

Reset and Recycle a User

Scope:

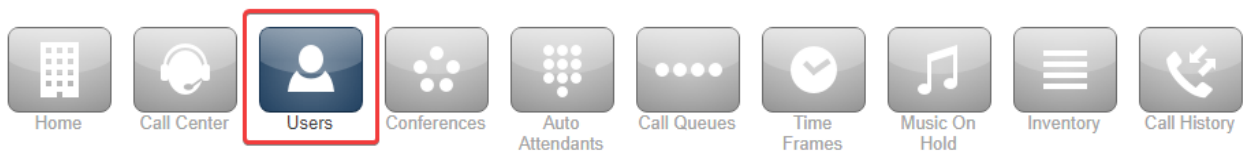
The following steps will allow you to reset a user account for a new employee. Below are options for resetting a single user or multiple users as needed. Use caution. These actions are not reversible.

Requirements:

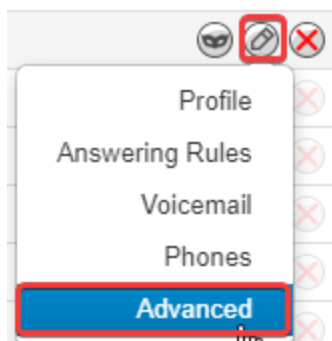
- Access to Manager Portal

Reset a Single User

1. Log into the Manager Portal
2. Click on the **Users** button



3. At the far right of the user you want to reset click on the **Edit** icon then click on Advanced



4. On the next page click the **Reset User** button

User Status **Password Required** A password reset is required by this user

Reset User Deletes and resets selected user settings and data

5. Select each of the items you wish to reset. See below for descriptions of each.

- Optional: If you already have a name and email for the new user make sure that Recycle User is selected

6. Click the **Reset** button

Reset Malcom Reynolds (1009) ✕

Reset and delete user settings and data.

Malcom Reynolds (1009) will have their name, email, password, voicemail PIN, soft phones i removed by default

[Select All Options](#)

Optional

- Delete Voicemail Messages
- Delete Voicemail Greetings
- Delete Answering Rules
- Delete Custom Contacts
- Unassign Phone Number
- Remove lines from physical phones i

Recycle User
Provide new name and email after resetting the user

7. Review your selections and click the **Reset** button

8.

Reset Malcom Reynolds (1009) ✕

Reset and delete user settings and data.

Malcom Reynolds (1009) will have their name, email, password, voicemail PIN, soft phones i removed by default

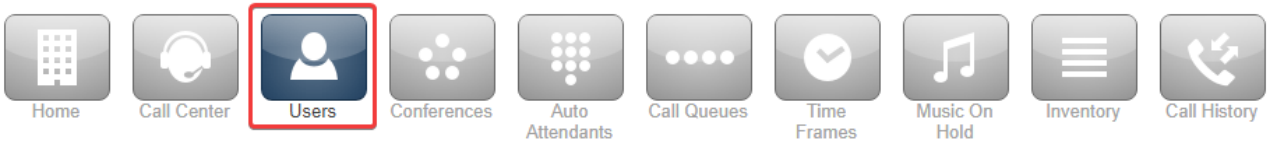
- Delete Voicemail Messages
- Delete Voicemail Greetings
- Delete Answering Rules
- Delete Custom Contacts

Are you sure you want to continue?

Reset Multiple Users

1. Log in to the Manager Portal

2. Click on the **Users** button



3. Select each of the users you would like to reset

4. Click the **Bulk Action** button

<input type="checkbox"/>	Name ▲	Extension	Department	Scope	
<input type="checkbox"/>	Shepherd Book Password Required	1007		Basic User	
<input type="checkbox"/>	Jayne Cobb Password Required	1003		Office Manager	
<input checked="" type="checkbox"/>	Kaylee Frye	1002		Basic User	
<input checked="" type="checkbox"/>	Malcom Reynolds Password Required	1009		Basic User	
<input checked="" type="checkbox"/>	Inara Serra	1000		Call Center Supervisor	
<input type="checkbox"/>	River Tam Password Required	1004		Call Center Agent	
<input type="checkbox"/>	Simon Tam Password Required	1005		Basic User	
<input type="checkbox"/>	Hoban Washburne	1001		Basic User	
<input type="checkbox"/>	Zoe Washburne Setup Required	1006		Basic User	

5. Select the radio option for Reset Users and click **Complete Action**

Bulk User Actions ×

Select an action to perform on the selected users.

Selected 3 users

- Kaylee Frye (1002)
- Malcom Reynolds (1009)
- Inara Serra (1000)

- Reset Users**
Reset and delete user settings and data
- Send Welcome Email**
Sends new users an email with link to set up password and voicemail PIN
- Force Password Reset**
Clears password, forcing user to change it before they can access their account
- Automatically send recovery email**

Cancel **Begin Reset**

6. Select each of the items you wish to reset. See below for descriptions of each.

- Optional: If you already have a name and email for the new user make sure that Recycle User is selected

7. Click the **Reset** button

Reset Malcom Reynolds (1009) ✕

Reset and delete user settings and data.

Malcom Reynolds (1009) will have their name, email, password, voicemail PIN, soft phones i removed by default

[Select All Options](#)

Optional

- Delete Voicemail Messages
- Delete Voicemail Greetings
- Delete Answering Rules
- Delete Custom Contacts
- Unassign Phone Number
- Remove lines from physical phones i

Recycle User
Provide new name and email after resetting the user

8. Review your selections and click the **Reset** button


Reset Users



Reset and delete user settings and data.

Reset 3 users

Kaylee Frye (1002)
Malcom Reynolds (1009)
Inara Serra (1000)

The selected users will have their name, email, password, voicemail PIN, soft phones  removed by default

The following actions will take place:

- Delete Voicemail Messages
- Delete Voicemail Greetings
- Delete Answering Rules
- Delete Custom Contacts
- Recycle Users

Are you sure you want to continue?

Back

Reset

Recycle Users

1. If you did select to Recycle User you will be presented with a new screen prompting you to enter the First Name, Last Name and Email for each new user.
2. If the new user has an email address be sure to select Send Welcome Email
3. Click the **Save** button

Recycle User 1009

Enter new user information and send a welcome email.

Extension 1009

First Name

Last Name

Email

Send Welcome Email
Sends an email with link to set up password and voicemail PIN

Save

or

Recycle Users

Extension	First	Last	Email	Department
1002	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
1009	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
1000	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

- The new user will receive a welcome email informing them of their login along with a link to reset their password.

Welcome to UCAAS Network!

We're excited to get you started with your phone system and you're just a step away from completing setup of your account. Here's your account information:

Login: 1009@niftywidgets

Extension: 1009

Click the button below to complete your account setup!

You have 168 hour(s) from the time this email was sent to complete your account setup before the link expires. If that doesn't work, copy and paste the following link in your browser:

https://manage.niftywidgets.co/portal/resets?auth_code=69ce3d71309019d7da2daadfde0e9096&username=MTAwOUBuaWZ0eXdpZGdldHM=&lang=en_us

Sent by UCAAS Network

Reset Options

The following is a list of options for resetting users

- **Delete Voicemail Messages** : Deletes any voicemail messages for the user. Includes New, Saved and Trash boxes.
- **Delete Voicemail Greetings** : Any voicemail greetings, including those with time frames and recorded name will be deleted.
- **Delete Answering Rules** : All rules will be deleted. Default rule to ring user's phones will be put back in place.
- **Delete Custom Contacts** : All custom contacts will be deleted. Shared contacts will not be touched.
- **Unassign Phone Number** : If a DID is routed directly to the user it will be changed to "Available Number". It will still be available in the inventory.
- **Remove lines from physical phones** : Any phones with MAC addresses will be removed from the user. Additionally, soft phones and SNAPmobile phones will be removed.
- **Recycle User** : Name and email will be cleared whenever a user is reset. If this option is selected you will have the opportunity to enter new names and emails.