Veraview Connect

MyVConnect Portal for Administrators

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Contents

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Conventions Used in this Guide

This guide contains graphical elements and a few typographic conventions. Familiarizing yourself with these elements and conventions will help you successfully perform tasks.

Information Elements

This guide may include any of the following icons to alert you to important information.

Icons Used in this Guide

Name	Icon	Description
Note		The Note icon highlights information of interest or important information needed to be successful in accomplishing a procedure or to understand a concept.
User Tip		The User Tip icon highlights techniques, shortcuts, or productivity related tips for users.
Administrator Tip		The Administrator Tip icon highlights techniques, shortcuts, or productivity related tips.
Caution		The Caution icon highlights information you need to know to avoid a hazard that could potentially impact device performance, application functionality, or successful feature configuration.
Warning		The Warning icon highlights an action you must perform (or avoid) to prevent issues that may cause you to lose information or your configuration setup, and/or affect phone, video, or network performance.
Web Info		The Web Info icon highlights supplementary information available online such as documents or downloads.
Troubleshooting		The Troubleshooting icon highlights information that may help you solve a relevant problem or to refer you to other relevant troubleshooting resources.

Typographic Conventions

A few typographic conventions, listed next, are used in this guide to distinguish types of in-text information.

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Typographic Conventions

Convention	Description
Bold	Highlights interface items such as menus, menu selections, window and dialog names, soft keys, file names, and directory names when they are involved in a procedure or user action. Also used to highlight text to be entered or typed.
Italics	Used to emphasize text, show example values or inputs (in this form: *<example>*), and show titles of reference documents available from the RealPresence Cloud support site and other reference sites.
Blue Text	Used for cross references to other sections within this document and for hyperlinks to external resources such as third-party websites, documentation, and support.
Blue Text in italics	Used for hyperlinks to resources such as service support and product webpages.
`Courier`	Used for code fragments and parameter names.

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Before You Begin

This guide helps you manage Veraview Connect within your organization. Topics covered include:

- Monitor service usage and adoption
- Invite new users
- Remove inactive users and reuse licenses
- Provide administrative support

If you have questions, contact your service provider.

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Get Started with the MyVConnect Portal

The MyVConnect portal (*my.vconnect.vc*) provides administrative tools and features to monitor the usage of your service; add and remove users, virtual meeting rooms (VMRs), and endpoints; and assist with basic support requests for RealPresence Cloud.

Access the MyVConnect Portal as an Administrator

Administrators log into the portal at the same location as users.

To log into the portal as an administrator:

1 Open your browser and go to **my.vconnect.vc**.

2 Enter your login credentials:

   ➢ Video username: ***<john.doe@vconnect.vc>***

      This is also your video address.

   ➢ Password

3 On the portal home page, click your name on the top right.

4 Click **Manage company** to access the administrative section of the portal.
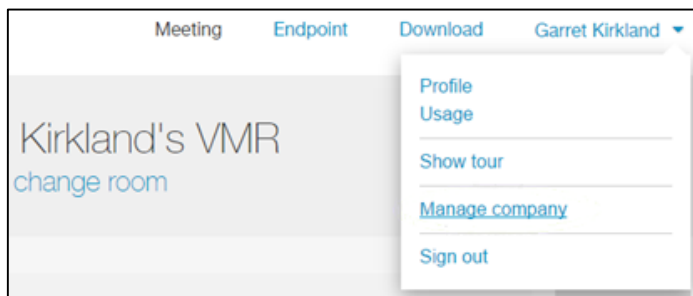

   You are directed to a location on the portal where there are options for managing subscriptions and monitoring adoption of the service.

   ➢ If you want to return to the user section of the portal, click your name again and select **Return to service**.

Manage Subscriptions and Monitor Adoption

The MyVConnect portal allows you to manage your organization's subscriptions and monitor adoption of the service.

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MyVConnect home page
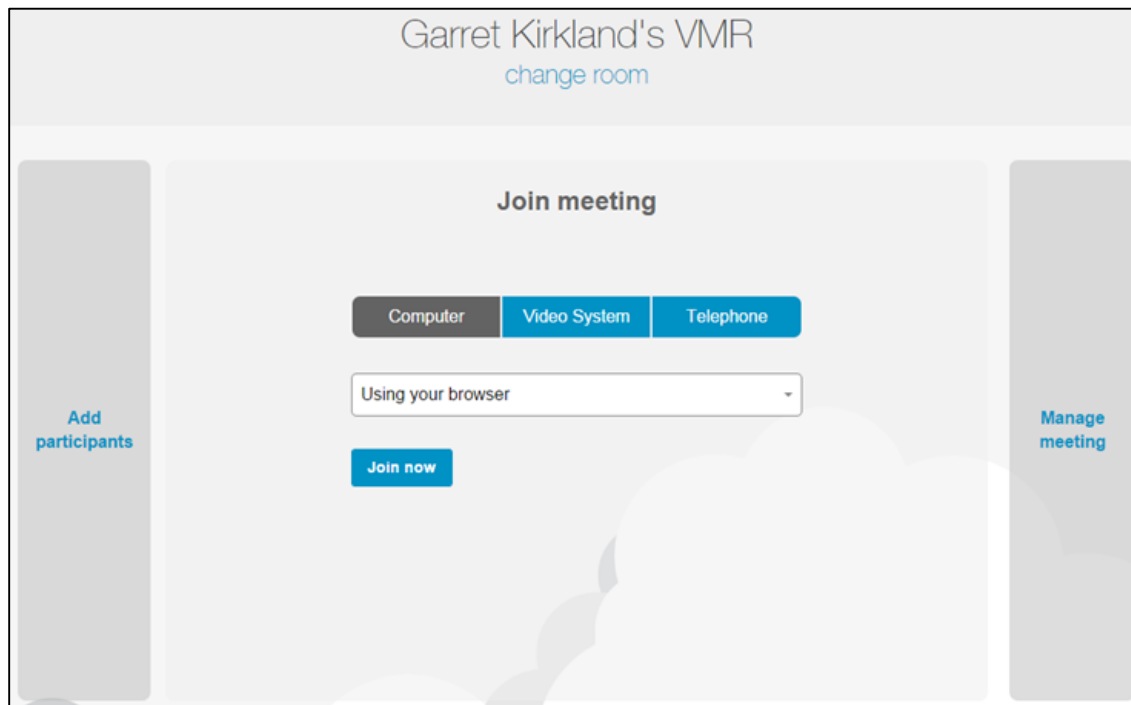
Aside from joining, starting, and managing meetings, the portal allows users to monitor their usage of the service and view recent calls that they have made.

When you are logged into the portal as an administrator, you can monitor the usage of users, team VMRs, and subscribed endpoints that are registered to the service by clicking the **Usage** tab on the administrative section of the portal.

On the **Usage** page, you can do the following:

- View usage during current and previous months
- Sort users by number of calls or call duration
- Identify high-volume users
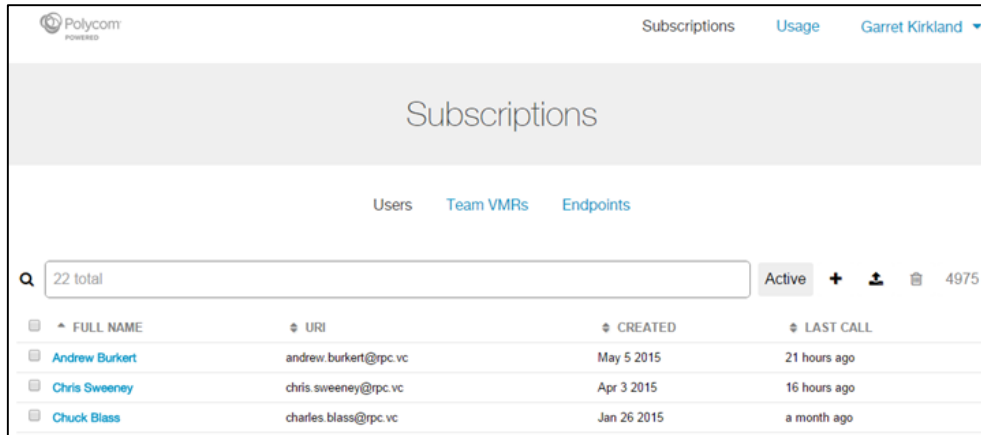- Identify users who may need assistance

MyVConnect Usage page
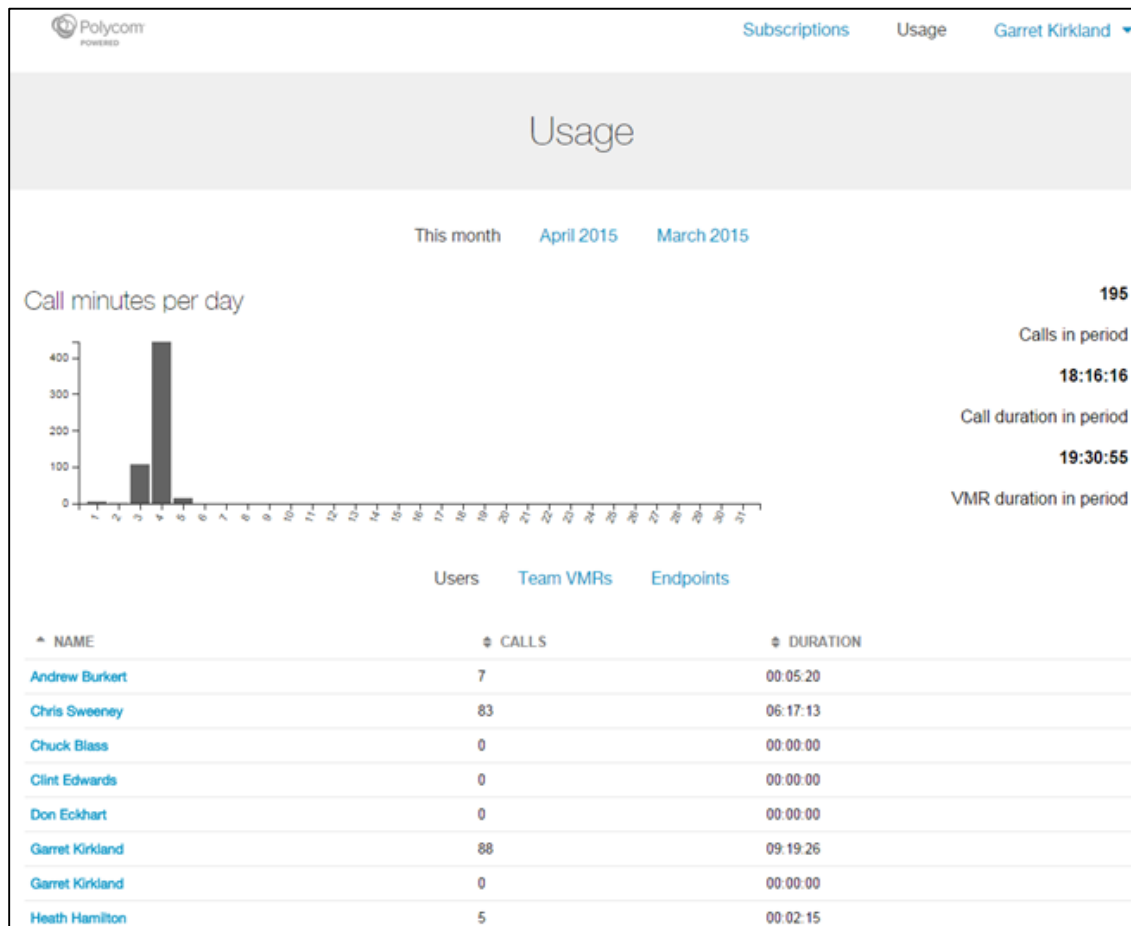
Invite New Users to the Service

The administrative section of the portal allows you to invite new users to RealPresence Cloud.

To invite new users:

1 On the portal home page, click your name on the top right and select **Manage company**.
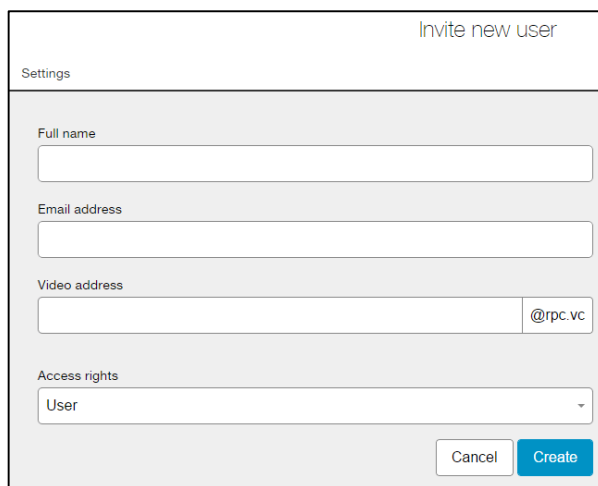
The **Subscriptions** page appears.

2   Do one of the following on the **Subscriptions** page:

➢ **Invite individual users**   Click ✚, fill out the new user's information, and click **Create**.

   Admin Tip: Keep email and video address similar

For convenience, keep user email and video addresses similar.

➢ **Invite multiple users at once**   Click ⬆ and add your CSV file that contains information about a group of new users.
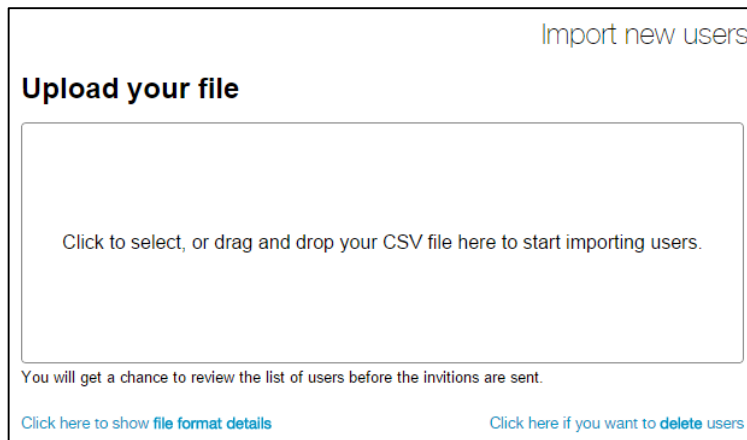
This page provides further details on file format and lets you also delete multiple users at once.

Note: Invites do not count against number of user licenses

Your number of available licenses is not affected until invited users activate their subscription.

Invited users receive an activation email with a link to register to the service. After creating a password and clicking **Continue**, users are directed to the portal home page, where they can tour the portal or begin using the service.

Remove Users from the Service

If you want to remove a user from the service, use the administrator section of the portal.

To remove users:

1 On the portal home page, click your name on the top right and select **Manage company**.

2 On the **Subscriptions** page, check the box next to the user(s) that you want to remove.

3 Click 🗑 , then select **Confirm**.

To remove a large number of users at once:

1 On the portal home page, click your name on the top right and select **Manage company**.

2 On the **Subscriptions** page, click ⬆ and add your CSV file that contains information about the group of users that you want to remove.

Note: License of a removed user

You can reuse a removed user's license.

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Support Users and Endpoints

The MyVConnect portal allows you and your users to manage the RealPresence Cloud experience.

Manage User Accounts (as an Administrator)

Although users can control aspects of their service, the administrator section of the portal allows you to provide further management of user accounts.

To recover a user's password:

1   On the portal home page, click your name on the top right and select **Manage company**.

2   On the **Subscriptions** page, click the name of the user whose password you want to change.

3   Select the **More** tab.

4   Click **Send password reset**.

The user receives an email with a link to reset their password.

To change a user's access rights:

1   On the portal home page, click your name on the top right and select **Manage company**.

2   On the **Subscriptions** page, click the name of the user whose access rights you want to change.

3   Select the **More** tab.

4   From the **Access rights** dropdown menu, toggle between **User** and **Administrator**.

To create a user's host PIN (optional):

1   On the portal home page, click your name on the top right and select **Manage company**.

2   On the **Subscriptions** page, click the name of the user whose host PIN you want to create or change.

3   Select the **Meeting room** tab.

4 Enter the numeric code in the **Host PIN** field and click **Save**.

If a host PIN is created, it must be entered to start a meeting. Users are not required to have one to conduct meetings.

Manage User Accounts (as a User)

On the user section of the portal, users can perform some of the same functions as administrators for managing their account.

The following instructions are for when a user attempts to change their password, create a host PIN, or recover their password.

To change your password:

1 On the portal home page, click your name on the top right and select **Profile**.

2 Select the **Change Password** tab.

3 Enter your new password and click **Change**.

To create your host PIN (optional):

1 On the portal home page, click your name on the top right and select **Profile**.

2 Select the **Your VMR** tab.

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(Note: The **Conference code** is your VMR number.)

3   Enter the numeric code in the **Host PIN** field and click **Save**.

You are not required to have a host PIN to conduct meetings. However, if you create one, it must be entered to start your meeting.

To recover your password:

1   Open your browser and go to **https://my.vconnect.vc/user/recover/initiate**.

2   Enter the account username or email address and click **Send**.

You receive an email with a link to reset your password.

Manage Team VMRs

A Team VMR is a VMR used by multiple members of an organization. For administrators, adding a Team VMR is similar to inviting an individual user to join the service.

To add a Team VMR:

1   On the portal home page, click your name on the top right and select **Manage company**.

2   On the **Subscriptions** page, select the **Team VMR** tab.

3   Click ⬆, fill out the Team VMR's information, and click **Create**.

Your Team VMR is created and appears in the Team VMRs list. You also receive an email with dial-in information, subscription details, and a link to begin using the Team VMR.

Once a Team VMR is created, you can change its display name, video address, and host PIN. You also can add and remove owners of the Team VMR.

To change a Team VMR's settings:

1 On the portal home page, click your name on the top right and select **Manage company**.

2 On the **Subscriptions** page, select the **Team VMR** tab.

3 Select the Team VMR that you want to change.

4 On the **Settings** tab, change the **Name**, **Video address**, and/or **Host PIN** fields.

5 Click **Save**.

   The Team VMR's information is updated.

To add or remove owners of a Team VMR:

1 On the portal home page, click your name on the top right and select **Manage company**.

2 On the **Subscriptions** page, select the **Team VMR** tab.

3 Select the Team VMR that you want to change.

4 Select the **Owners** tab and do one of the following:

   ➢ **Add an owner**   Click 👤 and select the name of who you want to add as an owner.

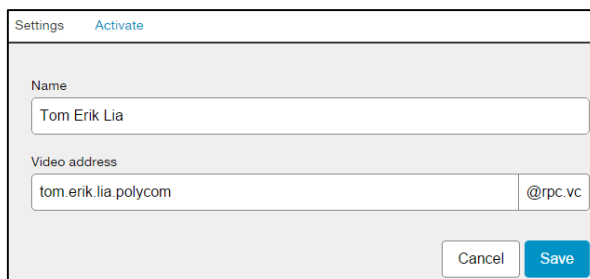   ➢ **Remove an owner**   Check the box next to the name(s) that you want to remove and click 🗑.

Manage Endpoints

This section details how to manage endpoints that are already registered to your service. To add endpoints to your service, contact your service provider.

From the administrative section of the portal, you can change the name and video address of an endpoint, as well as activate the endpoint when its IP address changes.

To change an endpoint's settings:

1 On the portal home page, click your name on the top right and select **Manage company**.

2 On the **Subscriptions** page, select the **Endpoints** tab.

3 Select the endpoint that you want to change.

4 On the **Settings** tab, change the **Name** and/or **Video address**.

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5 Click **Save**.

To activate an endpoint:

1 On the portal home page, click your name on the top right and select **Manage company**.

2 On the **Subscriptions** page, select the **Endpoints** tab.

3 Select the endpoint that you want to activate.

4 Select the **Activate** tab.

Subscription details about the endpoint appear, as well as options to active the endpoint and run a network assessment test.

5 Click one of the following:

➢ **Activate endpoint**   A Java applet runs to activate the endpoint.

➢ **Run the test**   On this page, run an assessment test to evaluate whether your network supports the service. You also can view the firewall rules.

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