Administrator User Guide

Global Conference® Administrator User Guide

Use this guide as a tool to familiarize yourself with all the features of your Administrator Control tools. You may also refer to the FAQ's if you have additional questions.

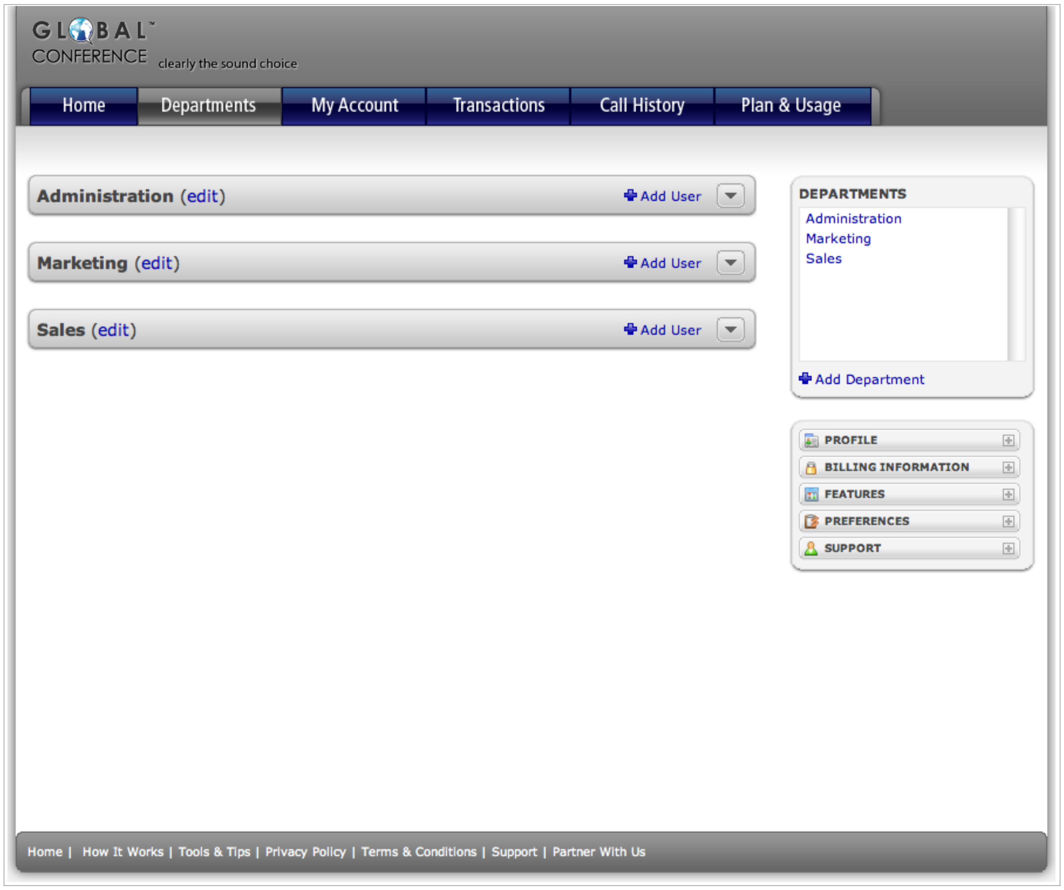


Figure 1

Overview of Administrator Controls

Administrator Controls allow for easy sign-up and management of all your employees' conference activities. You can create groups by departments, add and delete employees, access conference transactions, view and edit your billing and administrator information, view conference plan details, and access Customer Support. This management tool is only available to the Administrator account.

Creating Groups by Department

First, you will need to establish Departments or sub-groups to organize your employees. Employee function, location and role are some of the common criteria used to distinguish employees. If you don't need sub-groups, you can simply register all employees under one department or group.

1. Log in to the Global Conference website

   Note: you will need your Administrator password, along with Company ID and email address provided at sign up

2. Once in your Company Account, you'll see three departments by default: Administration, Marketing and Sales

3. To customize the name of each department, select "Edit" next to the department name (see figure 2)

4. In the field that appears, enter the new department name and select "Save" (see figure 3)

5. Repeat the previous step for each department, as needed

6. To add additional departments, select "Add Department" under the "Departments" List to the right (see figure 4)

7. A new Department will appear at the top of the list

8. Enter new department name and select "Save" (see figure 5)

   Note: New department will automatically be alpha-sorted within existing departments

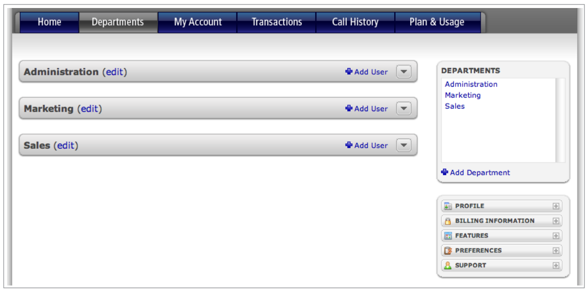


Figure 2

Figure 3

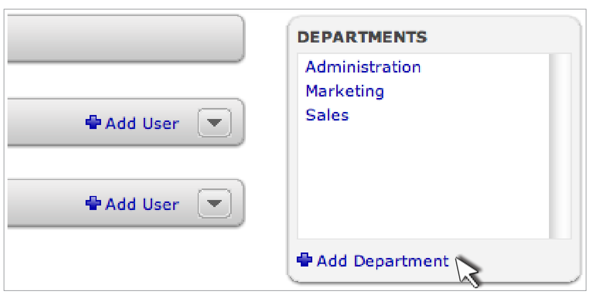


Figure 4

Figure 5

Figure 6

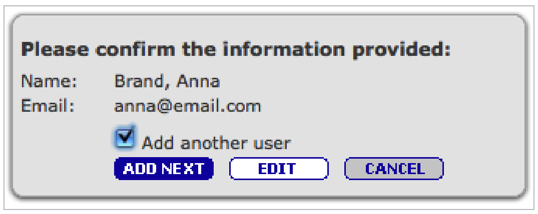


Figure 7

Figure 8

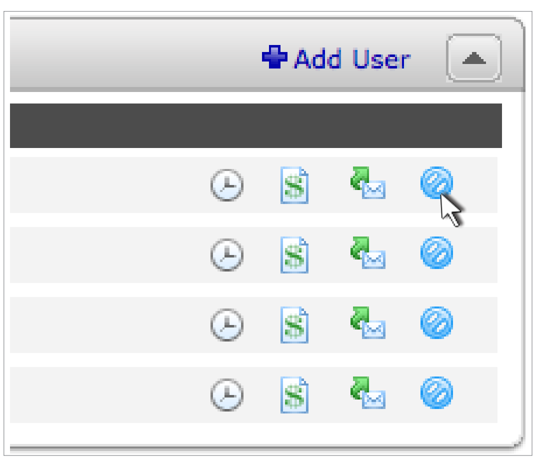


Figure 9

Adding and Deleting Employees to your Company Account

To Add a User

1. Choose the Department to which you would like to add the new user and select “Add User” (see figure 6)

2. Fill in the Last name, First name and Email Address fields and select “Add”

3. Confirm the User information. If you’d like to add another user, select “Add Next” (see figure 7); if not, deselect the “Add another user” box and select “Done” (see figure 8)

   Note: Once you select “Done,” the new user will automatically be alpha-sorted into your user list

To Delete a User

1. Choose the department of the User you wish to delete and select the drop-down arrow button to open the Department User list

2. Find the name of User to be deleted and select the delete icon to the far right (see figure 9)

Using Shortcut Icons

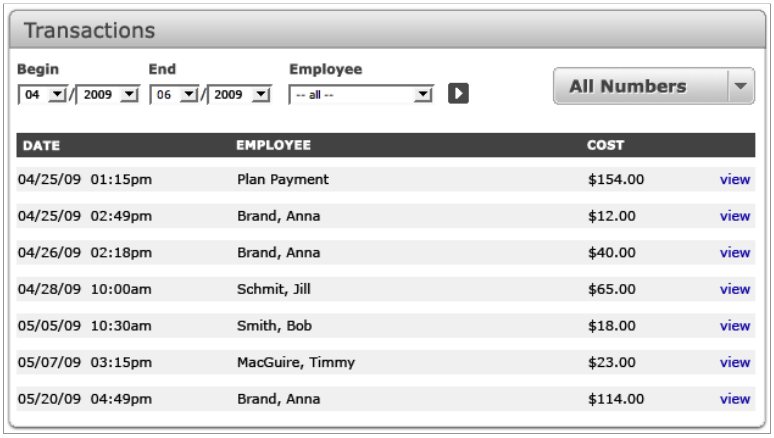
The shortcut icons make it easy to preform common Admin tasks. With one click you can: (see figure 9)

1. View an individual User’s Call History

2. View an individual User’s Transaction History

3. Reset a User’s Password

4. Delete a User



Transactions

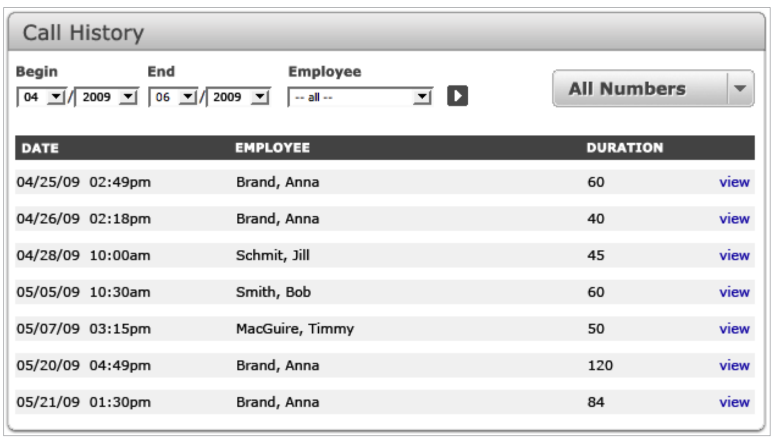
Begin 04 / 2009 End 06 / 2009 Employee -- all -- All Numbers

DATE	EMPLOYEE	COST	
04/25/09 01:15pm	Plan Payment	$154.00	view
04/25/09 02:49pm	Brand, Anna	$12.00	view
04/26/09 02:18pm	Brand, Anna	$40.00	view
04/28/09 10:00am	Schmit, Jill	$65.00	view
05/05/09 10:30am	Smith, Bob	$18.00	view
05/07/09 03:15pm	MacGuire, Timmy	$23.00	view
05/20/09 04:49pm	Brand, Anna	$114.00	view

Figure 10

Viewing Company Transactions

To see a detailed list of all calls placed by company employees, select the “Transactions” tab (see figure 10). You will find calls placed by date and/or all employees, or you can narrow your search by individual employees. When looking at an individual’s calls, you will see the label/access code used for each call. The calls listed in this section will be billed to the credit card on file and the charge will appear as “Conference Call Services” on your next bill.



Call History

Begin 04 / 2009 End 06 / 2009 Employee -- all -- All Numbers

DATE	EMPLOYEE	DURATION	
04/25/09 02:49pm	Brand, Anna	60	view
04/26/09 02:18pm	Brand, Anna	40	view
04/28/09 10:00am	Schmit, Jill	45	view
05/05/09 10:30am	Smith, Bob	60	view
05/07/09 03:15pm	MacGuire, Timmy	50	view
05/20/09 04:49pm	Brand, Anna	120	view
05/21/09 01:30pm	Brand, Anna	84	view

Figure 11

Viewing Recent Calls

To see a list of recent calls placed by all employees on your Company Account, select the “Call History” tab (see figure 11). While in this section, you may sort all calls by date and/or all employees, or narrow your search by individual employees.

User Generated Reports

Currently, data can only be “cut-and-pasted” into Excel or other spreadsheets for customer analysis of transactions or call history. The next release will include exportable reports.

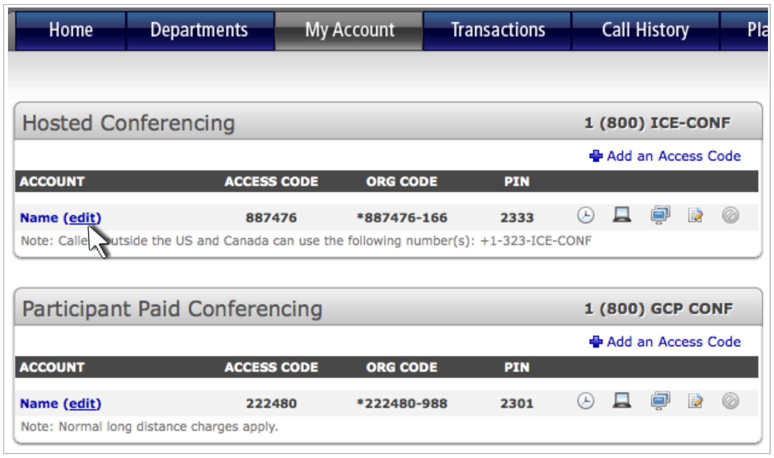


Figure 12

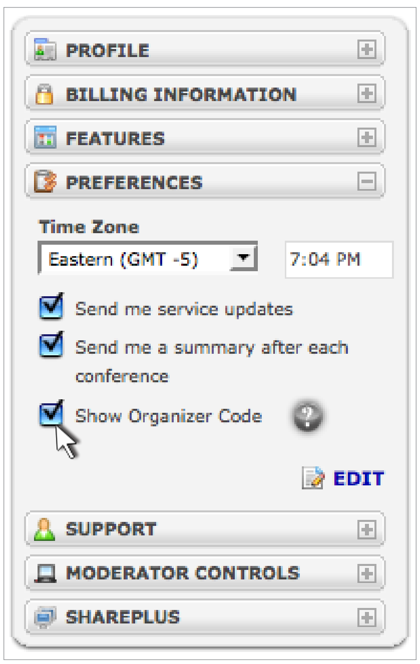


Figure 13

Admin “My Account”

1. Conferencing Dial-In Number: Each Hosted Conferencing plan includes a Toll Free 800 dial-in number, and each Participant Paid Conferencing plan includes a normal US long distance dial-in number.

2. Your account has two initial sub-accounts. To customize the name of each account, select “Edit” next to the account name (see figure 12).

   An access code is assigned to each account to provide unique, secure entry into the system. You may add sub accounts/access codes at any time by selecting “Add an Access Code”. This feature allows users to create multiple separate and secure conferencing access codes to use for different clients or groups.

3. Access Codes: To join a conference as a participant, enter the assigned access code, then # and follow the voice prompts. Participants can access basic conference controls such as the Help menu, self-mute and one-on-one private chat during a conference.

4. Organizer Code: To join a conference as an Organizer, simply call in and enter * followed by the access code, plus # .

   This action gives the Organizer the ability to lock the conference * 5 , change the conference mode between conversation, Q&A and presentation mode * 7 , choose entry and exit chimes * 8 , and hear the number of parties on the call * # . You can have multiple Organizers during a conference.

   For the Organizer Code column to be visible in your “My Account”, it must first be turned on in the “Preferences” tab on the right-hand menu (see figure 13)

5. Subscriber Pin: The subscriber pin is assigned to the account holder and activates the recording feature. Anytime during the conference, the host can enter * 9 and followed by the subscriber pin to begin recording. You will also be prompted to enter your subscriber pin when using our Premium 800 service.

6. Shortcut icons to: Call History, Moderator Controls, SharePlus Desktop Sharing, Edit Account, and Delete Account

Viewing Company Conference Plan

To see which plan your company is signed up for and current usage, select the "Plan & Usage" tab (see figure 14).

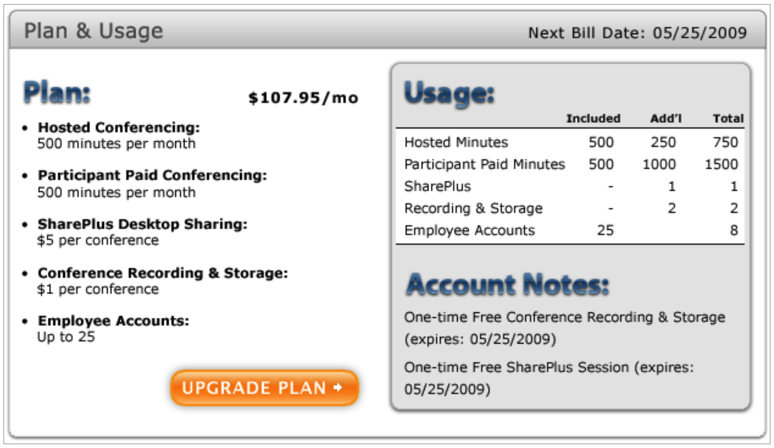


Figure 14

Upgrading Company Conference Plan

To upgrade your company's current conferencing plan, select the "Upgrade Plan" button in the "Plan & Usage" tab (see figure 15). From here you can add any available services to your plan. If you do not see what you are looking for, please contact Sales at 1-866-519-3166 or email sales@globalconference.com

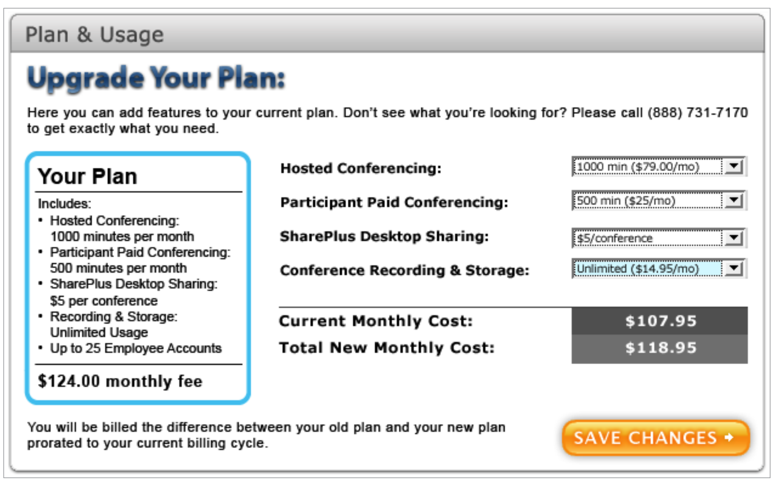


Figure 15

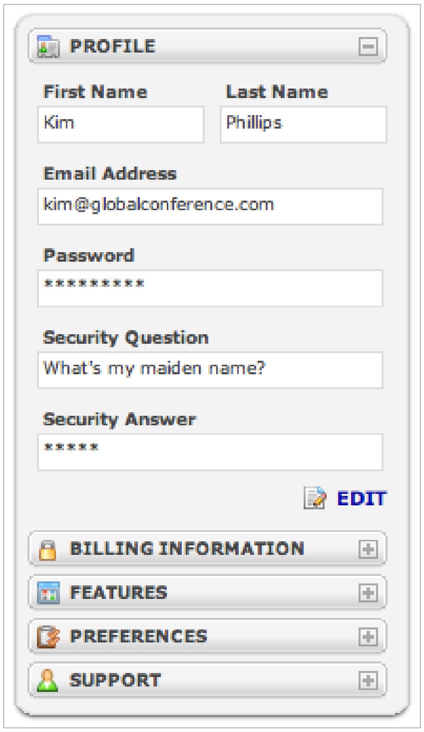


Figure 16

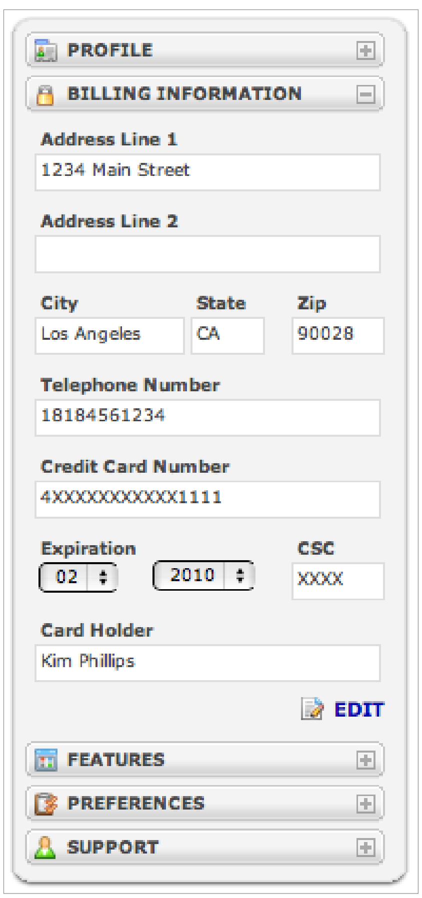


Figure 17

Changing Administrator Information

If your administrator's information changes, it is easy to update while in your Company Account.

1. Select the "Profile" tab on the right-hand side (see figure 16).

2. Make the necessary changes and select "Update"

Note: To change the Administrator for your company when the Administrator log in information is unavailable, contact Sales at 1-866-519-3166 or email sales@globalconference.com

Updating Company Billing Information

Visit the Billing Information section if your company's credit card information is expiring soon or needs to be updated.

1. In your Company Account, select the "Billing Information" tab on the right-hand side (see figure 17).

2. Update the necessary billing information and select "Update"

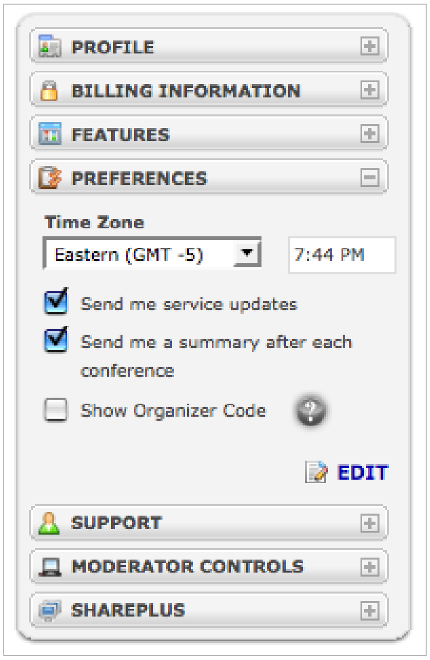


Figure 18

Changing Conference Preferences

In the Preferences section you can:

- Update Your Time Zone
- Choose to receive Service Update emails
- Select whether you would like to receive post-conference summary emails
- Select to have Organizer Code column visible

1. Select “Edit” (see figure 18)
2. Make your preference selections
3. Click “Update”

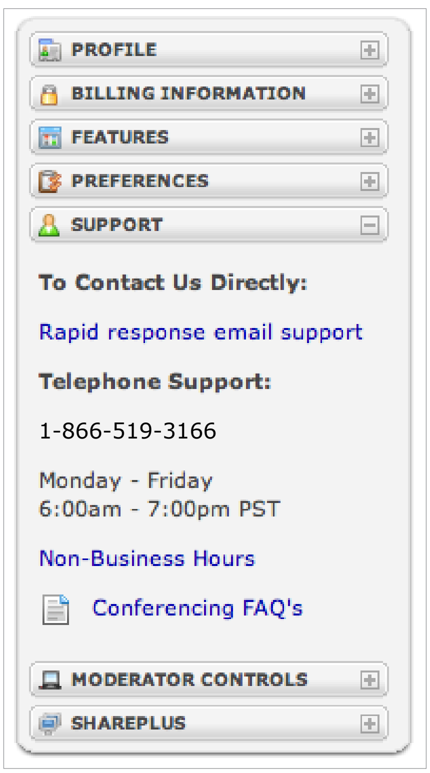


Figure 19

Customer Support

To find the Global Conference Toll-Free Customer Support number, select the “Support” tab on the right-hand menu (see figure 19). You will also find a link to our rapid response email (available 24/7), conferencing FAQ’s, and the Administrator User Guide.

Additional Questions?

Review our FAQ’s for answers to common questions.
You can also call 1-866-519-3166 or
email enterprise-support@globalconference.com