Cellcrypt®

TRUSTED COMMUNICATIONS

User Guide for the Enterprise Management Portal

Document Version 1.0.4

19 January 2018

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1 Introduction

This guide explains the operations that can be performed, and functionalities available on the Enterprise Management Portal (EMP).

The EMP is a web-based, user friendly, account management system that allows mobile client application Administrators to manage Profiles, Accounts, Devices, Subscriptions, and Aliases.

1.1 Functionality Represented in this Guide

Your ability to view and/or use the functionalities of the EMP described in this guide will depend on the EMP installation and your user role (permissions on the EMP).

2 Start Using the EMP

Before you can start using the EMP you will need to verify your email address. You will receive an email with the subject "**Please Verify your Email Address Refxxxxxxx**". Follow the link to verify your email address and set your Password.

Note: Your verified email address is your Username for the EMP.

2.1 Sign in to the EMP

Sign in to the EMP with your Username and selected Password.

After signing to the EMP you are taken to the **Dashboard** page (Figure 2 - 1).

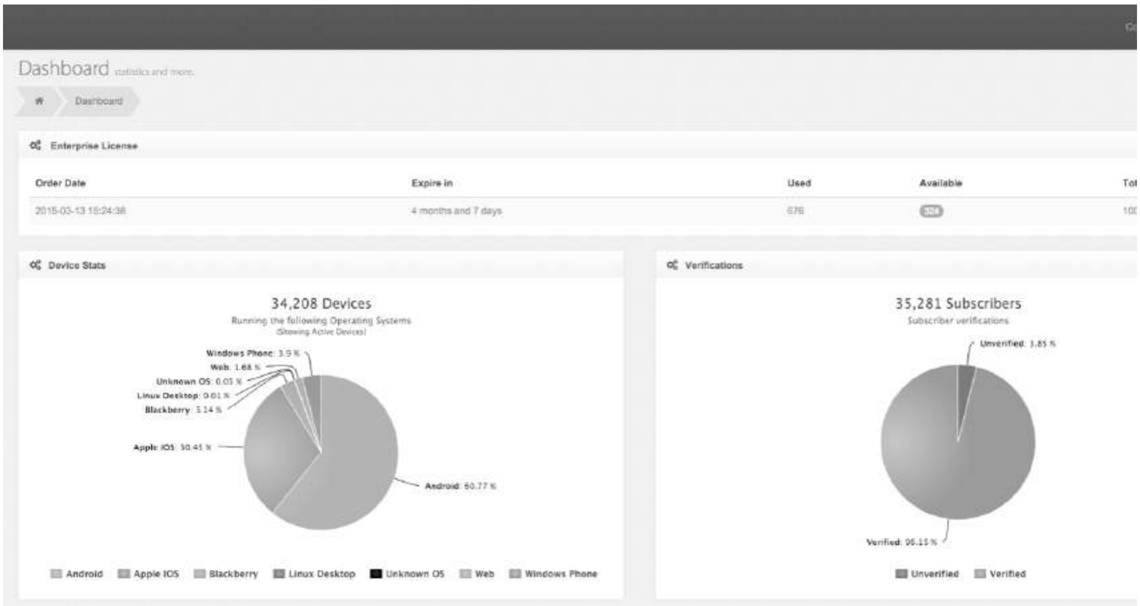


Figure 2 - 1: Dashboard Page

2.2 Navigate on the EMP

The EMP **Control Panel** is located on the left of all pages within the EMP.

You can use the Control Panel to navigate to all functionalities within the EMP.

3 EMP Dashboard

The EMP Dashboard gives you an overall view of the subscribers and licenses which the company administers.

Select the **Dashboard** tab in the Control Panel to go to the Dashboard page. This page has five sections: Enterprise Licenses, Device Stats, Verifications, Subscribers and Online Devices.

Note: Hovering the cursor over a graph area will display the exact number of devices, rather than the percentage of total displayed on the graph.

3.1 Enterprise Licenses

The **Enterprise Licenses** section is located at the top of the Dashboard Page.

The Enterprise Licenses section provides you with information about the Licenses administered by the company (Figure 2 -1).

The Enterprise Licenses section contains the following information:

- **Order Date** - The date and time that the licenses were purchased.
- **Expire in** - The time remaining until the purchased licenses expire.
- **Used** - Number of licenses in use by subscribers.
- **Available** - Number of purchased licenses available for use by new subscribers.
- **Total** - Total number of licenses purchased.

3.2 Device Stats

The **Device Stats** section is located center-left on the Dashboard Page.

The Device Stats section shows users the number of devices using licenses. This is broken down to show the percentage of devices using a specific operating system (Figure 3 - 1).

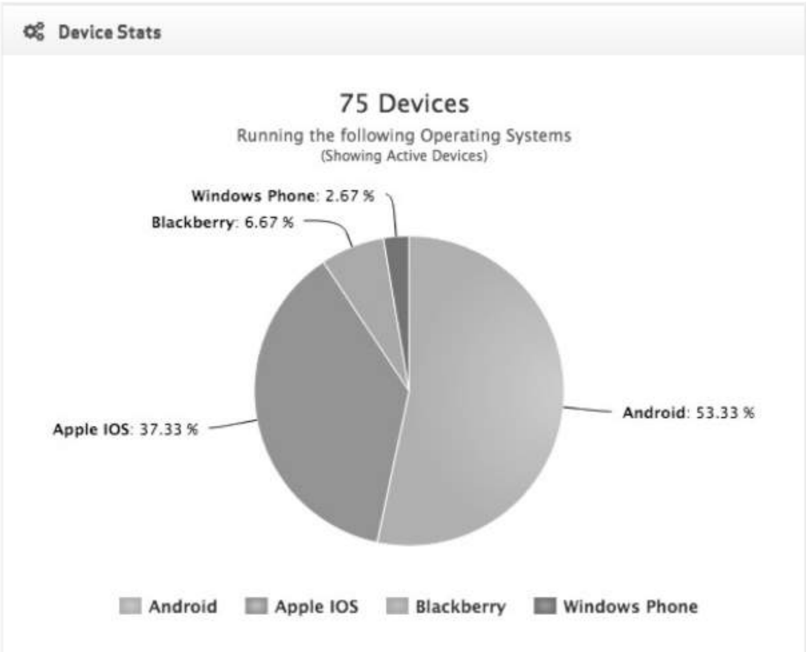


Figure 3 - 1: Device Stats Section

3.3 Verifications

The **Verifications** section is located center-right on the Dashboard Page.

The Verifications section shows users the percentage of subscribers that have verified their accounts, and those that still need to do so (Figure 3 - 2).

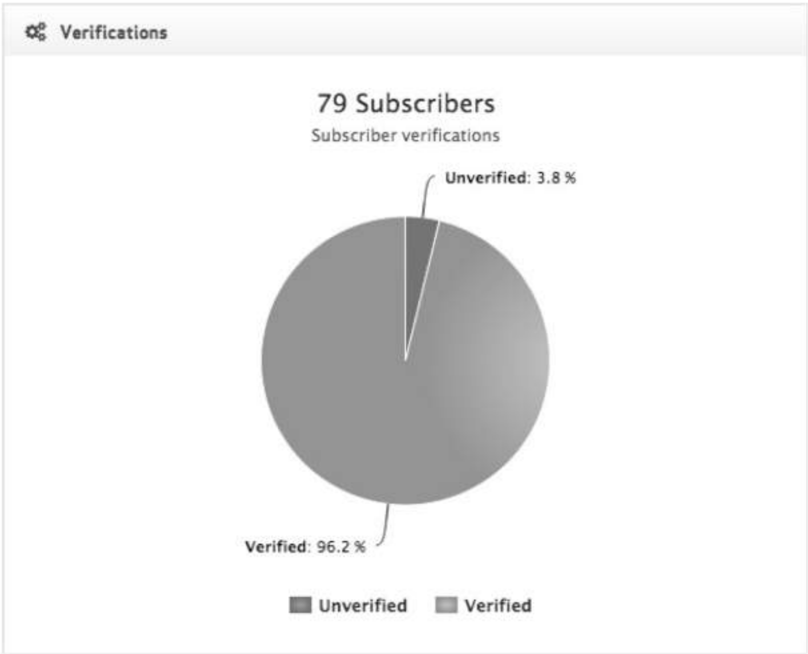


Figure 3 - 2: Verifications Section

3.4 Subscribers

The **Subscribers** section is located bottom-left on the Dashboard Page.

The Subscribers section shows users the subscriber registration history (Figure 3 - 3).

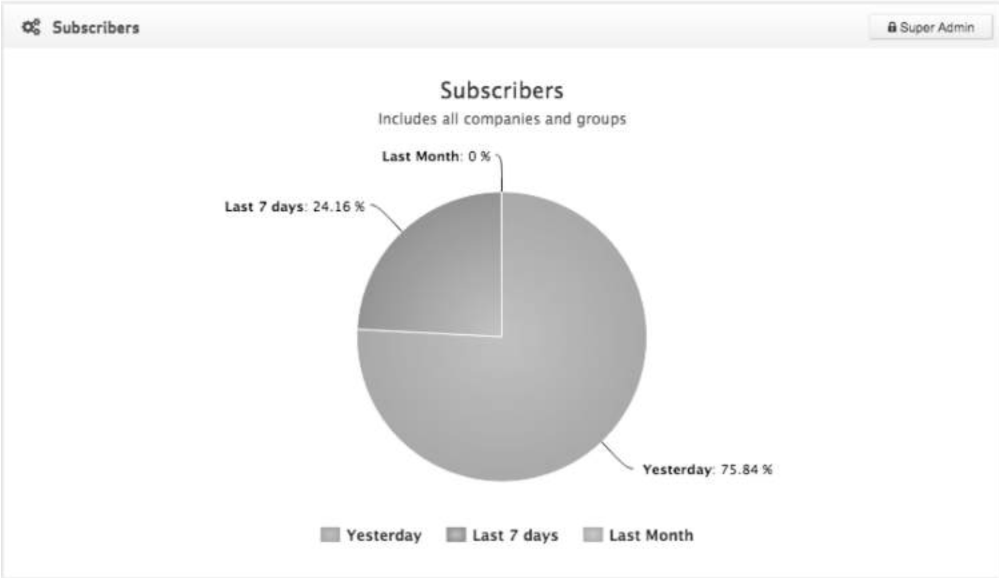


Figure 3 - 3: Subscribers Section

3.5 Online Devices

The **Online Devices** section is located bottom-right on the Dashboard Page.

The Online Devices section shows users the history of the Voice Cypher Ultra application status on devices on which the application is installed (Figure 3 - 4).

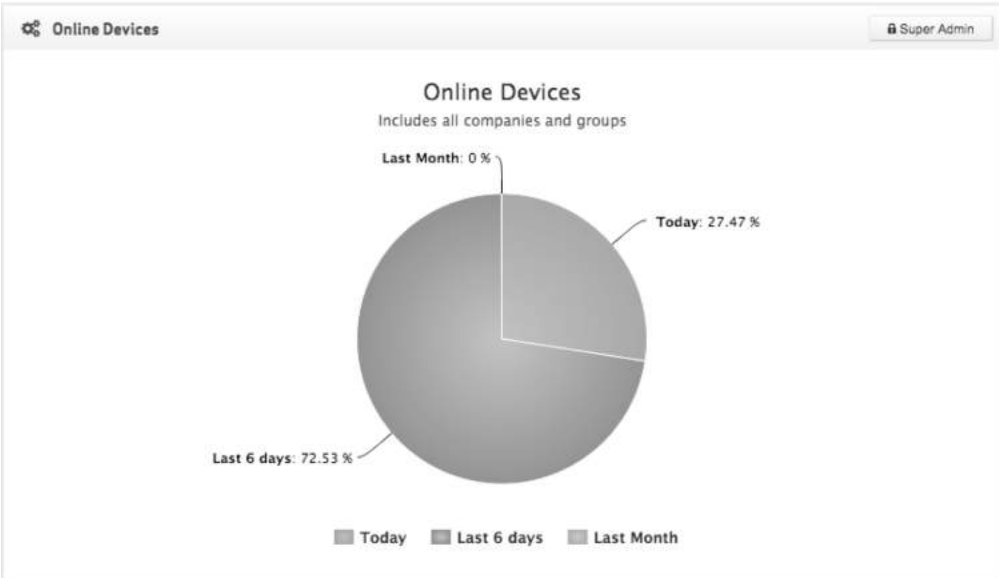


Figure 3 - 4: Online Devices Section

4 EMP Subscribers

Select the **Subscribers** tab in the Control Panel to go to the **Subscriber Management** page (Figure 4 - 1).

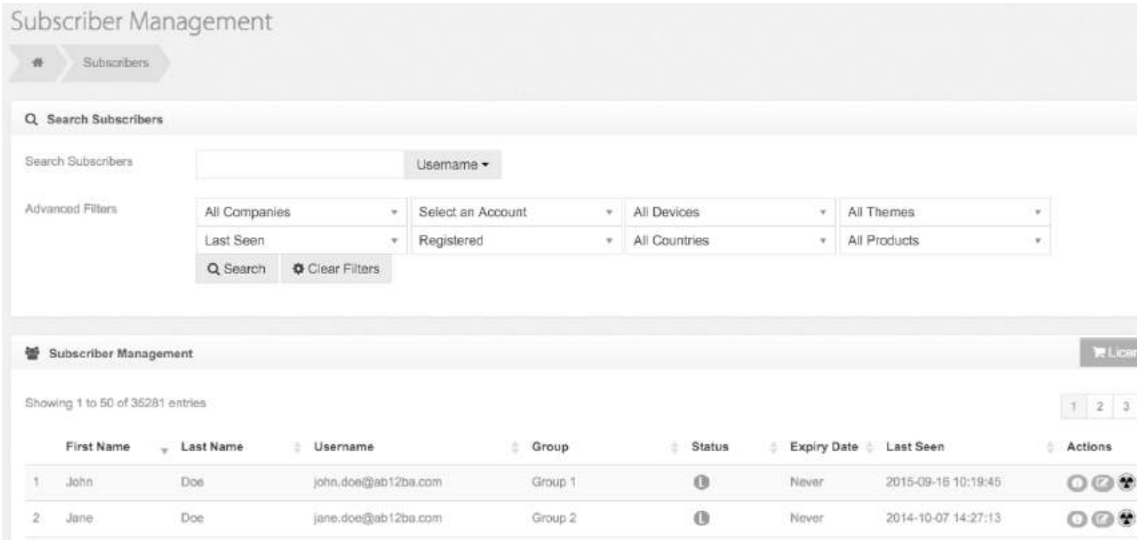


Figure 4 - 1: Subscriber Management Page

The Subscriber Management page gives you access to all subscriber accounts. This page has two sections: Search Subscribers and Subscriber Management.

4.1 Search Subscribers

The **Search Subscribers** section is located at the top of the Subscriber Management page (Figure 4 - 1). This section allows you to quickly locate a specific subscriber when necessary.

The Search Subscribers section has the following options:

- **Search Subscribers** - Enter information into this field to search for subscribers.
- **Search Criteria** - Drop down menu that allows you to search for subscribers by Username, First Name, Last Name, Language Code and Country Code.
- **Advanced Filters** - Drop down menus that allow you to further refine a search for a specific subscriber.
- **Clear Filters Button** - Resets search filters to their default settings.
- **Search Button** - Once the search criteria and filters have been set, select the **Search** button.

4.2 Subscriber Management

The **Subscriber Management** section is located at the bottom of the Subscriber Management page (Figure 4 - 1). This section allows you to view all subscribers and perform administrative actions.

The Subscriber Management section contains the following subscriber details:

- **First Name** - Subscribers's first name
- **Last Name** - Subscriber's last name.

- **Username** - Subscriber's username.
- **Group** - The group to which the subscriber is registered.
- **Status** - Current license status of the subscriber.
- **Expiry Date** - The time remaining until the subscriber's license expires.
- **Last Seen** - Time and date of the most recent subscriber operation of the mobile client application. When a subscriber has viewed the mobile client application in the last five minutes, a green notification icon appears.
- **Actions** - Administrative actions.
- **Licenses Available** - Number of licenses available to assign to new subscribers.

You can perform the following administrative actions from the Subscriber Management page:

4.2.1 View Profile

To view a subscriber's profile select the **View Profile** icon (Figure 4 - 2).

Figure 4 - 2: View Profile Icon

The subscriber's profile page has four sections: Subscriber Profile, Subscription, Aliases and Devices (Figure 4 - 3).

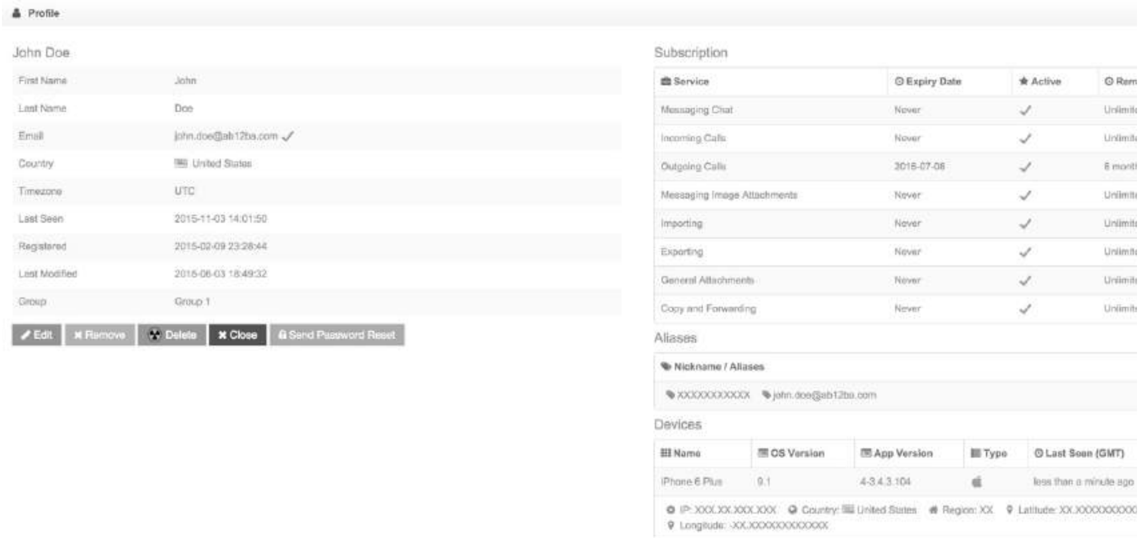


Figure 4 - 3: Subscriber Profile Page

Subscriber Profile

In the **Subscriber Profile** section (Figure 4 - 3) located on the left of the Subscriber Profile page you can view the the following subscriber details:

- First Name.
- Last Name.
- Email Address.
- Country.
- Timezone.
- Date of most recent use of the mobile client application.
- Date registered on the mobile client application.
- Group to which the subscriber belongs.

You can perform the following administrative actions in the Subscriber Profile section (Figure 4 - 3):

- Edit the subscriber's profile by selecting the **Edit** button. To edit the profile, see the topic "Edit Profile" in this guide.
- Remove the subscriber's profile by selecting the **Remove** button.
- Delete the subscriber's profile by selecting the **Delete** button.
- Close the subscriber's profile by selecting the **Close** button.
- Send the subscriber a password reset by selecting the **Send Password Reset** button. Selecting this button will send the subscriber an email with the subject: '**Password reset - Refxxxxxxx**'.

Subscription

The **Subscription** section is located top-right on the Subscriber Profile page. This section shows the license type the subscriber has, and what services are activated for the subscriber (Figure 4 - 3).

The services are as follows:

- **Messaging Chat** - This shows whether the subscriber is able to send and receive messages.
- **Incoming Calls** - This shows whether the subscriber is able to receive calls.
- **Outgoing Calls** - This shows whether the subscriber is able to make calls.
- **Messaging Attachments** - This shows whether the subscriber is able to send and receive message attachments.
- **Incoming Messages** - This shows whether you are able to receive incoming messages.
- **Importing** - This shows whether you are able to import an encrypted list of contacts.
- **Exporting** - This shows whether you are able to export an encrypted list of contacts and conversations.
- **General Attachments** - This shows whether you are able to send and receive general attachments.
- **Copy and Forwarding** - This shows whether you are able to copy and forward messages.

Aliases

The **Aliases** section is located center-right on the Subscriber Profile page. This section shows the subscriber Aliases (Figure 4 - 3).

Devices

The **Devices** section is located bottom-right on the Subscriber Profile page. This section shows information about the device on which the mobile client application is registered (Figure 4 - 3).

The information shown is as follows:

- **Name** - The model description of the device on which the mobile client application is registered.
- **OS Version** - The Operating System of the device on which the mobile client application is registered.
- **App Version** - The version of the mobile client application installed on the device.
- **Type** - The type of Operating System running on the device on which the mobile client application is registered.
- **Last Seen, GMT** - The last time the user viewed the mobile client application application.
- **Actions** - Allows a user to perform a **Remote Wipe**, **Remote Deactivation** and **Delete** of the device on which the mobile client application is registered.

You can perform the following action from the Devices section:

- To perform a Remote Wipe select the **Remote Wipe** icon (Figure 4 - 4). When a device undergoes a Remote Wipe, all mobile client application cached data including contacts and messages on the subscriber's device will be removed from the the mobile client application. **Remote Wipe** and **Remote Deactivation** are security features designed to protect both users and companies in the event that a device is stolen or lost.

Figure 4 - 4: Remote Wipe Icon

- To perform a Remote Deactivation select the **Remote Deactivation** icon (Figure 4 - 5). When a device undergoes a Remote Deactivation, the subscriber will need to sign in the next time he/she accesses the mobile client application.

Figure 4 - 5: Remote Deactivation Icon

- To Delete a subscriber's device select the **Delete Device** icon (Figure 4 - 6). When a device is Deleted, it is removed from the EMP. The subscriber will need to sign in the next time he/she accesses the the mobile client application.

Figure 4 - 6: Delete Device Icon

4.2.2 Edit Profile

To edit a subscriber's profile select the **Edit Profile** icon (Figure 4 - 7).

Figure 4 - 7: Edit Profile Icon

You will be taken to a page with the subscribers profile information in an editable format (Figure 4 - 8).

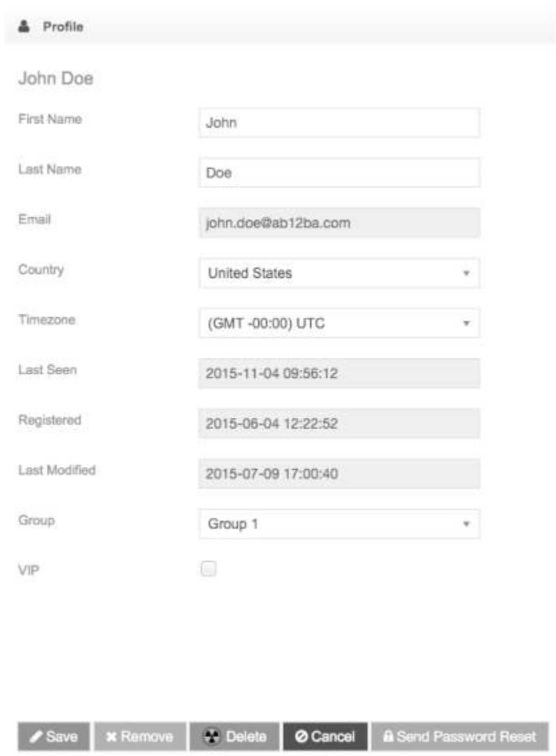


Figure 4 - 8: Edit Subscriber Profile

You can edit the subscriber's First Name, Last Name, Country, Timezone, Group and VIP status. When a subscriber is flagged as **VIP**, his/her support requests are seen as high priority.

You can perform the following actions while editing a subscriber's profile:

- Save changes made to the subscriber's profile by selecting the **Save** button.
- Remove the subscriber's profile by selecting the **Remove** button.
- Delete the subscribers's profile by selecting the **Delete** button.
- Cancel changes made to the subscriber profile by selecting the **Cancel** button.
- Send the subscriber a password reset by selecting the **Send Password Reset** button. Selecting this button will send the subscriber an email with the subject: '**Password reset - Refxxxxxxx**'.

4.2.3 Remove Profile

To remove the subscriber profile, select the **Remove Profile** icon (Figure 4 - 9).

Figure 4 - 9: Remove Profile Icon

Removing a subscriber's profile from a company moves his/her profile from their current group to the default Public group.

4.2.4 Delete Profile

To delete the subscriber profile, select the **Delete** icon (Figure 4 - 10).

Figure 4 - 10: Delete Subscriber Icon

Deleting a subscriber from the EMP completely removes the subscriber's profile from the EMP. It also signs the subscriber out of the mobile client application. The subscriber will not be able to log back in unless he/she creates a new mobile client application account.

Assign License

To assign a license to a subscriber and consume one of your available licenses, select the **Assign License** icon (Figura 4 - 11).

Figure 4 - 11: Assign License Icon

5 EMP Accounts

The **Accounts** drop down in the Control Panel opens options to Purchase licenses, view Pending Orders, view Statements, and Administer Payments.

5.1 Purchase

Select the **Purchase** tab in the Control Panel to go to the **Accounts Purchase** page (Figure 5 - 1). This page has two sections: Current License Pack and Licensing Options.

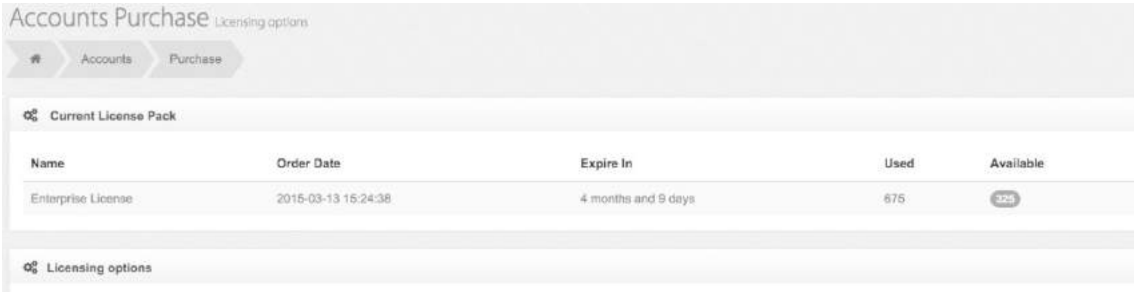


Figure 5 - 1: Accounts Purchase Page

5.1.1 Current License Pack

The **Current License Pack** section located at the top of the Accounts Purchase page (Figure 5 - 1) contains the following information about your company's license(s):

- **Name** - Company license pack name.
- **Order Date** - Date on which the license pack was ordered.
- **Expire In** - Time until purchased license pack expires.
- **Used** - Number of mobile client application licenses in use by subscribers.
- **Available** - Number of purchased mobile client application licenses available for use by new subscribers.
- **Total** - Total number of mobile client application licenses purchased.

5.1.2 Licensing Options

The **Licensing Options** section located at the bottom of the Accounts Purchase page (Figure 5 - 1) contains the license pack option availably to your company for purchase.

To purchase licenses for your company select the applicable license pack and set the amount of licenses you wish to purchase, then select the **Order Now** button.

You are taken to a page with a preview of your purchase order (Figure 5 - 2).

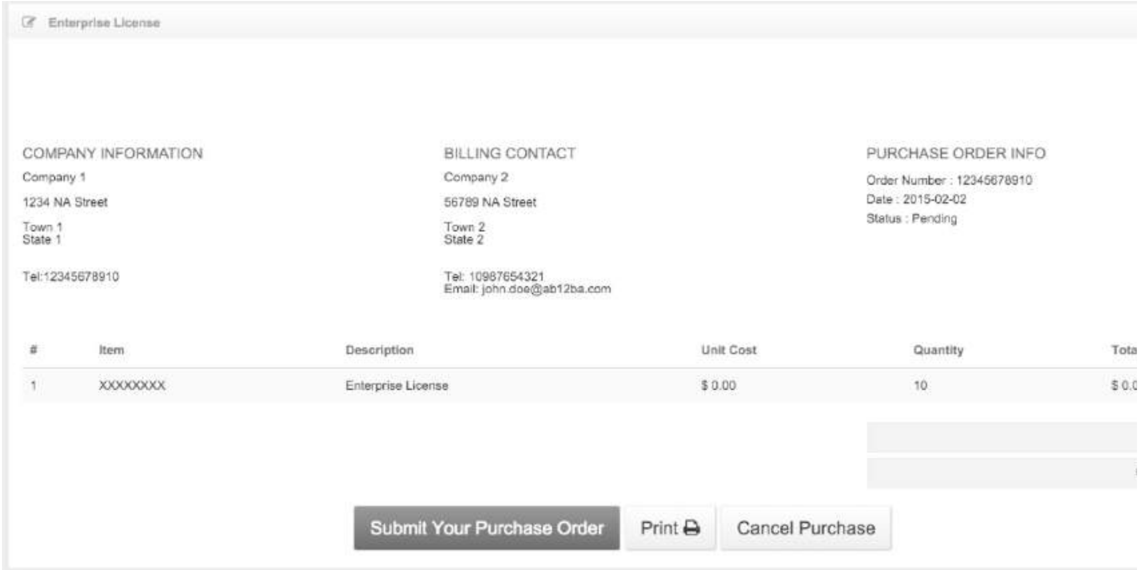


Figure 5 - 2: Purchase Order Preview Page

Please confirm that all the information on the purchase order is correct, then select the **Submit your Purchase Order** button. You are taken to the **Accounts Pending Orders** page (Figure 5 - 3).

Note: To cancel the purchase, select the **Cancel Purchase** button.

5.2 Pending Orders

Select the **Pending Orders** tab in the Control Panel to go to the **Accounts Pending Orders** page (Figure 5 - 3).

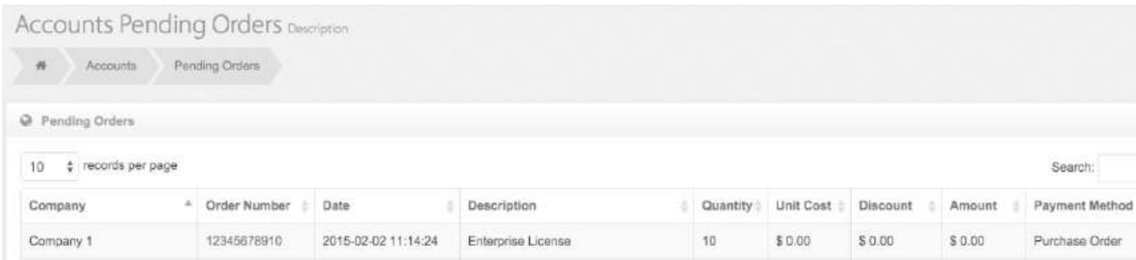


Figure 5 - 3: Accounts Pending Oders Page

On the Accounts Pending Orders page you can view the following information (Figure 5 - 3):

- **Company** - Company that placed the purchase order.
- **Order Number** - Purchase order number.
- **Date** - Date the order was placed.
- **Description** - License type ordered.
- **Quantity** - Number of mobile client application license packs purchased.
- **Unit Cost** - Cost per license pack.
- **Discount** - Amount discounted from the purchase price.
- **Amount** - Total cost of the purchase.
- **Payment Method** - Method of payment for the purchase.
- **Actions** - User Actions.

You can perform the following administrative actions on the Accounts Pending Orders page:

5.2.1 Search

You can search for specific purchase orders on the Accounts Pending Orders page by populating the search field with the company name (Figure 5 - 3).

5.2.2 View Purchase Order

To view a purchase order select the **Order Information** icon (Figure 5 - 4).

Figure 5 - 4: Order Information Icon

You are taken to your purchase order (Figure 5 - 5).

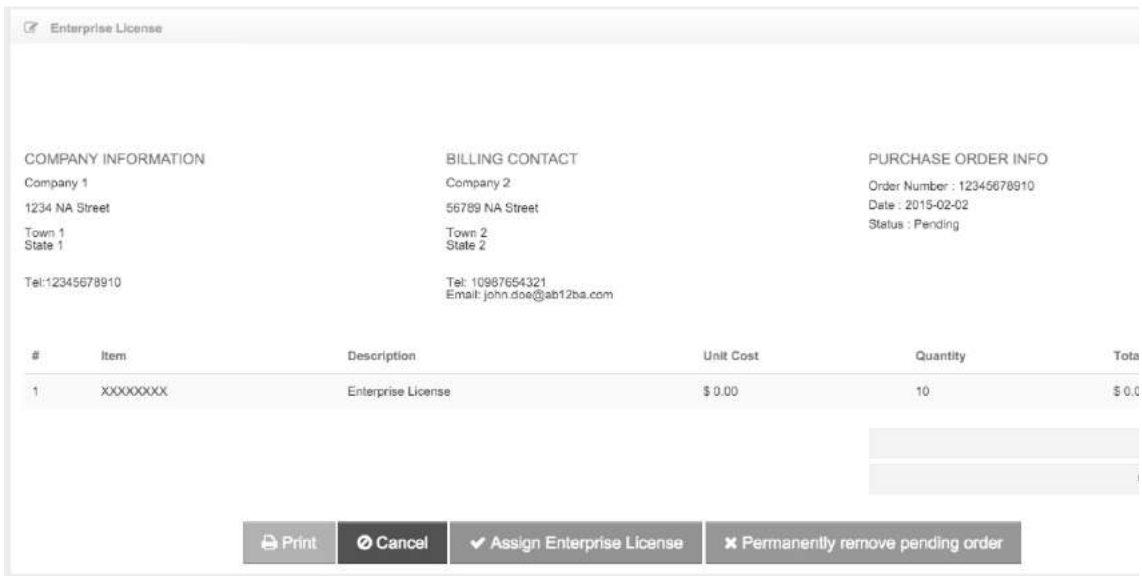


Figure 5 - 5: View Purchase Order

You can perform the following administrative action on this purchase order:

Assign Enterprise License

Select the **Assign Enterprise License** button to assign the company the Enterprise License.

Permanently Remove Purchase Order

Select the **Permanently remove pending order** button to rescind the purchase order.

5.2.3 Confirm Payment

To confirm that a payment for the purchased licenses has been received select the **Confirm Payment** icon (Figure 5 - 6).

Figure 5 - 6: Confirm Payment Icon

5.2.4 Permanently Remove Pending Order

To rescind a purchase order select the **Permanently Remove Pending Order** icon (Figure 5 - 7).

Figure 5 - 7: Permanently Remove Pending Order Icon

5.3 Statement

Select the **Statement** tab in the Control Panel to go to the **Accounts Statements** page (Figure 5 - 8).

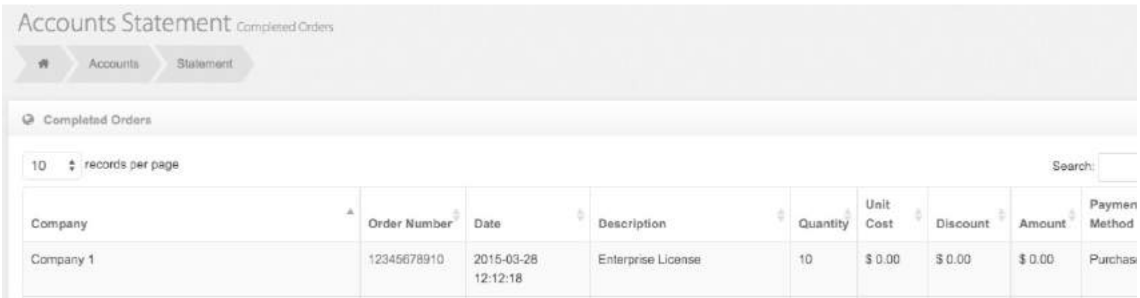


Figure 5 - 8: Accounts Statements Page

On the Accounts Statements page you can view the following information (Figure 5 - 3):

- **Company** - Company that placed the purchase order.
- **Order Number** - Purchase order number.
- **Date** - Date the order was placed.
- **Description** - License type ordered.
- **Quantity** - Number of mobile client application license packs purchased.
- **Unit Cost** - Cost per license pack.
- **Discount** - Amount discounted from the purchase price.
- **Amount** - Total cost of the purchase.
- **Payment Method** - Method of payment for the purchase.

- **Actions** - User Actions.

You can view statements of completed orders by selecting the **Order Information** icon (Figure 5 - 4).

5.4 Payment Administration

Select the **Payment Administration** tab in the Control Panel to go to the **Payment Administration** page (Figure 5 - 9). This has two sections: Search Orders and Order Management.

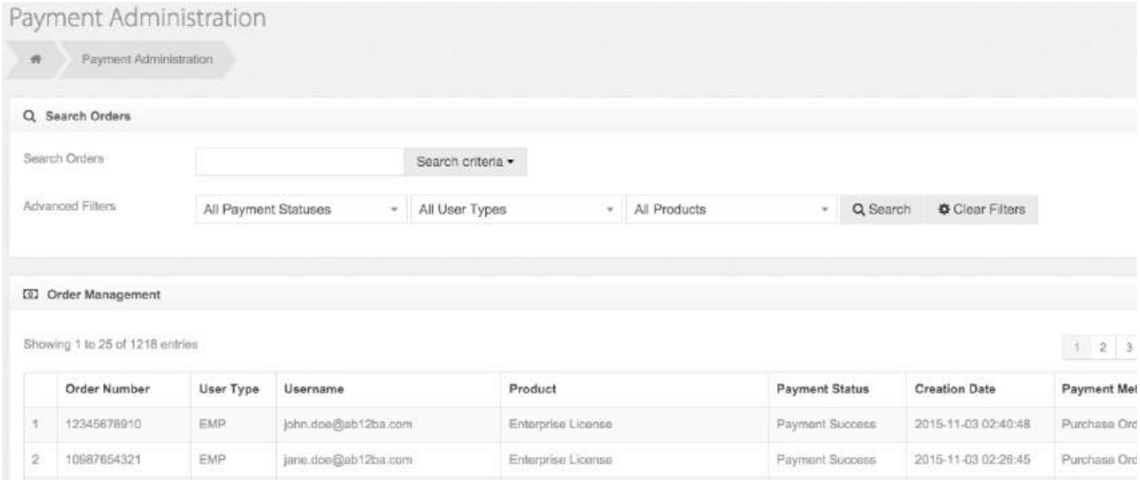


Figure 5 - 9: Payment Administration Page

5.4.1 Search

The **Search Orders** section is located at the top of the Payment Administration page. This section allows you to quickly locate a specific order when necessary.

The Search Orders section has the following options (Figure 5 - 9):

- **Search Orders** - Enter information into this field to search for orders.
- **Search Criteria** - Drop down menu that allows you to search for orders by Username.
- **Advanced Filters** - Drop down menus that allow you to further refine a search for a specific order.
- **Clear Filters Button** - Resets search filters to their default settings.
- **Search Button** - Once all search search criteria and filters have been set, select the **Search** button to search for the order.

5.4.2 Order Management

The **Order Management** section is located at the bottom of the Payment Administration page (Figure 5 - 9).

In the **Order Management** section you can view the following information:

- **Order Number** - Purchase order number.
- **User Type** - EMP user or subscriber (MY).
- **Username** - Username of the user/subscriber that made the purchase.
- **Product** - Product purchased.

- **Payment Status** - Stage of the payment process.
- **Creation Date** - Date the order was placed.
- **Payment Method** - Method of payment.
- **Actions** - User Actions.

You can view individual orders by selecting the **View Order** icon (Figure 5 - 4). This takes you to the **Payment Details** page for the order (Figure 5 - 10).

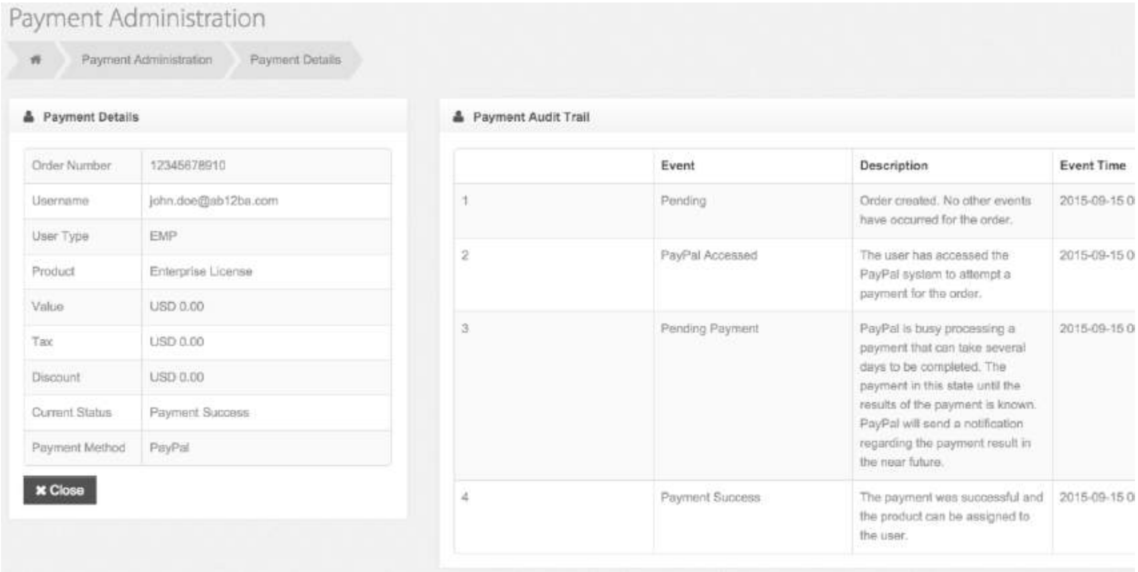


Figure 5 - 10: Payment Details Page

The Payment Details page has two sections: Payment Details and Payment Audit Trail.

Payment Details

The **Payment Details** section is located at the left of the Payment Details page (Figure 5 - 10). In this section you can view the following information:

- **Order Number** - Purchase order number.
- **User Type** - EMP user or subscriber (MY).
- **Username** - Username of the user/subscriber that made the purchase.
- **Product** - Product purchased.
- **Payment Status** - Stage of the payment process.
- **Creation Date** - Date the order was placed.
- **Payment Method** - Method of payment.
- **Actions** - User Actions.

Payment Audit Trail

The **Payment Audit Trail** section is located at the right of the Payment Details page (Figure 5 - 10). In this section you can view the following information:

- **Event** - Stage of the payment process.
- **Description** - Description of the event.
- **Event Time** - Time at which the event occurred.

6 EMP Administration

The **Administration** drop down in the Control Panel opens options to view Users, view Companies and Export Contacts.

6.1 Users

Select the **Users** tab in the Control panel to go to the **Admin Users** page (Figure 6 - 1).

Figure 6 - 1: Admin Users Page

You can perform the following administrative actions from the Admin Users page:

6.1.1 Add New

To create a new EMP admin user, select the **Add New** button (Figure 6 - 1), then complete the Create New User form on the **Create User** page (Figure 6 - 2).

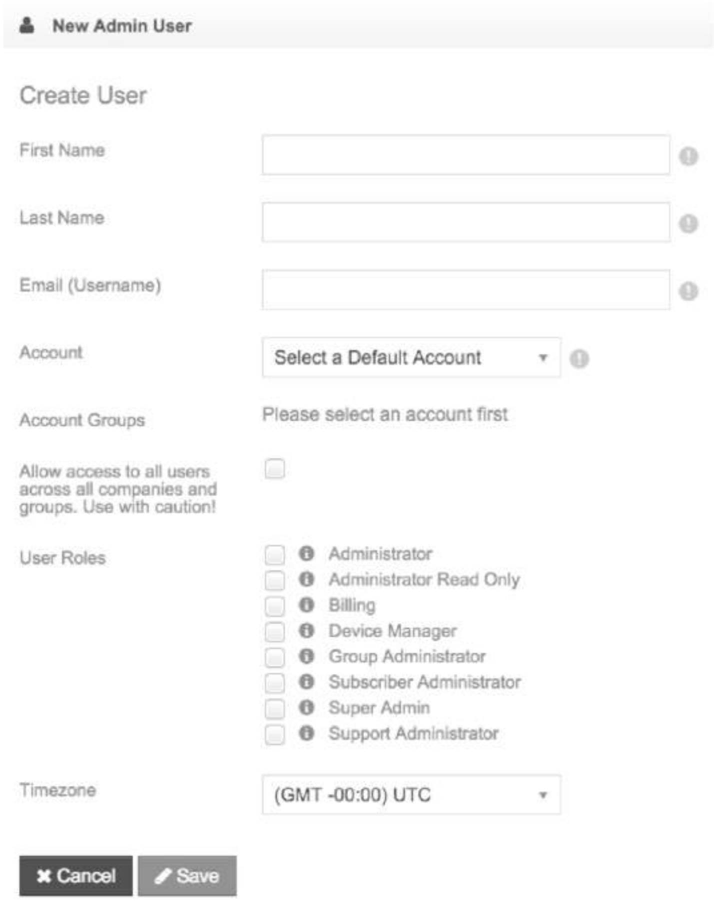


Figure 6 - 2: Create User Page

The Create New User form requires the following new admin user details:

- **First Name** - New admin user's first name.
- **Last Name** - New admin user's last name.
- **Email (Username)** - New admin user's email/username.
- **Account Groups** - New admin user's group within the company.
- **User Roles** - New admin user's permissions on EMP.
- **Timezone** - New admin user's timezone.

Once the Create New User form is complete, select the **Save** button to save the new admin user.

To return to the Admin Users page select the **Cancel** button.

6.1.2 Search

You can search for specific admin users on the Admin Users page by populating the search field with the user's name (Figure 6 - 1).

6.1.3 View User Profile

To view a user's profile, select the **View Profile** icon (Figure 6 - 3).

Figure 6 - 3: View Profile Icon

The User Profile page has four sections: EMP Activity, User Profile, Roles and Company Group (Figure 6 - 4).

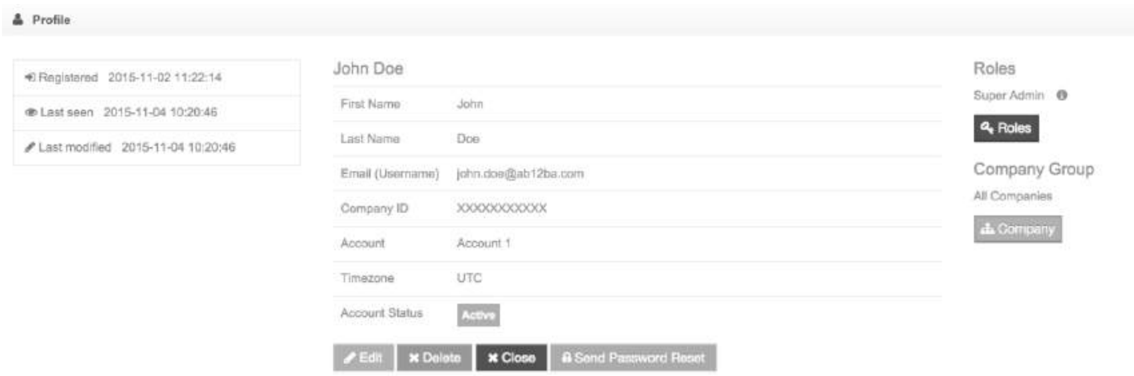


Figure 6 - 4: User Profile Page

EMP Activity

In the EMP Activity section located on the left of the User Profile page (Figure 6 - 4), you can view the following user activities on the EMP:

- The date the user registered on the EMP.
- The date the user last signed in to the EMP.
- The date the user's EMP profile was last modified.

User Profile

In the User Profile section located on the center of the User Profile page (Figure 6 - 4), you can view the following user details:

- First Name
- Last Name
- Email (Username)
- Company ID
- Account
- Timezone
- Account Status

You can perform the following administrative actions in the User Profile section:

- Edit the user's profile by selecting the **Edit** button. To edit the profile, see the topic "Edit User Profile" in this guide.
- Delete the user's profile by selecting the **Delete** button.

- Close the user's profile by selecting the **Close** button.
- Send the user a password reset by selecting the **Send Password Reset** button. Selecting this button will send the user an email with the subject: '**Password reset - Refxxxxxxx**'.

Roles

In the Roles section located on the top-right of the User Profile page (Figure 6 - 4), you can view the user's permissions on the EMP.

You can edit the user's permissions on the EMP by selecting the **Modify User Roles** button.

Company Group

In the Company Group section located on the bottom-right of the User Profile page (Figure 6 - 4), you can view groups which the user has access to.

You can edit the user's groups on the EMP by selecting the **Assign Companies** button.

6.1.4 Edit User Profile

To edit a user's profile select the **Edit Profile** icon (Figure 6 - 5).

Figure 6 - 5: Edit Icon

You will be taken to a page with the user's profile information in an editable format (Figure 6 - 6).

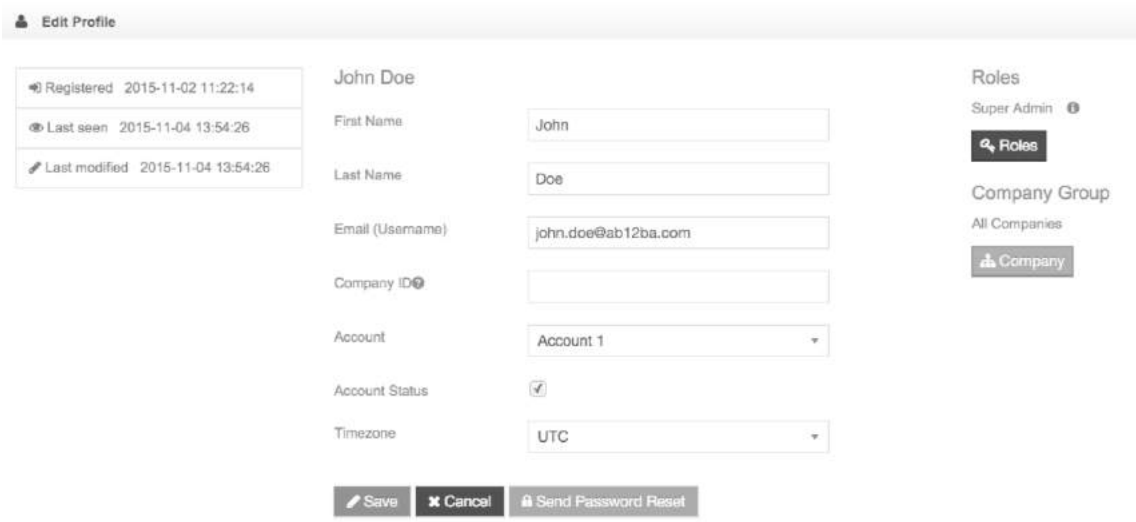


Figure 6 - 6: Edit User Profile

You can edit the user's First Name, Last Name, Email (Username), Company ID, Account, Account Status and Timezone.

You can perform the following actions while editing a subscriber's profile:

- Save changes made to the user's profile by selecting the **Save** button.

- Cancel changes made to the user's profile by selecting the **Cancel** button.
- Send the user a password reset by selecting the **Send Password Reset** button. Selecting this button will send the user an email with the subject: '**Password reset - Refxxxxxxx**'.

6.1.5 Delete User

To delete an EMP user select the **Delete** icon (Figure 6 - 7).

Figure 6 - 7: Delete Icon

6.1.6 Assign User to Companies

To edit a user's groups on the EMP select the **Assign Companies** icon (Figure 6 - 8).

Figure 6 - 8: Assign Companies Icon

You are taken to the **Assign Companies** page. The Assign Companies page has two sections: Company Search and Company (Figure 6 - 9).

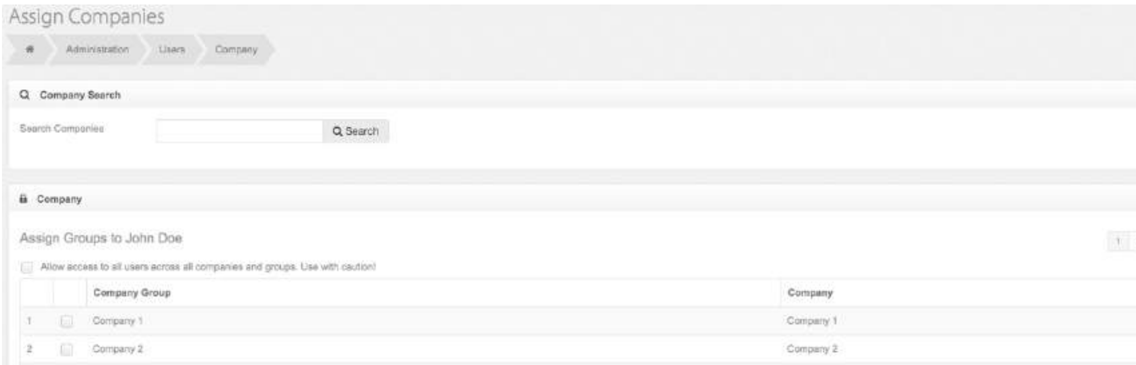


Figure 6 - 9: Assign Companies Page

Company Search

In the Company Search section located on the top of the Assign Companies page (Figure 6 - 9), you can search for specific companies and/or company groups to assign a user to.

Company

In the Company section located on the bottom of the Assign Companies page (Figure 6 - 9), you can select the companies and/or company groups to assign a user to.

To assign a user to company and/or company group:

1. Select the tick box to the left of the company/company group name.
2. Select the **Done** button.

You are taken to the User Profile page where the assigned company groups will reflect in the Company Group section (Figure 6 - 4).

6.1.7 Modify User Roles

To modify a user's permissions on the EMP select the **Modify User Roles** icon (Figure 6 - 10).

Figure 6 - 10: Modify User Roles Icon

You are taken to the User Roles page (Figure 6 - 11).

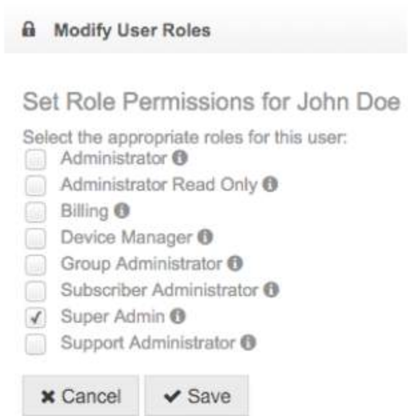


Figure 6 - 11: User Roles Page

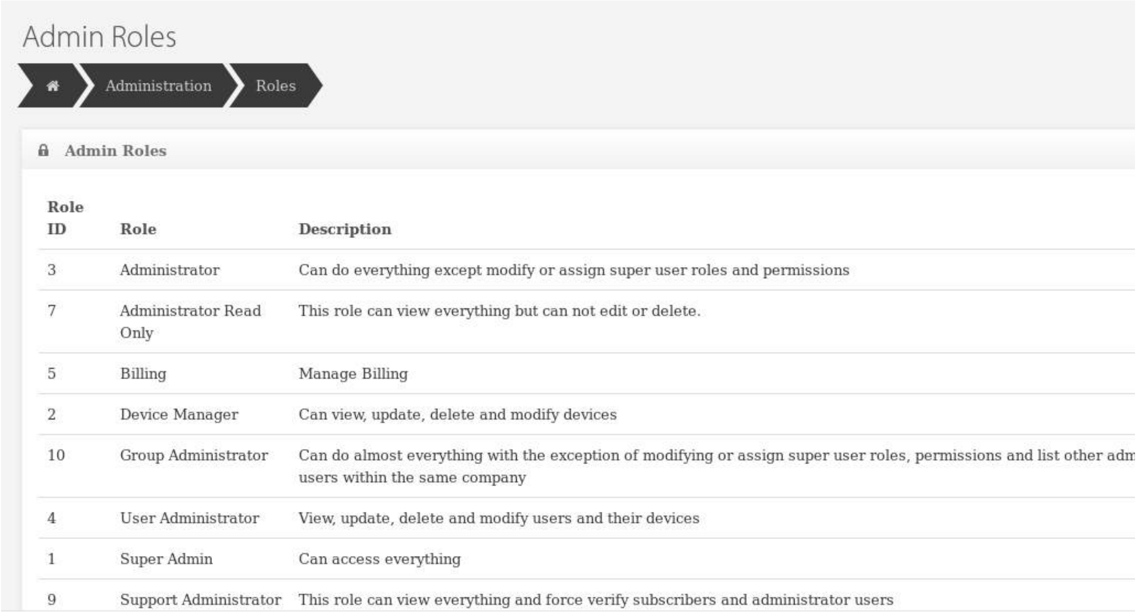
You can assign roles to a user by selecting the tick box to the left of the User Role. For a description of the User Role hover your mouse pointer over the information icon to the right of the User Role.

Once you have assigned the user a role, select the **Save** button.

You are taken to the Admin Users page (Figure 6 - 1).

6.2 Roles

Select the **Roles** tab in the Control panel to go to the **Admin Roles** page (Figure 6 - 12).



Role ID	Role	Description
3	Administrator	Can do everything except modify or assign super user roles and permissions
7	Administrator Read Only	This role can view everything but can not edit or delete.
5	Billing	Manage Billing
2	Device Manager	Can view, update, delete and modify devices
10	Group Administrator	Can do almost everything with the exception of modifying or assign super user roles, permissions and list other adm users within the same company
4	User Administrator	View, update, delete and modify users and their devices
1	Super Admin	Can access everything
9	Support Administrator	This role can view everything and force verify subscribers and administrator users

Figure 6 - 12: Roles Page

This page has one sections: Admin Roles.

6.2.1 Admin Roles

The **Admin Roles** section is located on the top of the Roles page (Figure 6 - 12). This section y ou can perform the following administrative action:

- Select the **Edit** icon to edit a role (Figure 6 - 5).
    - You can assign appropriate permissions for this role by selecting the tick box to the left of the permission.
    - Once you have assigned the role permissions, select the **Save** button.

6.3 Companies

Select the **Companies** tab in the Control panel to go to the **Company** page (Figure 6 - 13).

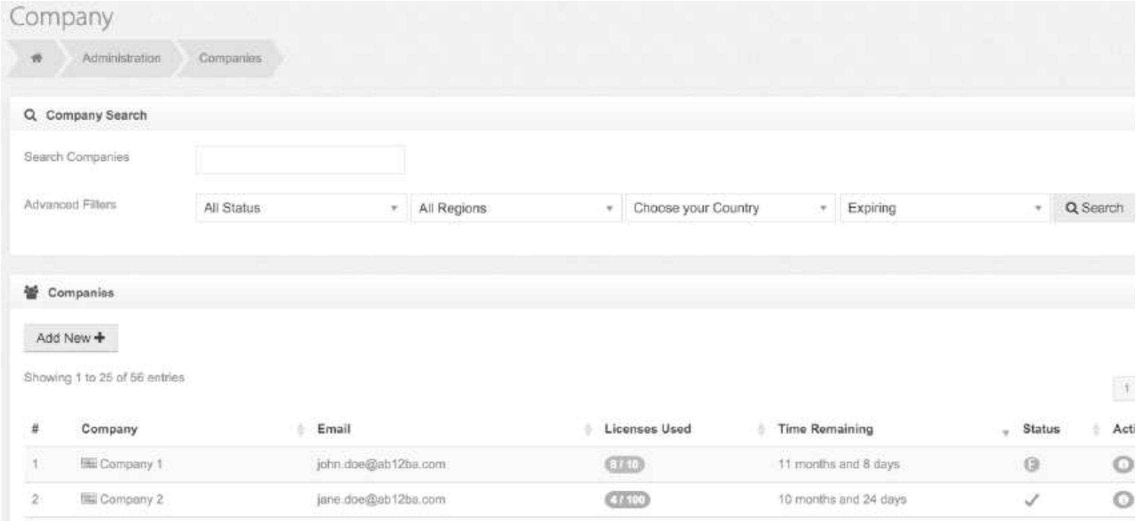


Figure 6 - 13: Company Page

The Company page has two sections: Company Search and Companies.

6.3.1 Company Search

The **Company Search** section is located on the top of the Company page (Figure 6 - 13). This section allows you to quickly locate a specific company when necessary.

The Company Search section has the following options:

- **Search Companies** - Enter a company name into this field to search for companies.
- **Advanced Filters** - Drop down menus that allow you to further refine a search for a specific company.
- **Clear Filters Button** - Resets search filters to their default settings.
- **Search Button** - Once all search search criteria and filters have been set, select the **Search** button.

6.3.2 Companies

The **Companies** section is located on the bottom of the Company page (Figure 6 - 13). This section allows you to view all companies registered on the EMP and perform administrative actions.

The Companies section contains the following company details:

- **Company Name** - Company's name.
- **Email** - Contact email address for the Company.
- **Licenses Used** - Number of licenses being used by the company.
- **Time Remaining** - Time until company licenses expire.
- **Status** - Current license status of the company.
- **Actions** - Administrative actions.

You can perform the following administrative actions from the Companies section:

Add New

To create a new EMP company, select the **Add New** button (Figure 6 - 13), then complete the Company Registration form (Figure 6 - 14).

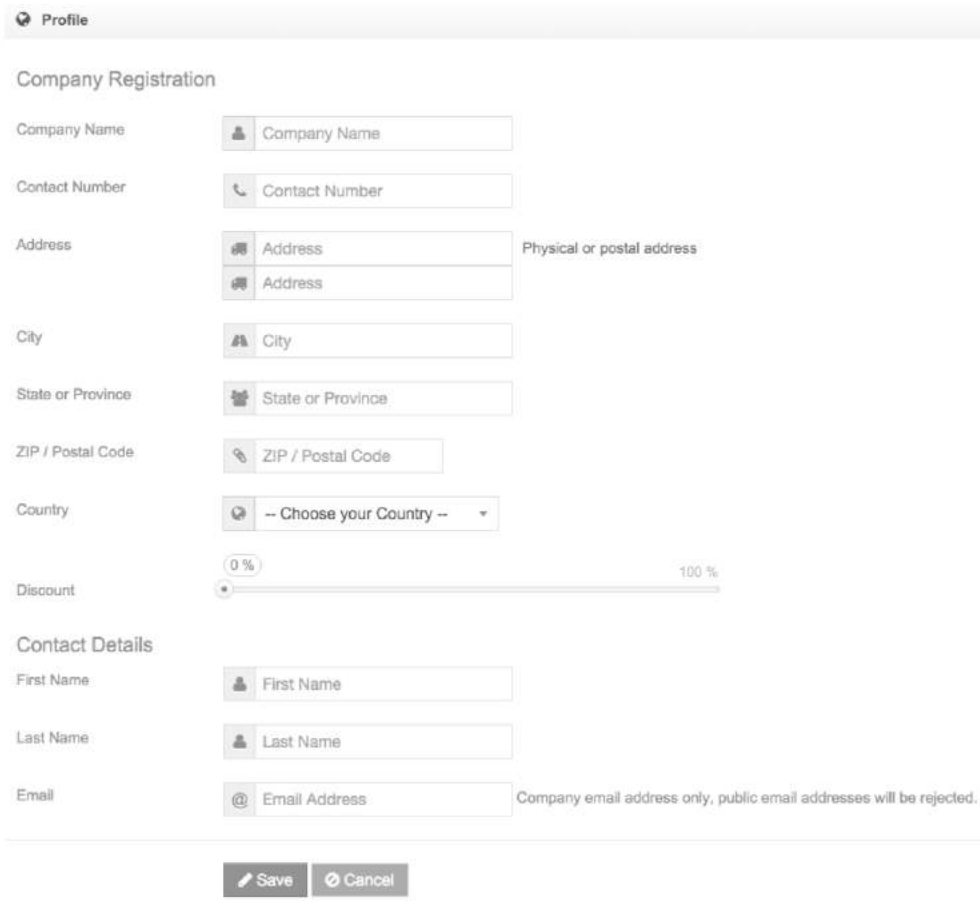


Figure 6 - 14: Company Registration Form

The Company Registration form requires the following new company details:

- **Company Name** - New company's name.
- **Contact Number** - Contact number for the new company.
- **Physical Location** - The physical address, including Province/State, Zip Code and Country.
- **Discount** - Toggle the discount slider to give a company a discount on the licenses being purchased where necessary.
- **Company Contact** - Name and email address of a contact person within the company.

Once the Company Registration form is complete, select the **Save** button to save the new company.

To return to the Company page without creating a new company select the **Cancel** button.

View Company Profile

To view a company's profile, select the **View Profile** icon (Figure 3).

The Company Profile page has three sections: Profile, Groups and Domains (Figure 6 - 15).

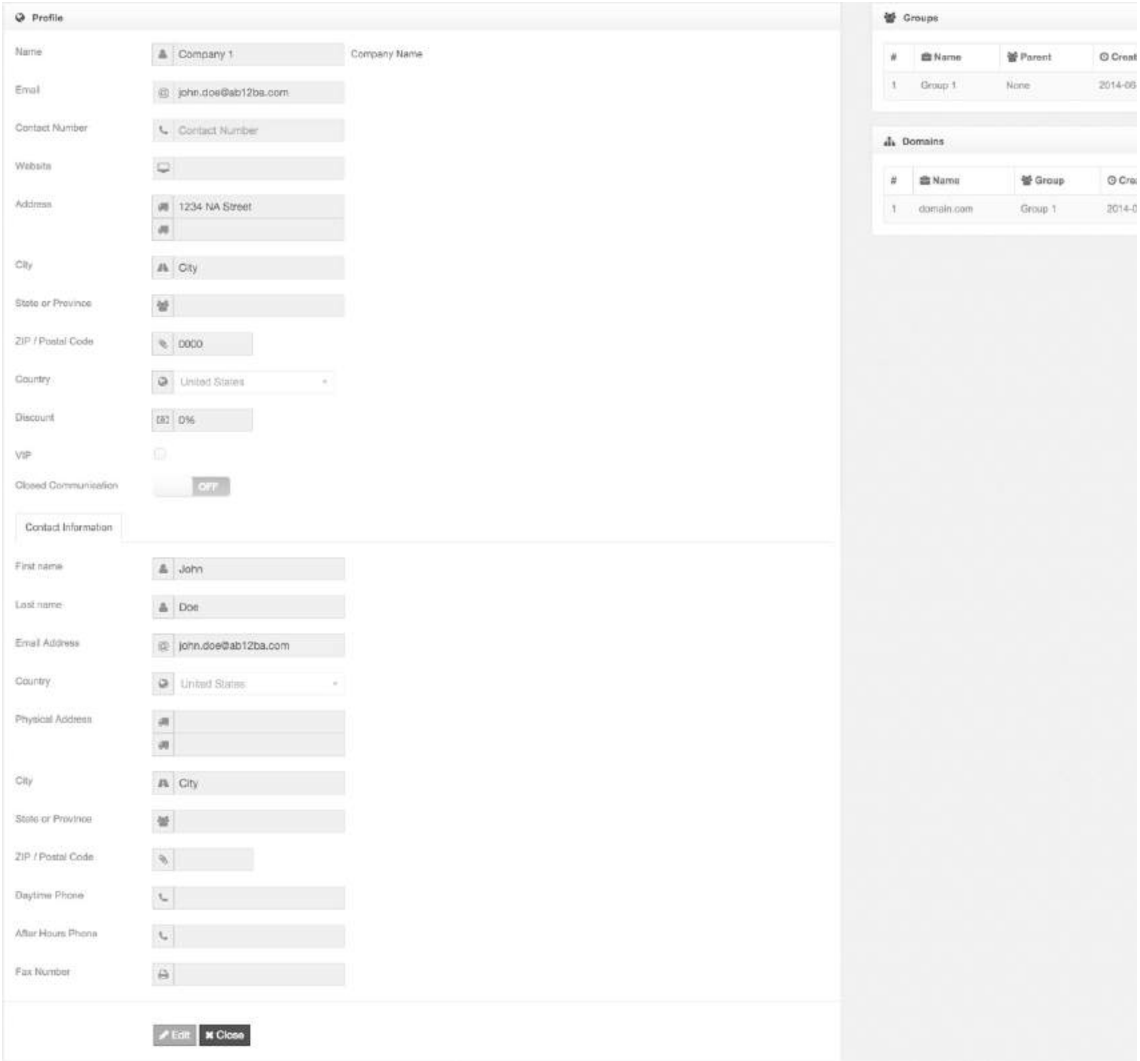


Figure 6 - 15: Company Profile Page

Profile

In the Profile section located on the left of the Company Profile page (Figure 6 - 15) you can view the following company details:

- Company Name
- Contact Number
- Physical Location
- VIP Status
- Closed Commication
- Company Contact Information

You can edit the company profile from within the Profile section by selecting the **Edit** button. Select the **Close** button to return to the Company page.

Groups

In the Groups section located on the top-right of the Company Profile page (Figure 6 - 15) you can view the following company group details:

- Group Number

- Group Name
- Parent Group
- Group Creation Date
- Actions

Domains

In the Domains section located on the bottom-right of the Company Profile page (Figure 6 - 15) you can view the following company domain details:

- Domain Number
- Domain Name
- Group to which the domain is assigned
- Domain Creation Date
- Actions

Edit Company Profile

To edit a company's profile, select the **Edit** icon (Figure 6 - 5). You are taken to the Company Profile Page in an editable format (Figure 6 - 16).

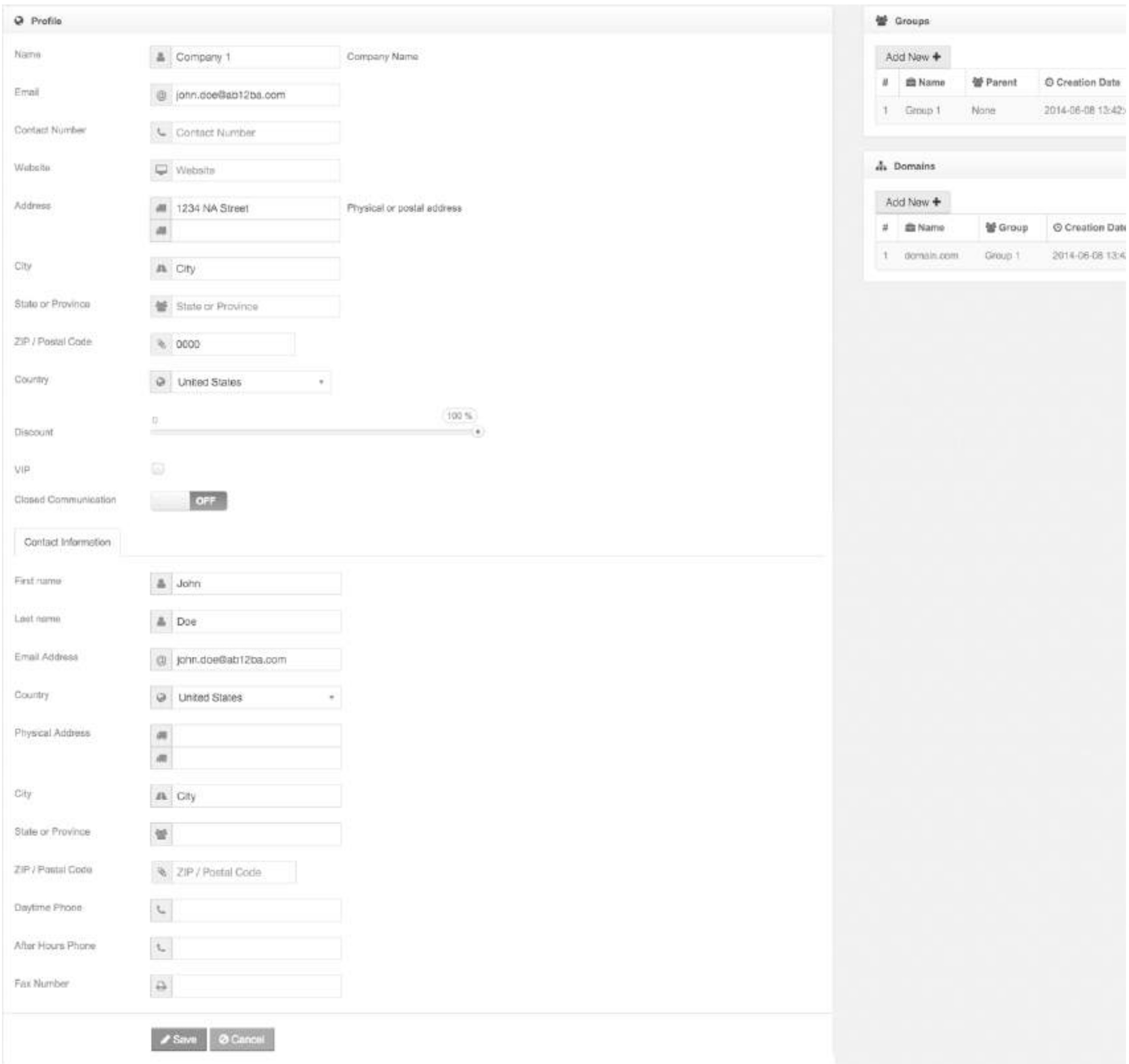


Figure 6 - 16: Edit Company Profile Page

Profile

In the Profile section located on the left of the Company Profile page (Figure 6 - 15) you can edit the following company details:

- Company Name
- Contact Number
- Physical Location
- VIP Status
- Closed Communication
- Company Contact Information

Select the **Save** button to save changes made to the Company Profile. Select the **Cancel** button to return to the Company Profile page.

Groups

In the Groups section located on the top-right of Company Profile page (Figure 6 - 15) y ou can perform the following administrative actions:

- Select the **Add New** button to add a new company group.
    - Select a Group Name and Parent Group in the **Add new company group** pop up.
    - Select the **Add New** button.
- Select the **Edit** icon to edit a company group (Figure 6 - 5).
    - Edit the Group Name and Parent Group in the **Update company group** pop up.
    - Select the **Update** button.
- Select the **Delete** icon to delete a company group (Figure 6 - 7).
    - Select the **Delete** button in the **Delete company group** pop up to delete the company group.

Domains

In the Domains section located on the bottom-right of Company Profile page (Figure 6 - 15) y ou can perform the following administrative actions:

- Select the **Add New** button to add a new company domain.
    - Select a Domain Name and Company Group to which the domain will be assigned in the **Add new domain name** pop up.
    - Select the **Add New** button.
- Select the **Edit** icon to edit a company domain (Figure 6 - 5).
    - Edit the Domain Name and Company Group to which the domain will be assigned in the **Update domain name** pop up.
    - Select the **Update Domain** button.
- Select the **Delete** icon to delete a company domain (Figure 6 - 7).
    - Select the **Delete** button.

6.4 Export Contacts

Select the **Export Contacts** tab in the Control panel to go to the **Export Contacts** page (Figure 6 - 17). This page has three sections: Filter Contacts, Contacts and Contacts to Export.

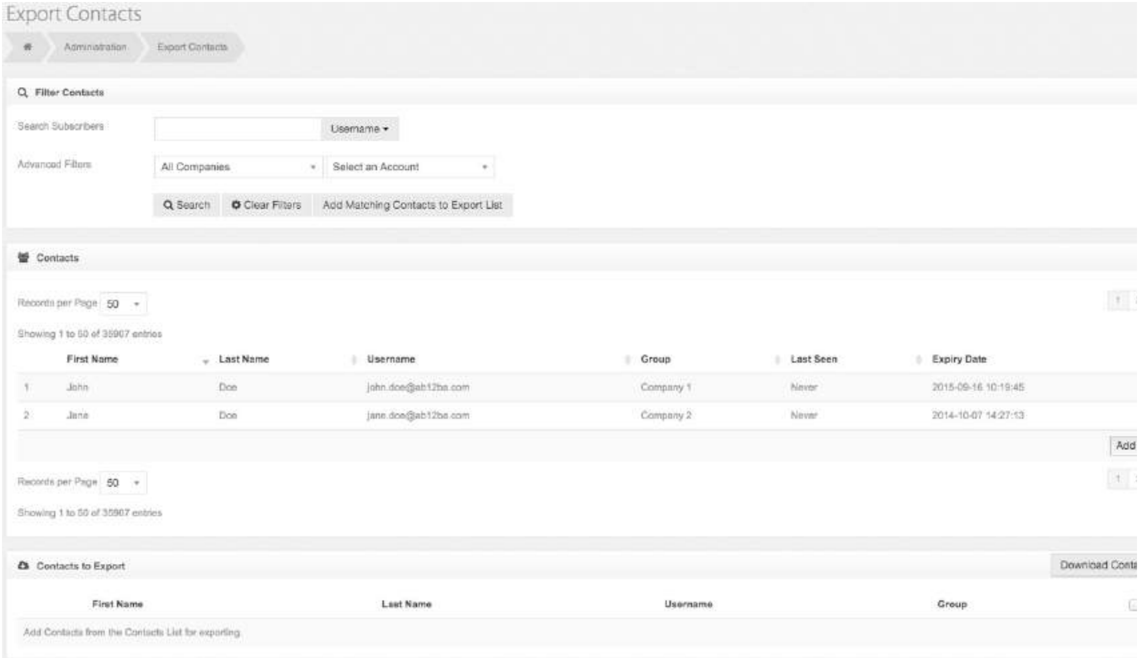


Figure 6 - 17: Export Contacts Page

6.4.1 Filter Contacts Section

The **Filter Contacts** section is located at the top of the Export Contact page.

The Filter Contacts section has the following options (Figure 6 - 17):

- **Search Field** - You can enter information into this field to search for companies.
- **Advanced Filters** - Drop down lists that allow you to further refine a search for a specific subscriber or group of subscribers
- **Clear Filters Button** - Resets search filters to their default settings.
- **Search Button** - Once all search criteria and filters have been set, select the **Search** button to search for the contacts.
- **Add Matching Contacts to Export List Button** - Once all contacts have been found, select the **Add Matching Contacts to Export List** Button to move the contact details to the Contacts to Export section of the Export Contacts page.

6.4.2 Contacts Section

The **Contacts** section is located in the middle of the Export Contact Page.

In the Contacts section you can view the following subscriber details (Figure 6 - 17):

- **First Name** - Subscribers's first name
- **Last Name** - Subscriber's last name.
- **Username** - Subscriber's username.
- **Group** - The group under which the subscriber is registered.
- **Expiry Date** - Date of subscriber's license expiration.
- **Last Seen** - Time and date of the most recent user operation of the MCA. When a subscriber has viewed the MCA in the last five minutes, a notification appears.

Check the **Select Subscribers Box** to select the subscribers whose contacts details will be exported, then select the **Add Contacts to Export List** button, as shown in Figure 6 - 17.

The selected subscribers will be added to the Contacts to Export section of the Export Contacts page.

6.4.3 Contacts to Export Section

The **Contacts to Export** section is located at the bottom of the Export Contact page.

In the Contacts to Export section you can view the following subscriber details (Figure 6 - 17):

- **First Name** - Subscribers's first name
- **Last Name** - Subscriber's last name.
- **Username** - Subscriber's username.
- **Group** - The group under which the subscriber is registered.

To remove a specific contact from the contact list, check the **Select Subscribers Box**, then select the **Clear Selected Contacts** button (Figure 6 - 17).

To remove all contacts from the contact list, select the **Clear All Contacts** button (Figure 6 - 17).

Once all contacts to export have been selected you have the option to **Download Contacts** to his /her computer or **Email Contacts** to specified email addresses.

To Download the selected contacts:

1. Select the **Download Contacts** button (Figure 6 - 17).
2. Choose an **Encryption Password** for the contacts list (Figure 6 - 18).

Figure 6 - 18: Download Export

3. Select the **Download** button (Figure 6 - 18).
   A message informing the user that the file containing the exported contacts is downloading will be displayed.

   To go back the Export Contacts Page without exporting, select the **Close** button (Figure 6 - 18).

   For instructions on importing the contact list to the MCA, please refer to the User Guide for relevant platform (Android™, Apple®, BlackBerry®, or Windows Phone®).

To Email the contact list:

1. Select the **Email Contacts** button (Figure 6 - 17).

2. Select an encryption password for the contacts list and click the **Next** button (Figure 6 - 19).

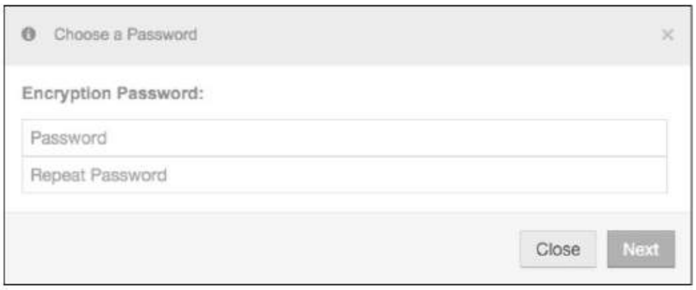


Figure 6 - 19: Set Export Password

3. Specify the email address(es) to send the contact list to (Figure 6 - 20).

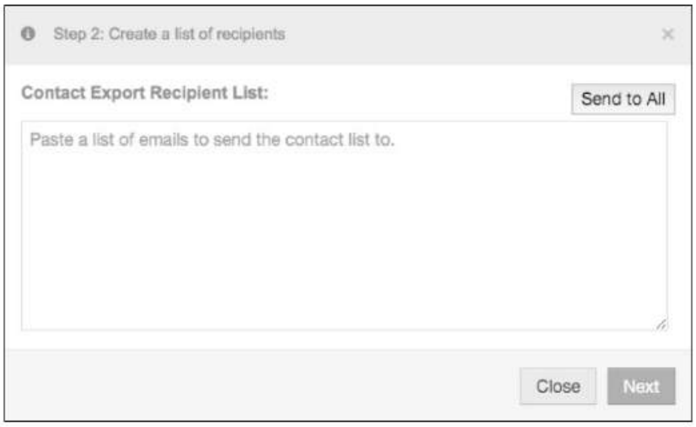


Figure 6 - 20: Contact Export Recipient List

4. Click the **Send to All** button in order to auto-populate the Email Address field with the addresses of the individuals on the contact list being exported (Figure 6 - 20).
5. Write a custom message to the recipients of the email (Figure 6 - 21).
6. In order to send the Email to the specified contacts, select the **Next** button (Figure 6 - 21).

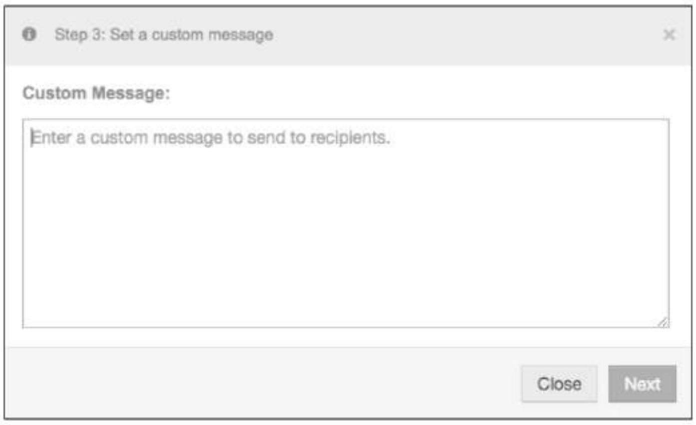


Figure 6 - 21: Custom Message

7. A message informing the you that the email containing the exported contact list has been sent to the specified email address(es) will be displayed.
8. If you wish to go back to the **Export Contacts** Page at any stage without exporting the selected contacts, select the **Close** button.

9. For instructions on importing the contact list to the MCA, please refer to the User Guide for relevant platform (Android™, Apple®, BlackBerry®, or Windows Phone®).

7 My Profile and My Account

Selecting the drop down arrow next to the your username at the top right of the Dashboard page (Figure 2 -1) opens the **User Control Panel** and allows you to access your Profile and Company Account information.

7.1 My Profile

To view your profile select the **My Profile** tab in the **User Control Panel**.

You are taken to your Admin Users Profile page. This page contains the information and functionality as described in the topic "View User Profile" in this guide.

7.2 My Account

To view your company's EMP account select the **My Account** tab in the User Control Panel.

You are taken to the Company Profile Page. This page contains the information and functionality as described in the topic "View Company Profile" in this guide.

7.3 Log Out

To log out of the EMP select the **Log Out** tab in the Control Panel or User Control Panel.

8 Log Out of the EMP

Once you have finished using the EMP you should log out of the EMP.

To log out of the EMP select the **Log Out** tab in the Control Panel. After logging out you will be taken to the Sign In Page.