

Control Center User Management

Document Summary: This process requires the following steps, each of which are described in further detail below.

1. Login to CenturyLink Control Center using the credentials provide previously.
2. Navigate to Administration > User Management
3. Create a new user profile
4. Assign permissions to user
5. Assign accounts to user. (Note: account assignment is only required if you are assigning eBilling permissions to the user.

Details Steps:

Step 1. Manage Users

Select Managed Users hyperlink



Step 2. Create Users

Select Create User

Manage Users

Users represent individuals who have an account. You can set permissions for each user. Personalization settings are stored within a user's profile. Below is a list of available users.

<p>Functions</p> <ul style="list-style-type: none"> <li style="background-color: #eee; padding: 2px;">User List <li style="border: 2px solid green; background-color: #eee; padding: 2px; margin-top: 2px;">Create User <p>Filters</p> <p>Username</p> <input style="width: 100%;" type="text"/> <p>First Name</p> <input style="width: 100%;" type="text"/> <p>Last Name</p> <input style="width: 100%;" type="text"/> <p style="text-align: right;">Go</p>	<p>User List (1 - 6 of 6)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #eee;"> <th style="text-align: left;"><input type="checkbox"/></th> <th style="text-align: left;">Username +</th> <th style="text-align: left;">First Name</th> <th style="text-align: left;">Last Name</th> <th style="text-align: left;">Created (mm/dd/yy)</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>elliottdawn</td> <td>Dawn</td> <td>Elliott</td> <td>01/21/14</td> </tr> <tr> <td><input type="checkbox"/></td> <td>jensenjohn</td> <td>John</td> <td>Jensen</td> <td>10/10/13</td> </tr> <tr> <td><input type="checkbox"/></td> <td>khermsen</td> <td>Kris</td> <td>H</td> <td>09/16/13</td> </tr> <tr> <td><input type="checkbox"/></td> <td>rangelca</td> <td>Cas</td> <td>Rangel</td> <td>11/19/12</td> </tr> <tr> <td><input type="checkbox"/></td> <td>renodisbpi</td> <td>Renodis</td> <td>bpi</td> <td>09/23/13</td> </tr> <tr> <td><input type="checkbox"/></td> <td>smithlana</td> <td>Lana</td> <td>Smith</td> <td>11/28/12</td> </tr> </tbody> </table> <p style="text-align: center;">Delete Selected</p>	<input type="checkbox"/>	Username +	First Name	Last Name	Created (mm/dd/yy)	<input type="checkbox"/>	elliottdawn	Dawn	Elliott	01/21/14	<input type="checkbox"/>	jensenjohn	John	Jensen	10/10/13	<input type="checkbox"/>	khermsen	Kris	H	09/16/13	<input type="checkbox"/>	rangelca	Cas	Rangel	11/19/12	<input type="checkbox"/>	renodisbpi	Renodis	bpi	09/23/13	<input type="checkbox"/>	smithlana	Lana	Smith	11/28/12
<input type="checkbox"/>	Username +	First Name	Last Name	Created (mm/dd/yy)																																
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<input type="checkbox"/>	khermsen	Kris	H	09/16/13																																
<input type="checkbox"/>	rangelca	Cas	Rangel	11/19/12																																
<input type="checkbox"/>	renodisbpi	Renodis	bpi	09/23/13																																
<input type="checkbox"/>	smithlana	Lana	Smith	11/28/12																																

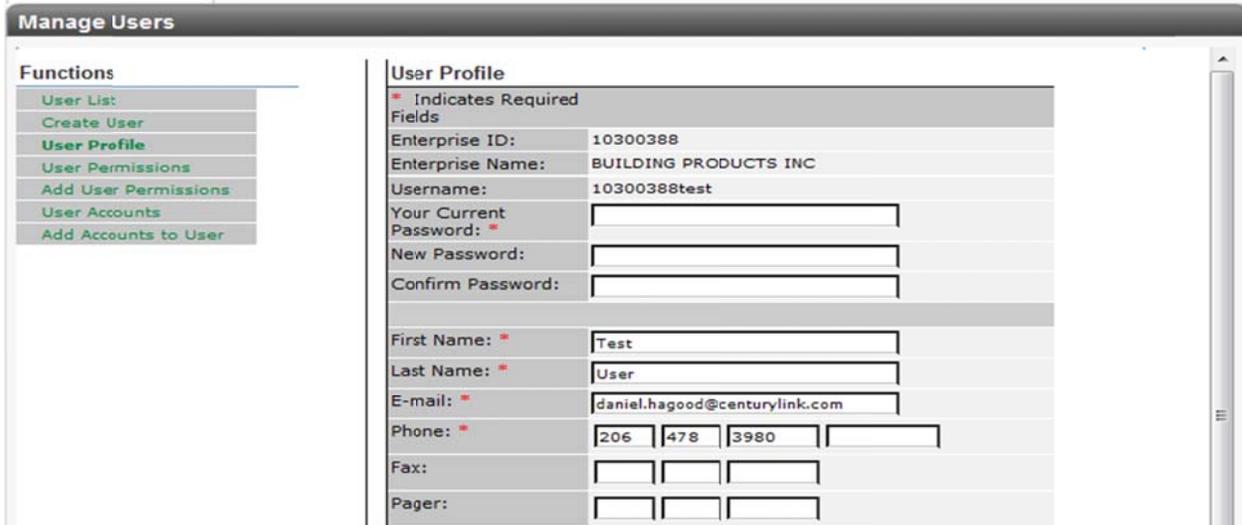
Control Center User Management

Step 3. Required Fields

Complete required fields as indicated by the red asterisk *

Note: Users names are unique. If you receive an error when creating a user profile modify user name following the guidelines below.

- At least 8 digits with at least one alpha and numeric character
- Is case sensitive
- Maximum of 32 characters
- Allows special characters: !@# \$ % & *



Manage Users

Functions

- User List
- Create User
- User Profile**
- User Permissions
- Add User Permissions
- User Accounts
- Add Accounts to User

User Profile

* Indicates Required Fields

Enterprise ID: 10300388
 Enterprise Name: BUILDING PRODUCTS INC
 Username: 10300388test
 Your Current Password: *
 New Password:
 Confirm Password:

First Name: * Test
 Last Name: * User
 E-mail: * daniel.hagood@centurylink.com
 Phone: * 206 478 3980
 Fax:
 Pager:

Step 4. Assigning CSA /Customer System Admin roles and permissions

Select "Customer System Admin" if you want the user to have the same level of access you current enjoy.

Step 5. Bill Ready email notifications

To receive "bill ready email notification select *Email* under "Notification Preferences.



Time Zone: * GMT-8 PST, Pacific US

Street:
 City:
 State:
 Zip:

Customer System Admin: Yes No

Status: Active

Notification Preference: * Portal

Submit Reset Log in as This User

Note: Notification preferences are only displayed if the user has "Customer System Admin permission OR **ADMIN eBilling** permissions.

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Step 6.

Select Submit: Control Center will return a success message if the user was successfully created

Step 7. Assigning user permissions

Click "Add User Permissions"

Control Center will display a list of available permission based on the types of service provisioned.

Functions	Assign Permissions to e133410	
	Name	Description
User List	<input type="checkbox"/> ANI Basic User Group	Group that gives access to basic functionality in LD
Create User	<input type="checkbox"/> Basic Ordering Role User Group	Members of this group have only view information on the Events Order Status pages.
User Profile	<input type="checkbox"/> Basic Purchaser User Group	Members of this group only view access to Shopping Cart items and order status--not authorized for order submission.
User Permissions	<input type="checkbox"/> Dedicated LD Basic User Group	Members of this group have view only access to Dedicated LD information.
Add User Permissions	<input type="checkbox"/> Hosted IVR Basic User Group	Users in this group are allowed to access Contact Center -> Hosted IVR.
User Accounts	<input type="checkbox"/> IP Configuration Advanced User Group	Members of this group can create and modify configuration change requests.
Add Accounts to User	<input type="checkbox"/> IP Configuration Basic User Group	Members of this group have view only access to configuration change requests.
	<input type="checkbox"/> IQ Basic User Group	Members of this group have view only access to IQ Networking product information.
	<input type="checkbox"/> Local Services Basic User Group	Members of this group have view only access to Local Services product information.
	<input type="checkbox"/> Repair Advanced User Group	Members of this group can create and modify repair tickets.
	<input type="checkbox"/> Repair Basic User Group	Members of this group have view only access to repair tickets.
	<input type="checkbox"/> Toll Free Basic User Group	Members of this group have view only access to Toll Free product information.
	<input type="checkbox"/> User Management Group	Group members can create, modify and delete users. This includes assigning and removing permissions and accounts to users.
	<input type="checkbox"/> eBill Advanced User Group	Members of this group can manage eBilling features and functions.
	<input type="checkbox"/> eBill Basic User Group	Members of this group have view only access to eBilling information.

Add Selected

Note: Control Center offer 3 levels of permissions. Basic (Read Only) Advance (Read/Write) Admin (Read/Write future tense)

Step 8. Click "Add Selected"

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Step 9. Add Accounts to User

Control Center will display the list of account associate with your Enterprise. If you do not see all of your account you can add accounts using the **Add Accounts** link location under Services>Billing.

Support Center

Manage Users

Manage Users

Functions

- User List
- Create User
- User Profile
- User Permissions
- Add User Permissions
- User Accounts
- Add Accounts to User**

Filters

Element Type

ALL

Add Accounts for e133410 (1-5 of 5)

Your Current Password: *

<input type="checkbox"/>	Element ID	Element Type	Element Name	Status
<input type="checkbox"/>	194251	CTA	194251™	
<input type="checkbox"/>	302415	CTA	302415™	
<input type="checkbox"/>	305829	CTA	305829™	
<input type="checkbox"/>	307000	DG	307000	
<input type="checkbox"/>	85398642	LATIS		

Add Accounts for e133410 (1-5 of 5)

Add Accounts

Note: If the user does not have eBilling permission you can skip Step 9.

Step 10. Add account to user

Click Add Accounts to User.

Control Center returns a success message recapping the accounts assigned to the user.

Support

For more information you may contact the Control Center help desk Control.Center@centurylink.com
 Toll Free # 877 726-6875

Live Chat