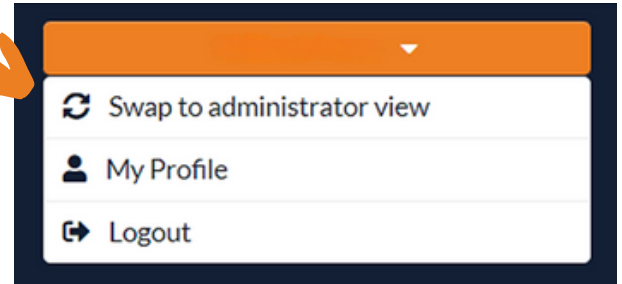


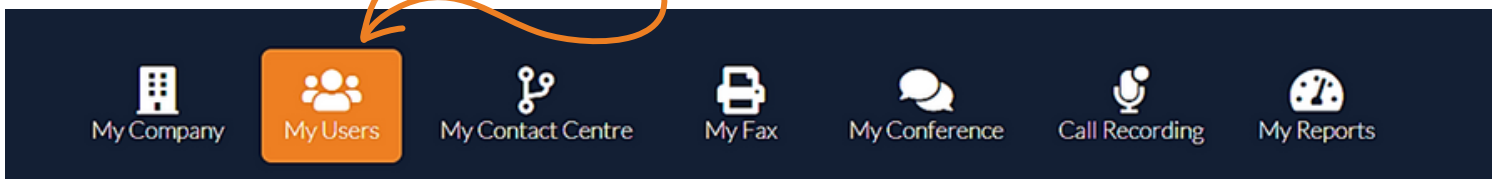
How to add a new user to Universe

1.) Login to the universe portal using this web address: <https://selfcare.thisisuniverse.io>
(if you're unsure of your username or password you can use the forgot password button on the login screen to get this reset or just get in touch)

2.) Once logged in hover over the dropdown menu with your username on the top right and select **"Swap to administrator view"**



3.) Select **"My Users"** from the top menu bar



4.) Select **"Add New"** on the left



5.) Add the new user's **"First name"**, **"Last name"** and **"Email"**

A screenshot of the "New user" form. The form has a dark blue header with a person and plus icon and the text "New user". Below the header are six input fields: "First name" (text input), "Last name" (text input), "Title" (text input), "Department" (dropdown menu with "Not assigned" selected and a plus icon below it), "Timezone" (dropdown menu with "United Kingdom (London)" selected), "Language" (dropdown menu with "English" selected), and "E-mail" (text input). Three orange arrows point from the text above to the "First name", "Last name", and "E-mail" fields.

6.) Then assign the “Rights” you’d like this user to have access to

Rights

- WEB USER
ENABLES THE USER TO LOGON TO UNIVERSE
- FAX ADMINISTRATOR
VIEW AND SEND FAX
- MY USERS
ADMINISTRATION OF THE COMPANY USERS
- USAGE
ACCESS TO THE COMPANY USAGE
- CALL RECORDING
ACCESS TO COMPANY CALL RECORDINGS
- IVR ADMINISTRATOR
ADMINISTRATION OF THE COMPANY IVRS
- MY COMPANY
ADMINISTRATION OF THE COMPANY TELEPHONY
- SERVICES
ADMINISTRATION OF WALLDISPLAY AND CONFERENCE
- MY STATISTICS
ACCESS TO THE COMPANY CALL STATISTICS

Create user

7.) Select “Create user”

8.) Once added you will see this new user appear in the “My Users” section.

My Users My Contact Centre My Fax My Conference Call Recording My Reports

Users

Users in phonebook

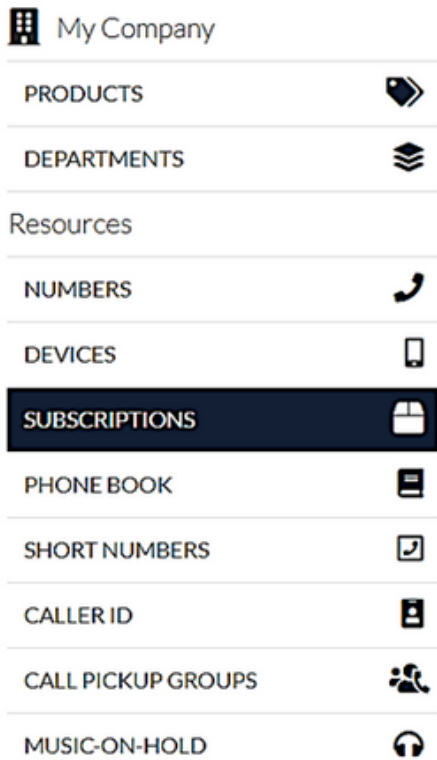
10 users per page

Test User (testuser@firstcomeeuro)

Name	Department	Role	Edit
Test User (testuser@firstcomeurope.co.uk)		User	<ul style="list-style-type: none">Switch to userEditNew passwordDelete

9.) Now we have this new user all set up, we need to assign them a subscription.
To do this select “My Company”

My Company My Users My Contact Centre My Fax My Conference Call Recording My Reports



10.) Select “Subscriptions” from the left



11.) Find a subscription that is “Not assigned”

 FCE Intra company USER SUB

Not assigned 



12.) Click the **drop-down** and assign it to your new user



Test User 

If you have any questions or problems regarding voicemails please get in touch and a member of our faults team will be able to assist you

0333 023 7000
faults@firstcomeurope.co.uk