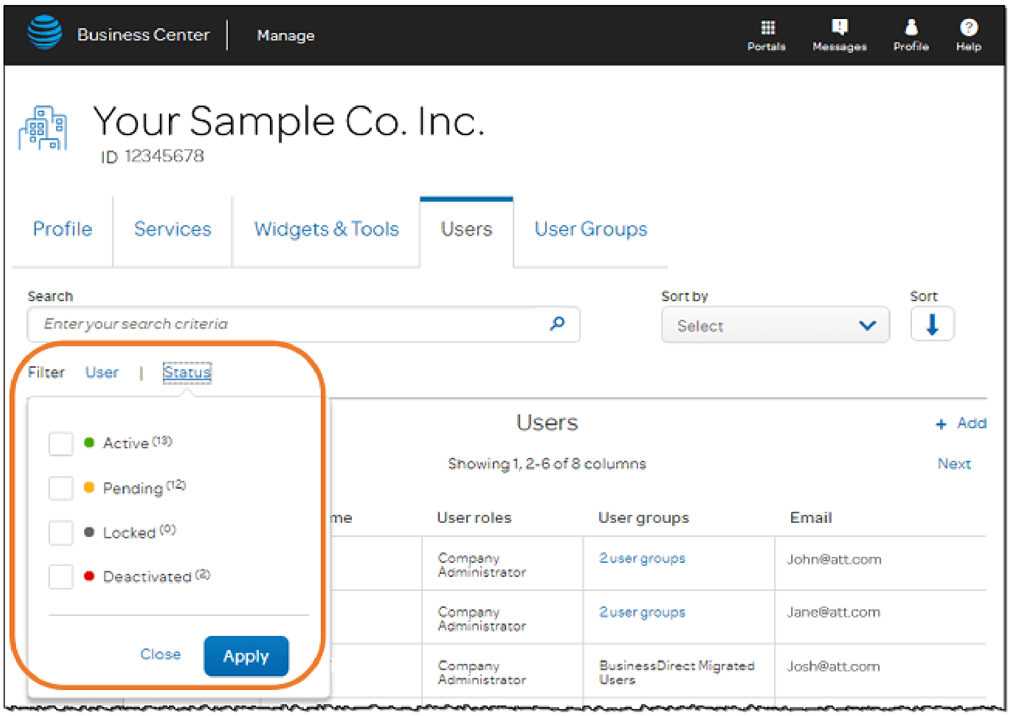
   Note: If you don't see **Profile** in the top menu, log in to Business Center.

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).



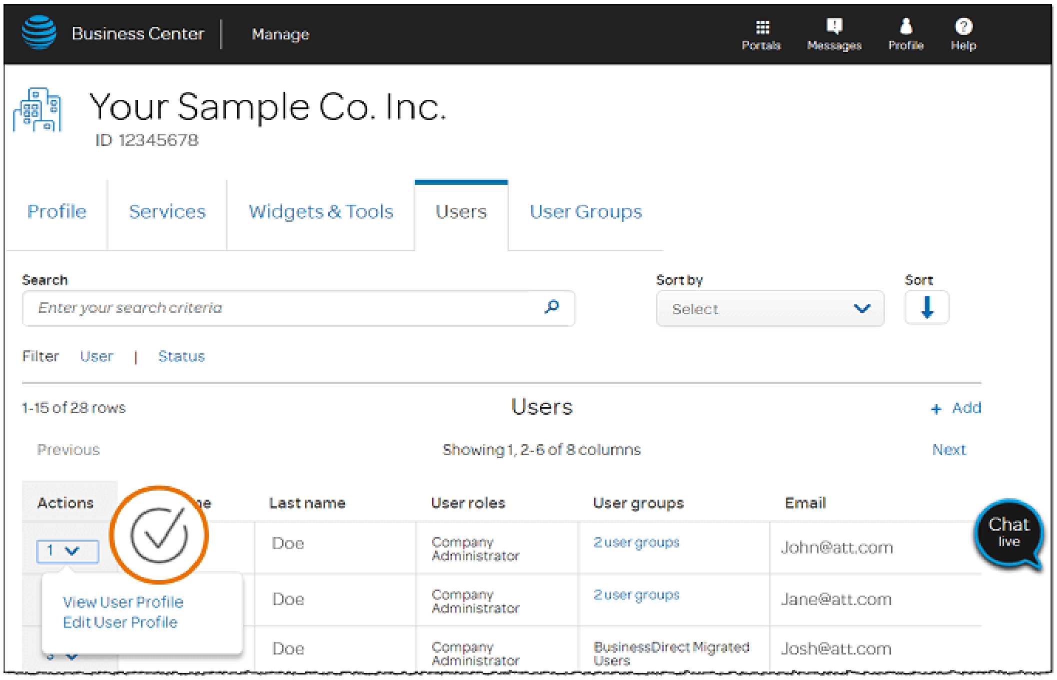
User profiles listed on the Users tab.

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**.



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.



Actions menu for a user profile

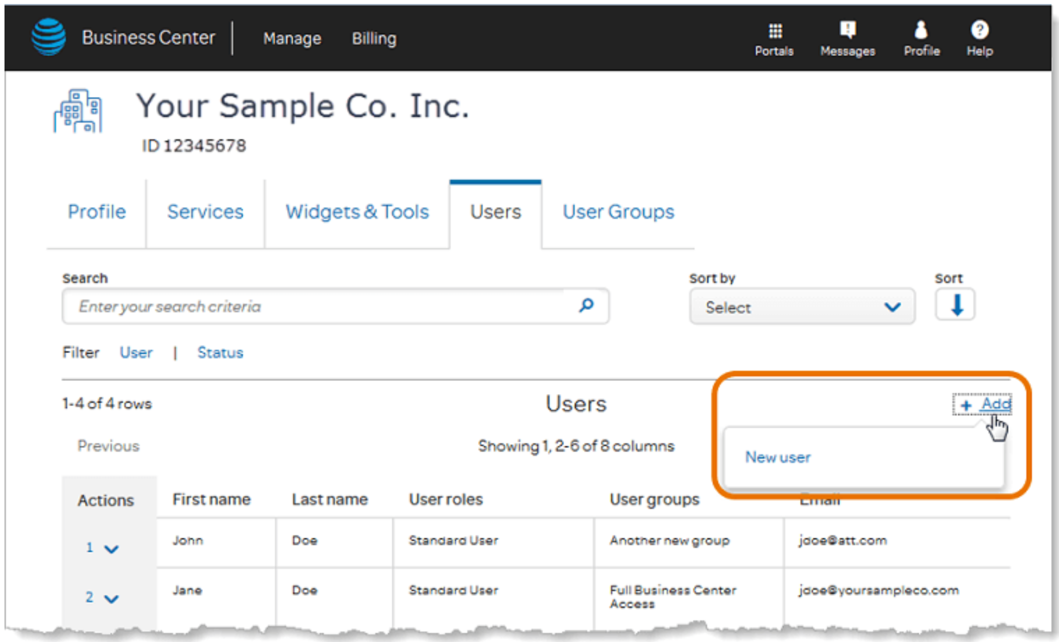
Add a user to your company

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.



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).

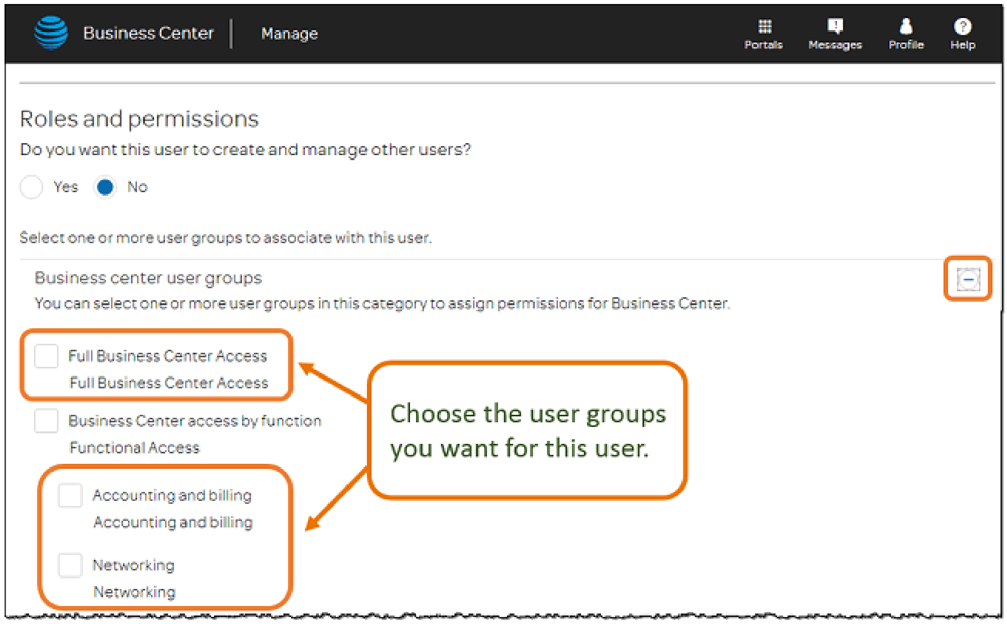
Give the user access and permissions.

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**.

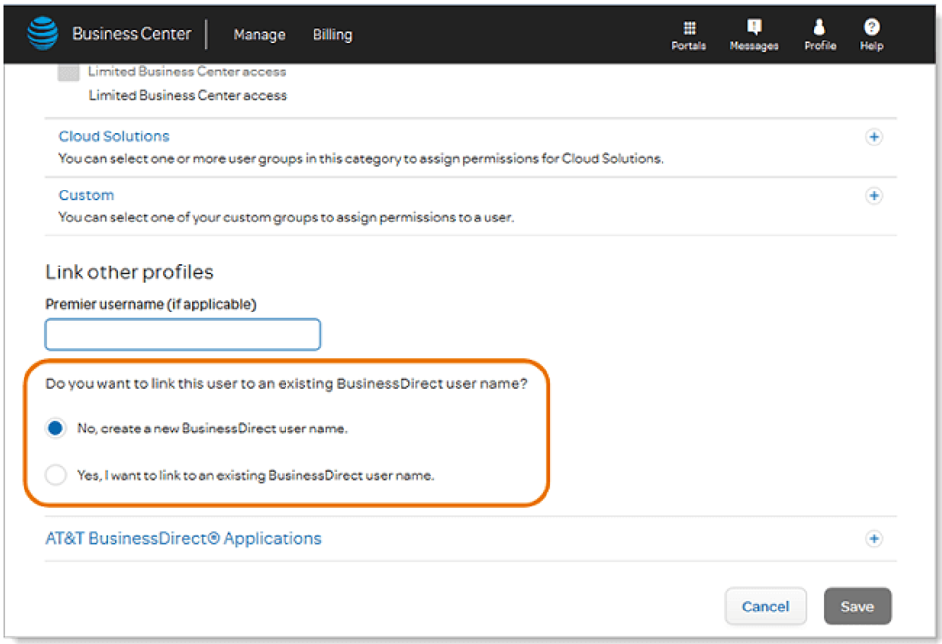
     Note: Users in the **Full Business Center access** group can belong to only that group.

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



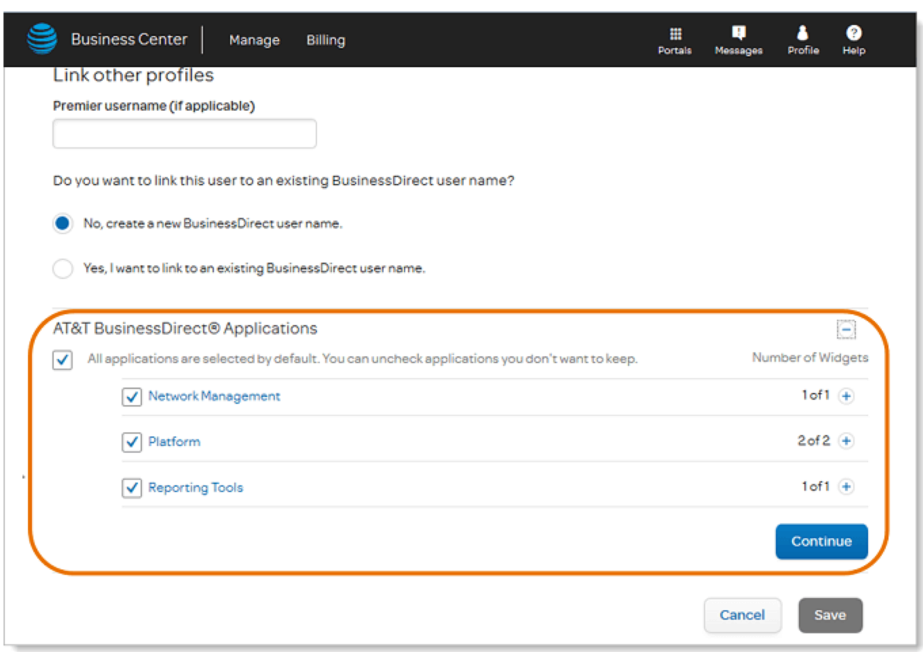
Business Center user groups section where you give a user access and permissions

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**.



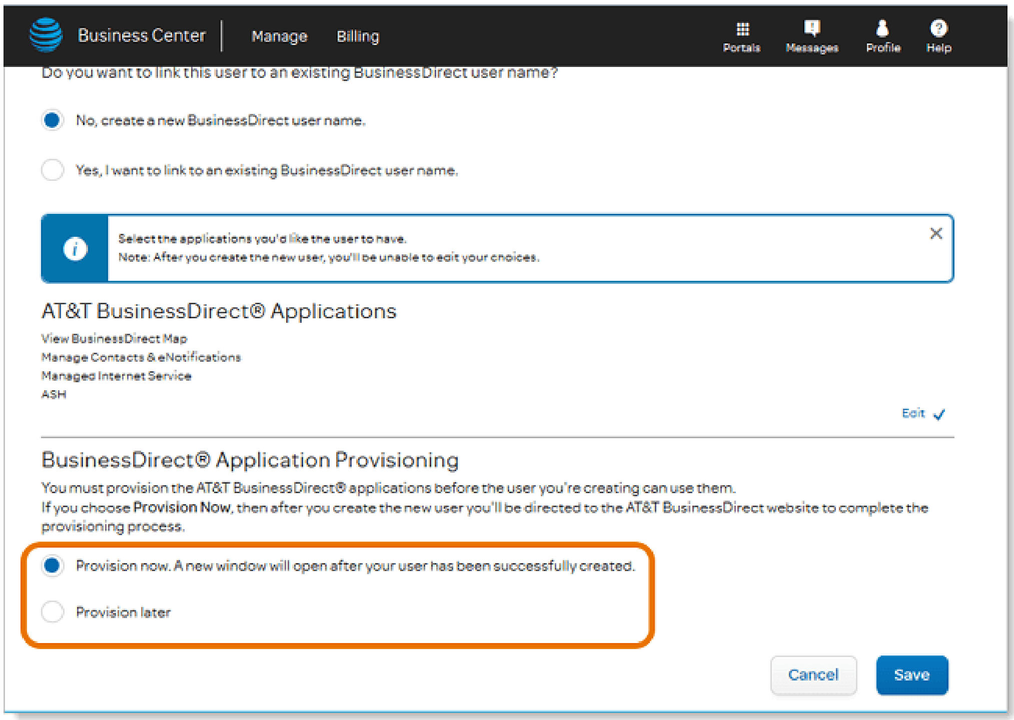
Select whether or not to create a new BusinessDirect user name

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**.



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.

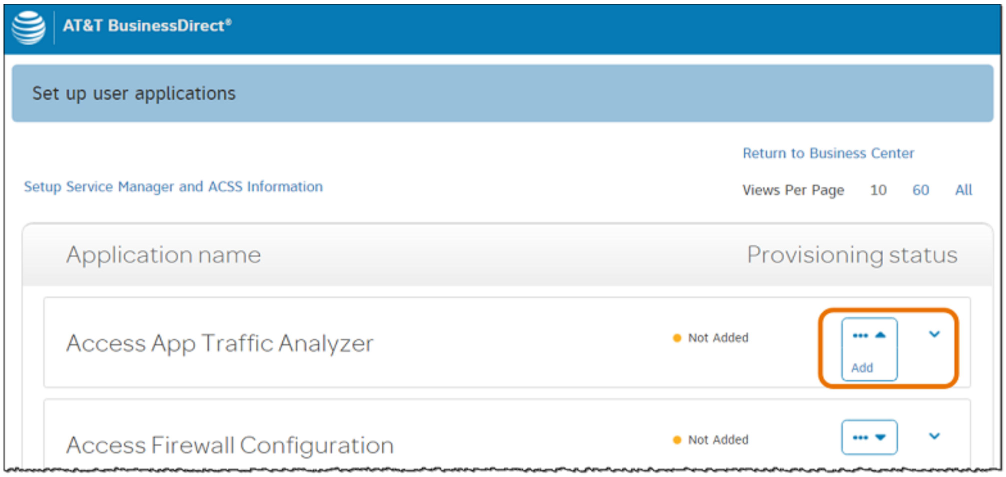


Choose to provision BusinessDirect applications now or later

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.

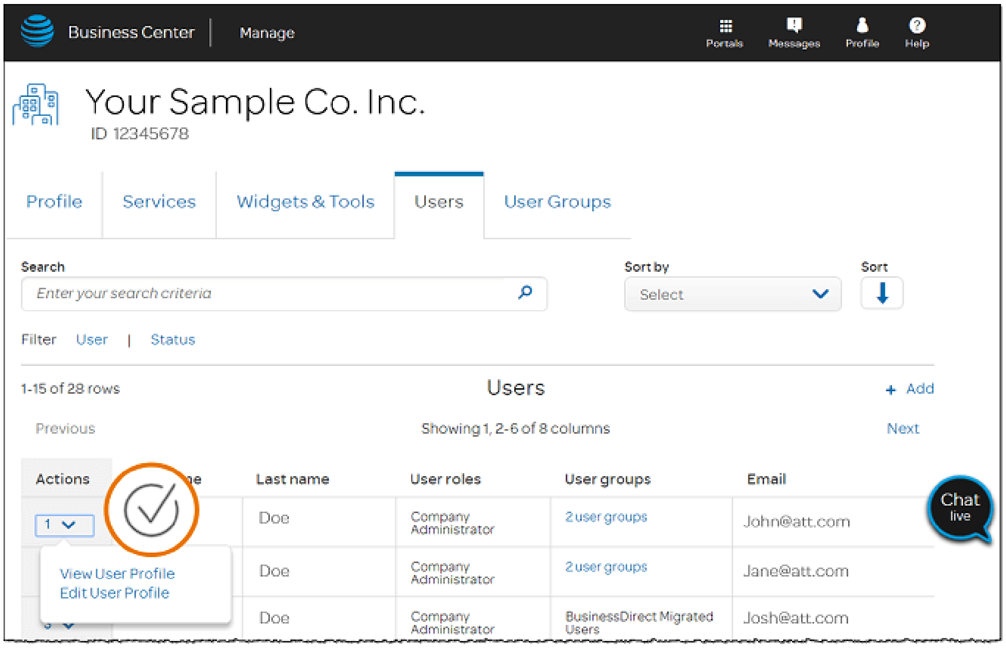
You can reactivate a user account later if you need it again.

Deactivate a user

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

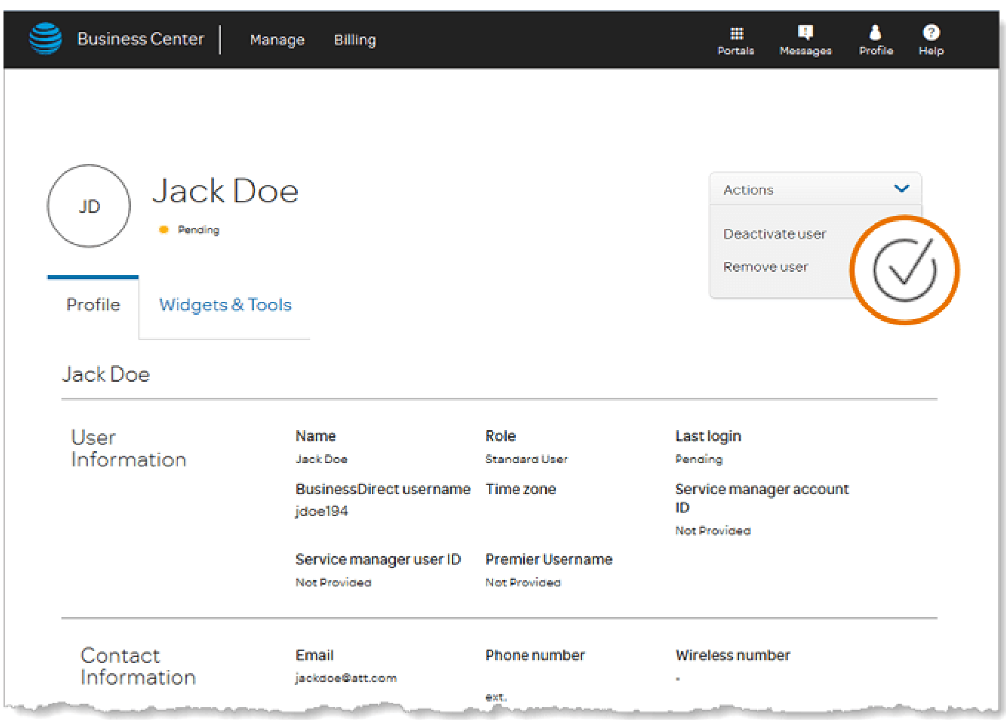
   Note: If you don't see **Profile** in the top menu, log in to Business Center.

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.



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.



Deactivate user link in the Actions menu

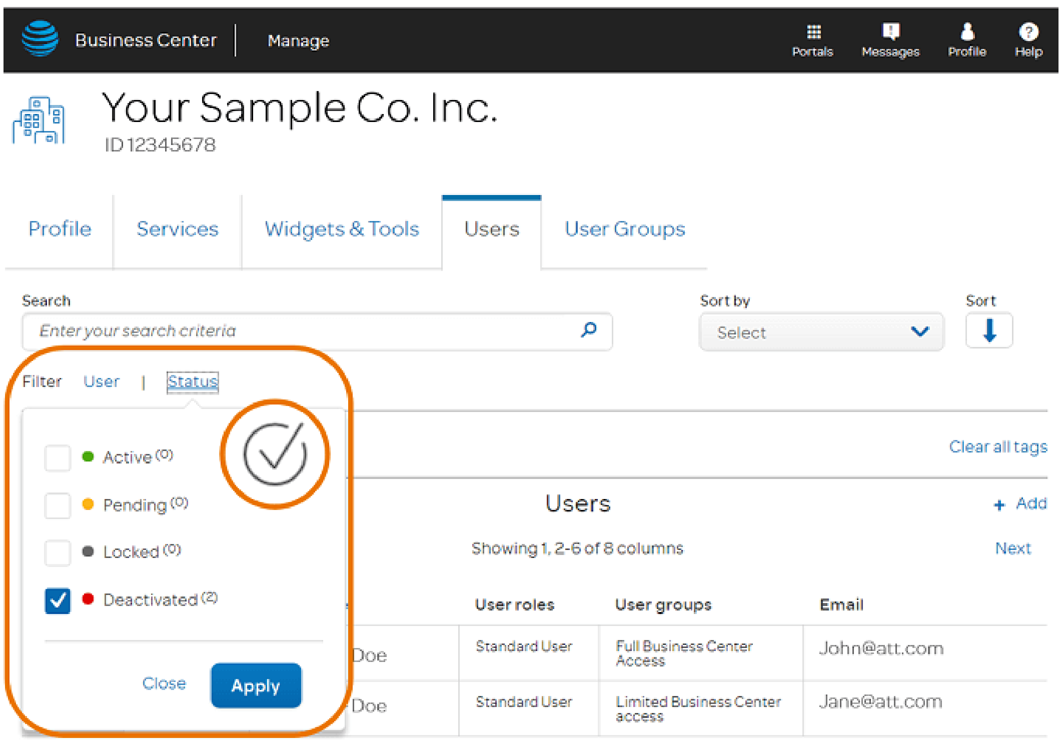
5. The **Deactivate user** window opens. In the **Notes (optional)** field, enter the reason you're deactivating the user (Optional).
6. Click **Deactivate user**.
7. In the success message that appears, click **Close**.

Reactivate a user

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

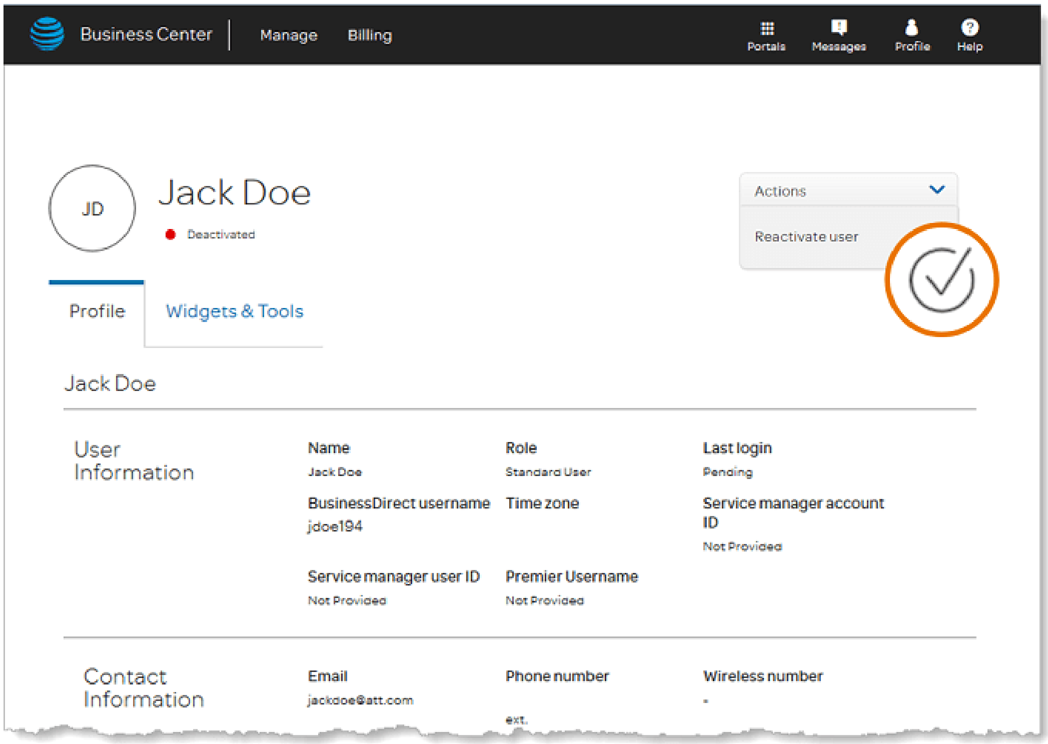
   Note: If you don't see **Profile** in the top menu, log in to Business Center.

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.



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.

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.

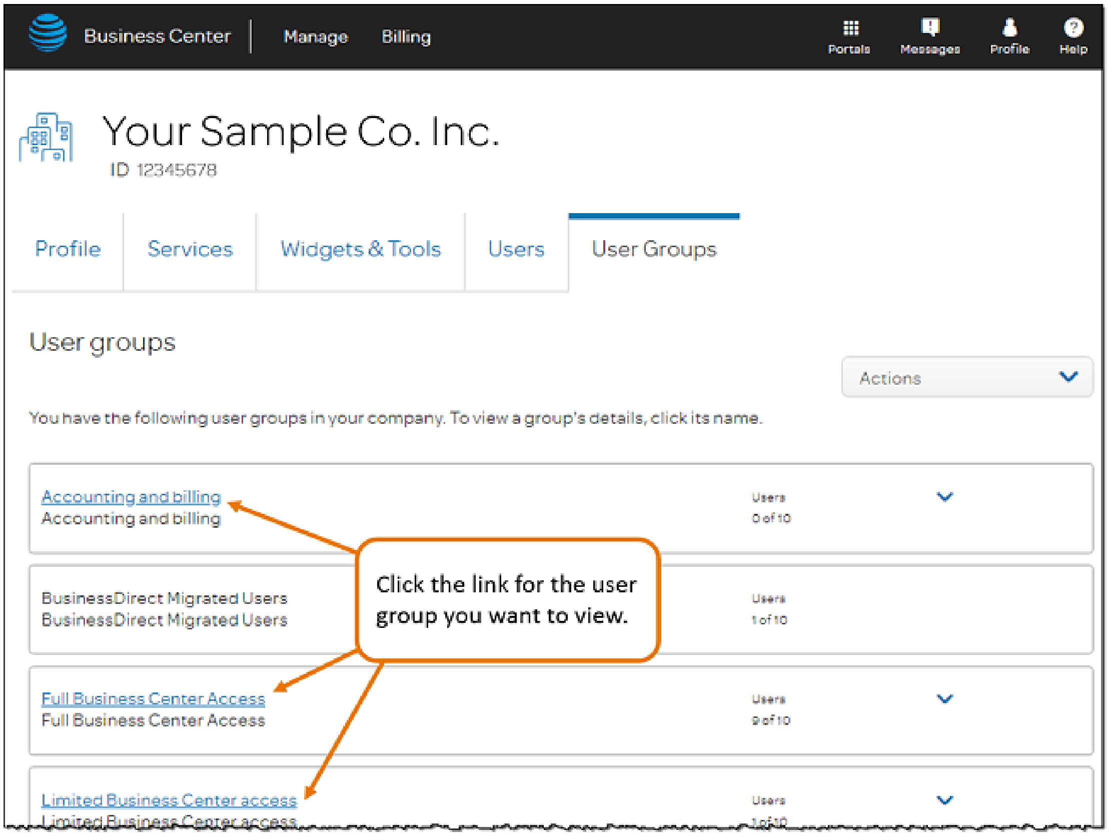
If you're a company administrator who's a member of the **Full Business Center access** group, you can view and modify all the custom user groups. If you're a company administrator who isn't a member of the **Full Business Center access** group, you can view and modify only the custom user groups you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

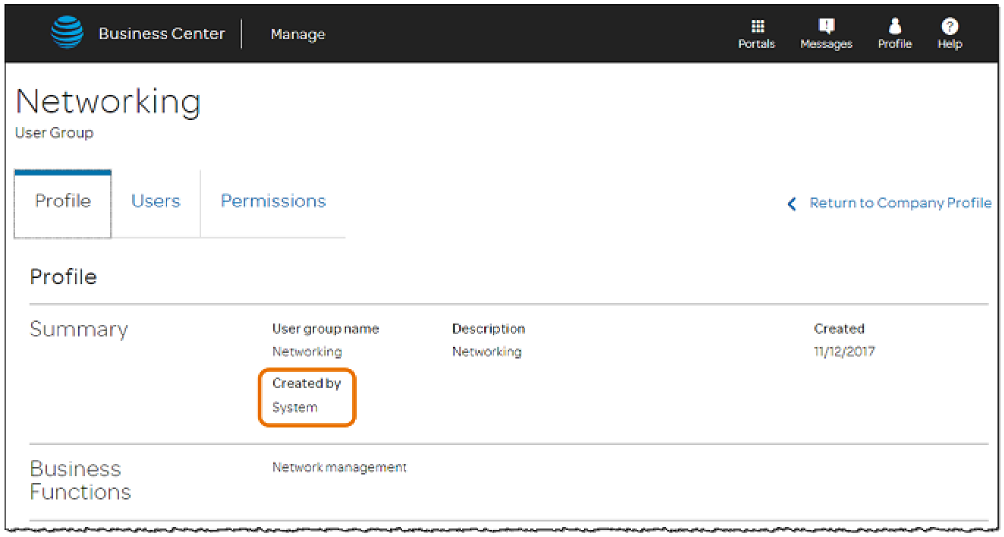
2. Click the **User Groups** tab. The **User groups** page appears and lists the user groups in your company.
3. To view the details of a user group, click the link of the user group you want to view, as seen in the following illustration.



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.



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:

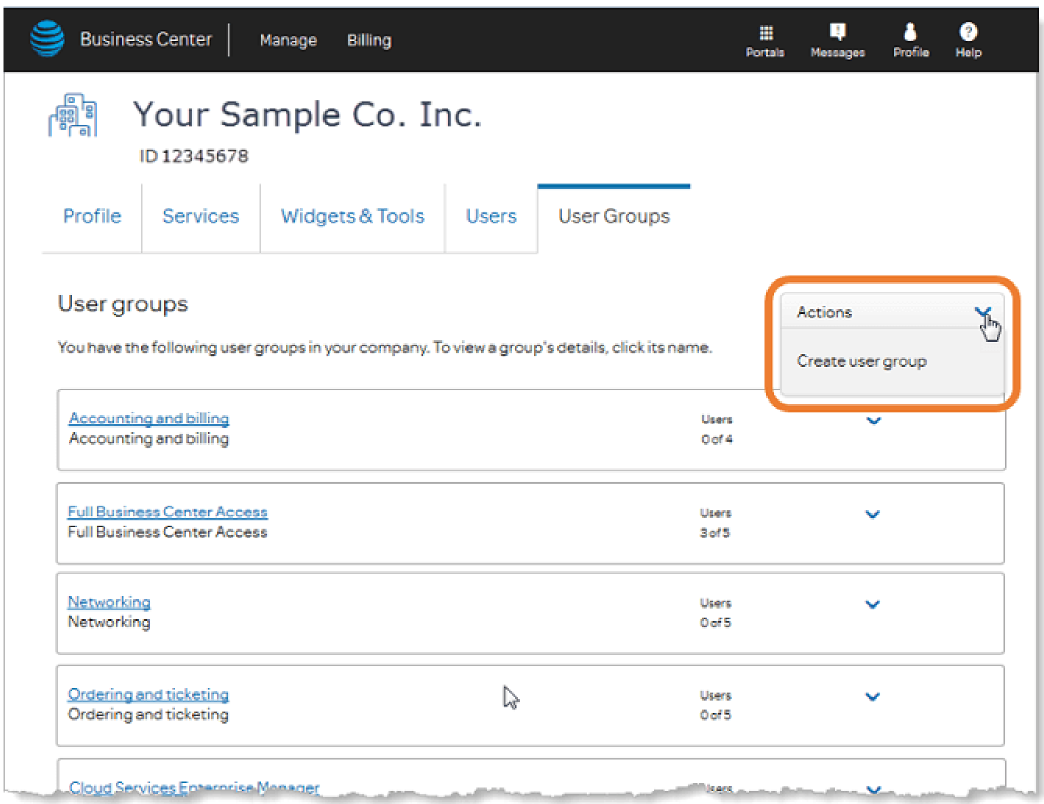
- Account groups
- Accounting and billing
- Contract management
- Network management
- Common widgets
- Ordering and status
- Performance reporting
- Reporting tools
- Trouble ticketing
- Voice services

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.

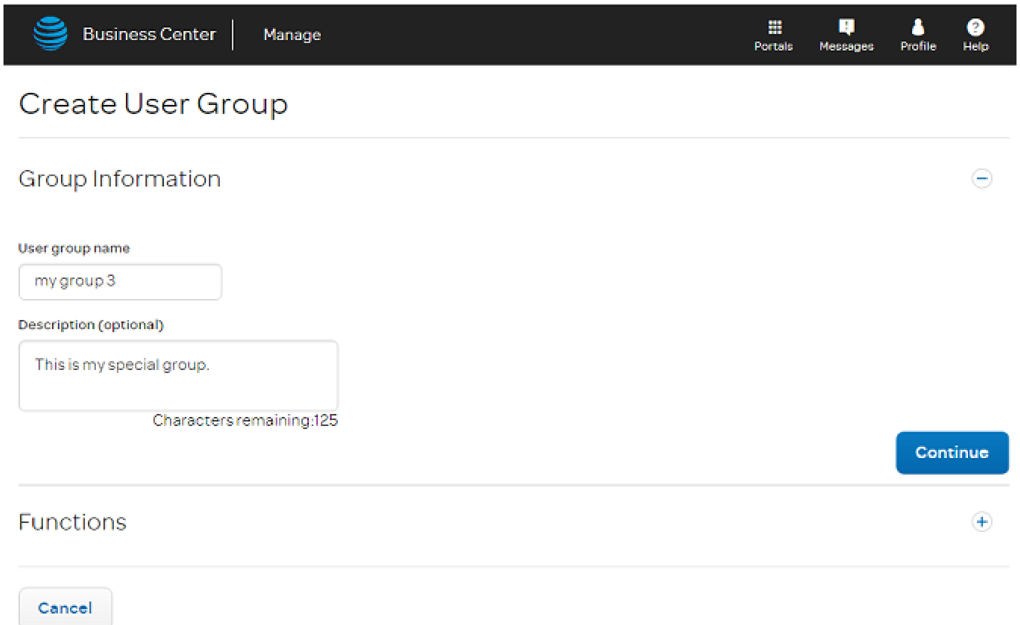
   Note: If you don't see **Profile** in the top menu, log in to Business Center.

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



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**.

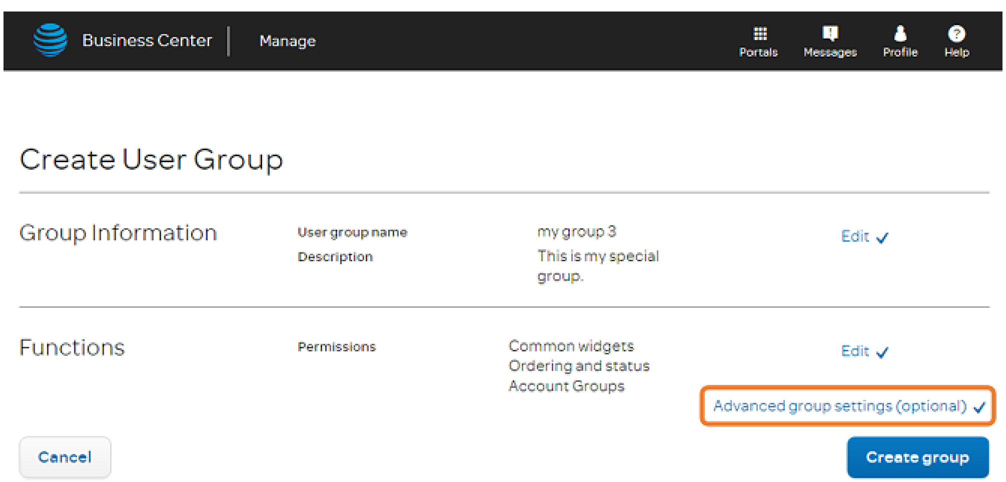


Group information section of the Create user group page

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).

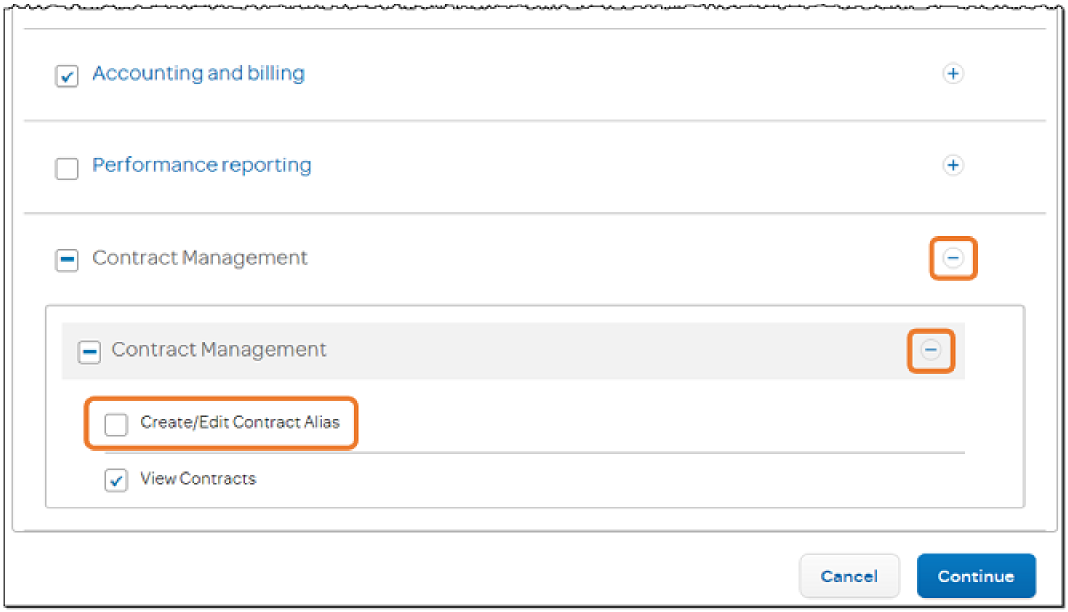
1. To select advanced settings for the user group, click **Advanced group settings (optional)**, as seen in the following illustration. If you don't want to select advanced settings, go to step 5.



Functions section of the Create user group page

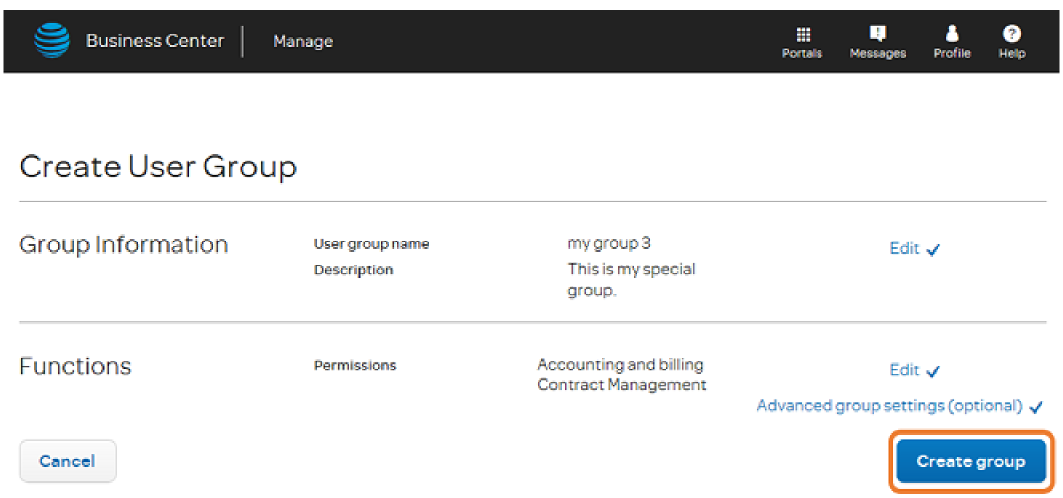
2. The **Advanced settings** page appears. Choose the advanced settings you want for this group.

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

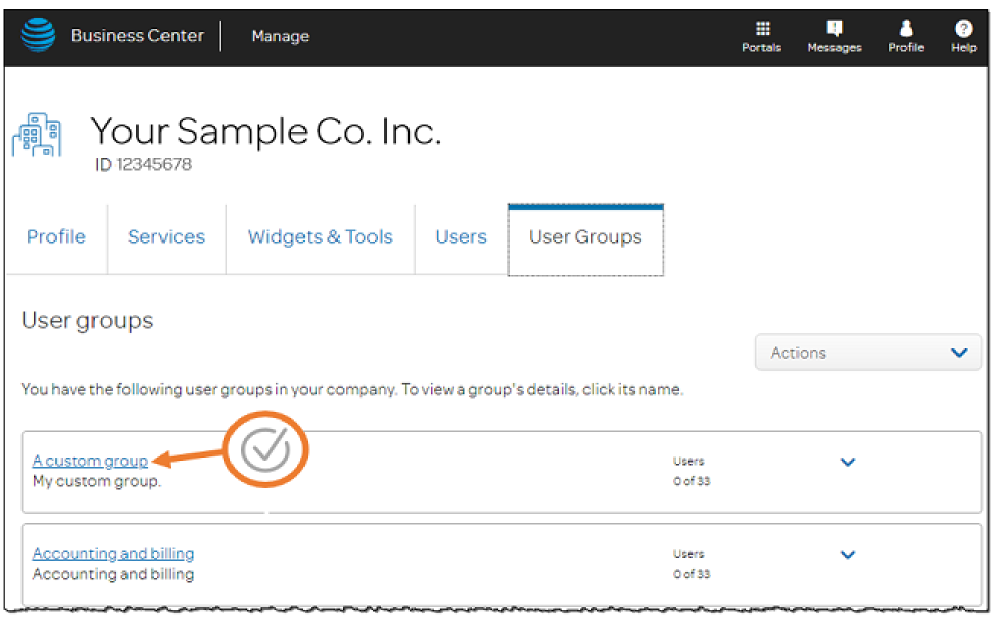
As a company administrator, you can edit permissions for custom user groups, but not for default user groups, such as the **Full Business Center access** user group. You can remove functions you no longer want to associate with a custom user group. You can define the permissions you want for some functions. 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.

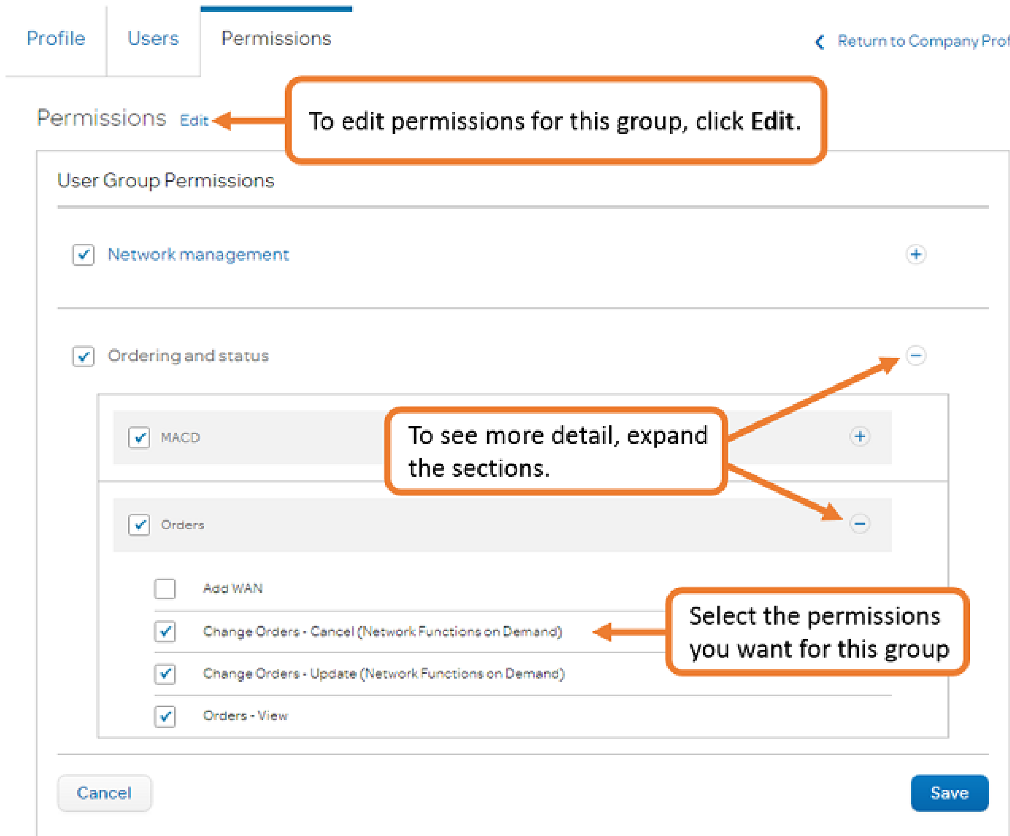


   User groups page highlighting a custom user group

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

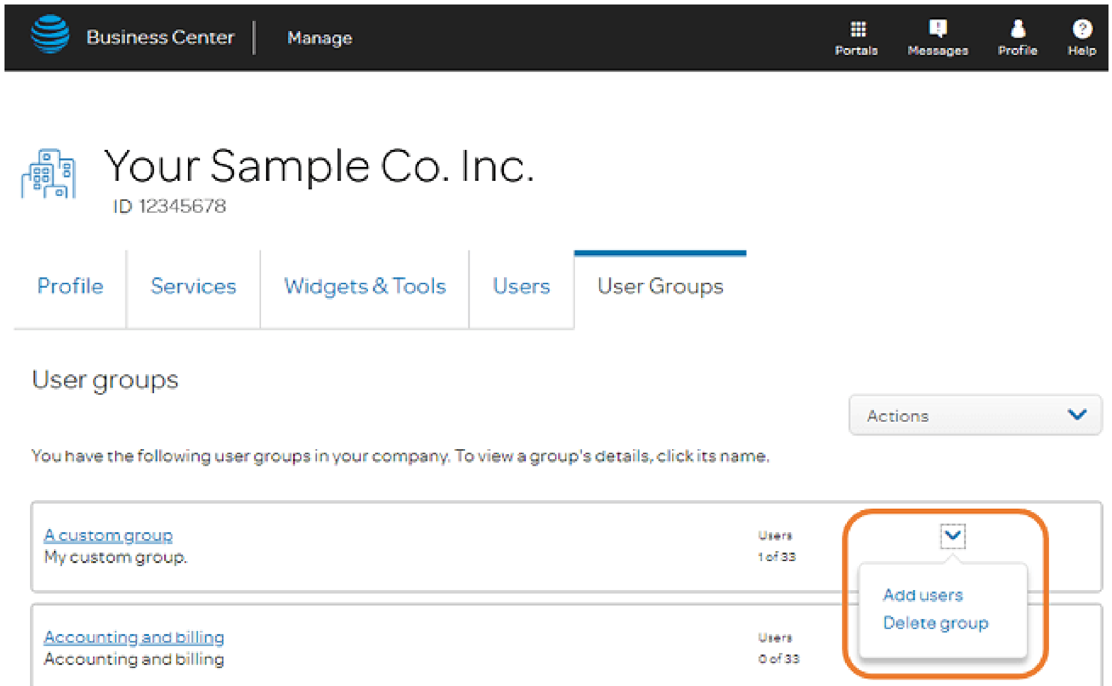
Company administrators can delete custom user groups, but not default user groups, such as **Full Business Center access** user group.

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.



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**.

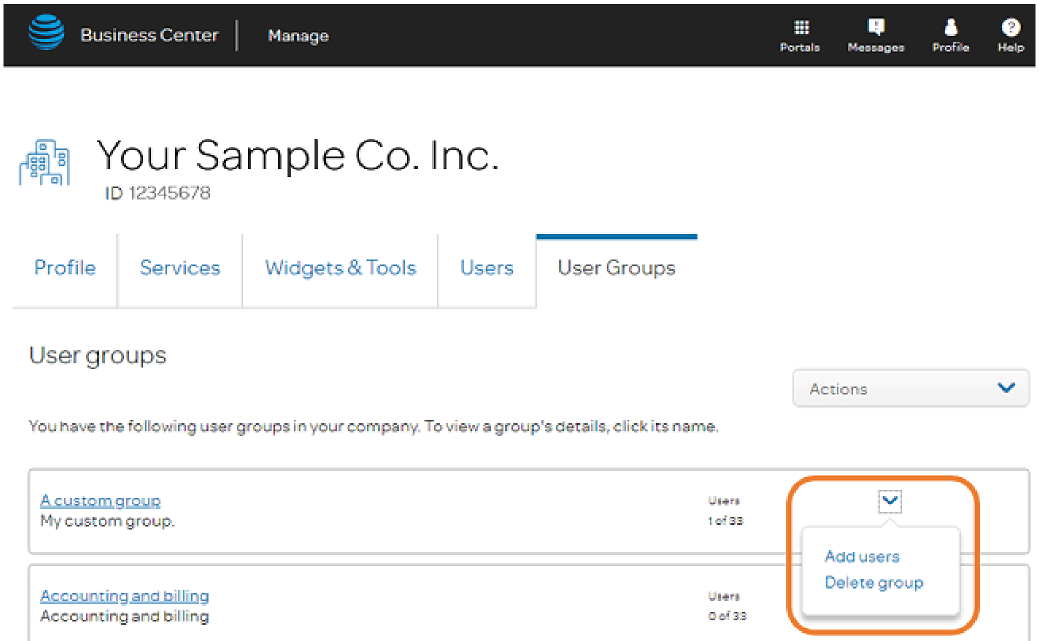
Add a user to a user group

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.

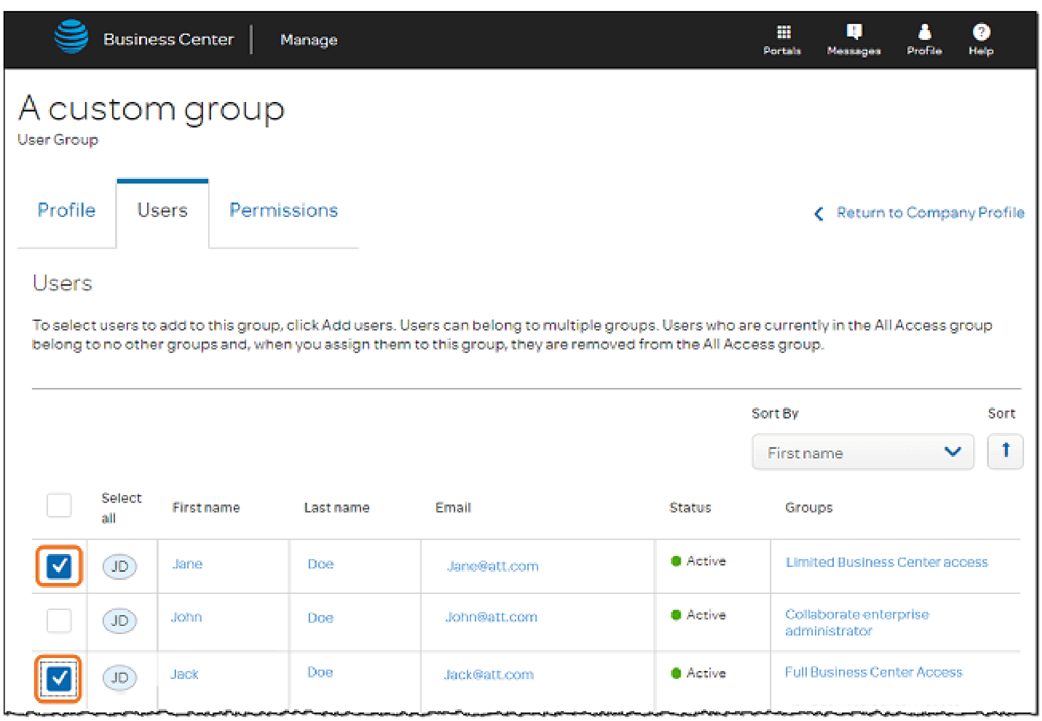
   Note: If you don't see **Profile** in the top menu, log in to Business Center.

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.



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.



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**.

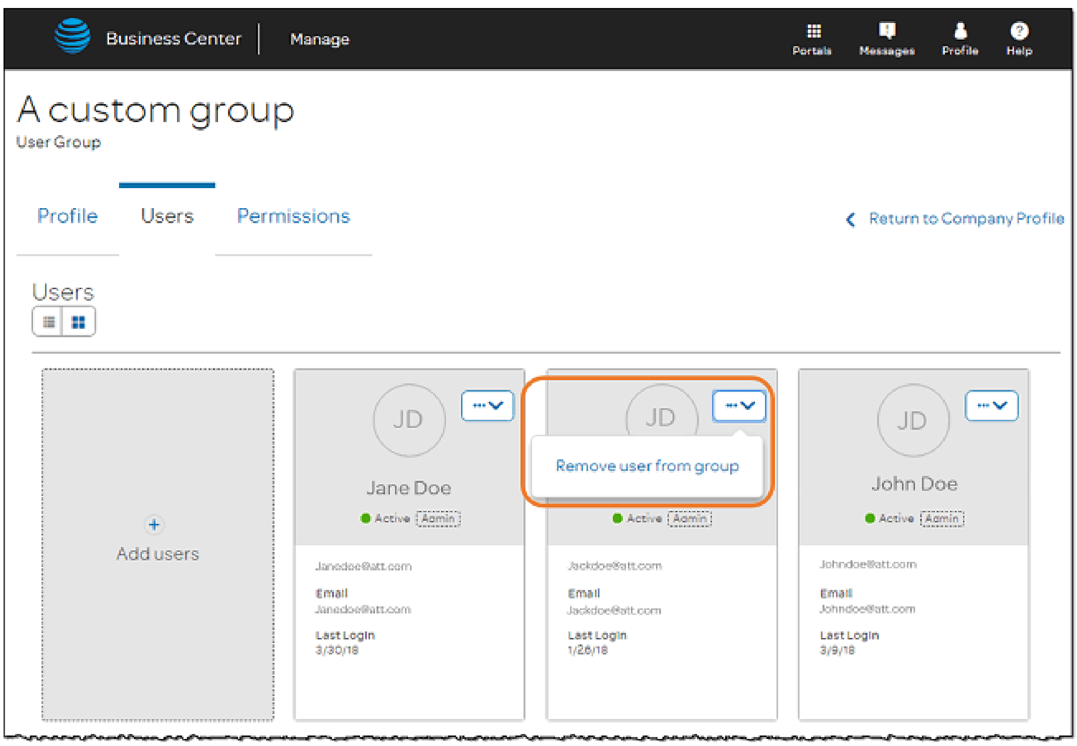
Remove a user from a user group

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.



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**.