

User Management

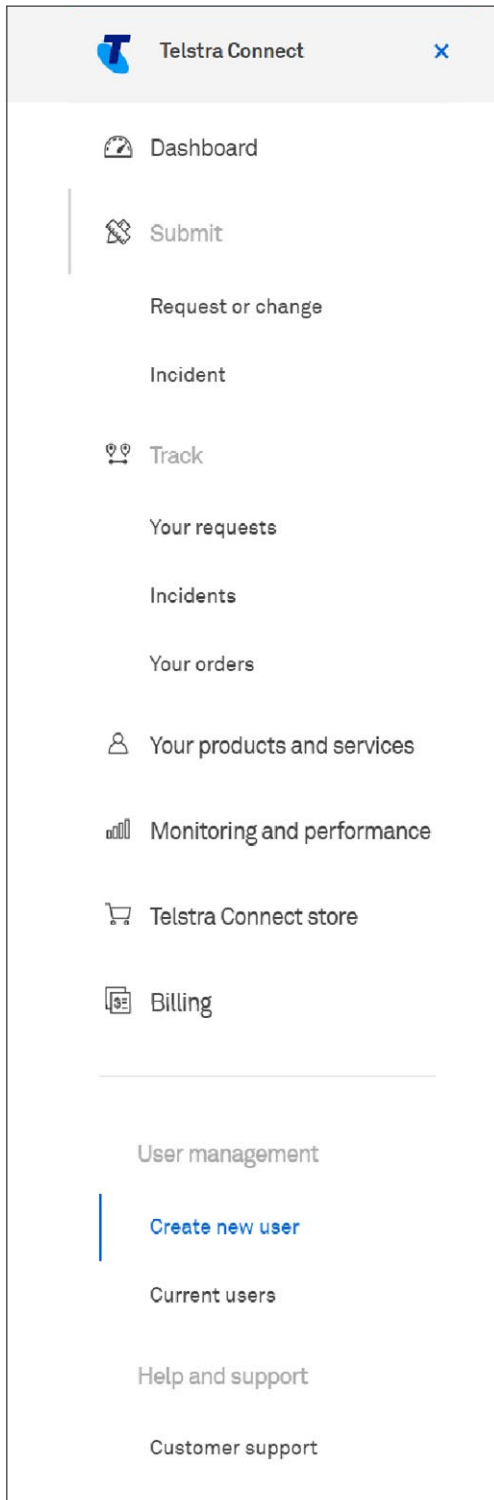
With **User Management**, you can:

- Create new users
- Manage existing user's details and permissions
- Deactivate users



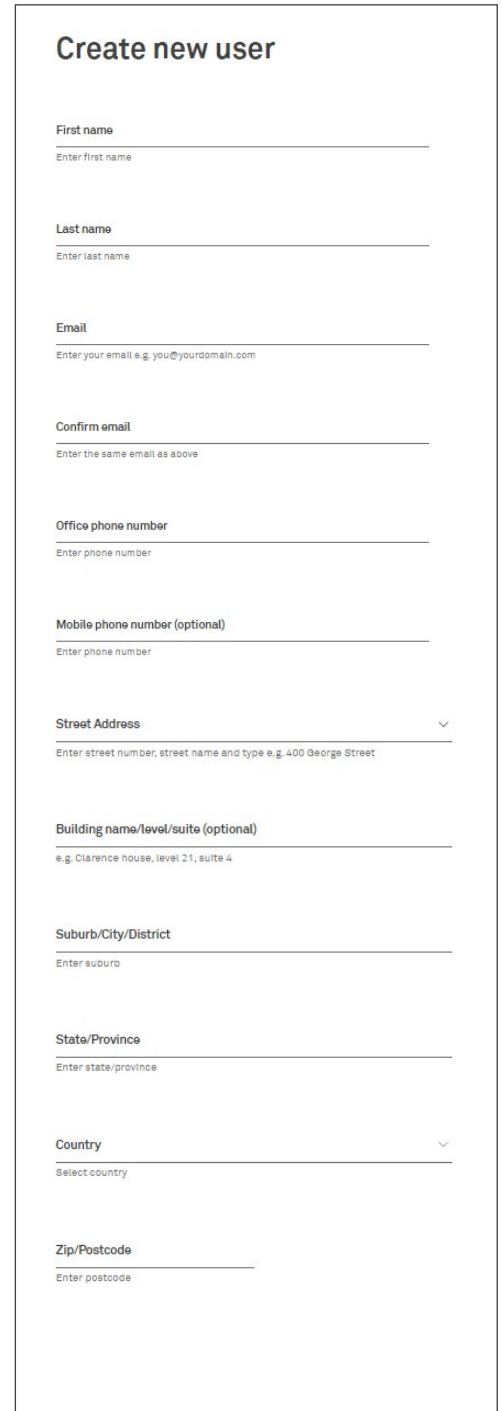
To create new users:

- 1 Select 'Create new user' from the side menu to add an additional user. Note: This is only available for admin users.



The screenshot shows the Telstra Connect side menu. The menu items are: Dashboard, Submit, Request or change, Incident, Track, Your requests, Incidents, Your orders, Your products and services, Monitoring and performance, Telstra Connect store, Billing, User management, **Create new user** (highlighted with a blue bar), Current users, Help and support, and Customer support.

- 2 Complete the form with the new user's details and select 'Next'.



The screenshot shows the 'Create new user' form with the following fields:

- First name**: Enter first name
- Last name**: Enter last name
- Email**: Enter your email e.g. you@yourdomain.com
- Confirm email**: Enter the same email as above
- Office phone number**: Enter phone number
- Mobile phone number (optional)**: Enter phone number
- Street Address**: Enter street number, street name and type e.g. 400 George Street
- Building name/level/suite (optional)**: e.g. Clarence house, level 21, suite 4
- Suburb/City/District**: Enter suburb
- State/Province**: Enter state/province
- Country**: Select country
- Zip/Postcode**: Enter postcode

3 You can choose what type of role and permissions this user can access on Telstra Connect for the following features:

- Submit and track
- Your products and services
- Monitoring and performance
- Billing
- User management

When the form is complete, select 'Submit'.

Permissions

User role

General

Admin

Submit and track

Orders

Incidents

Requests/Changes

Your products and services

View

Monitoring and performance

Monitoring networks and servers

Monitoring mobile data usage

Billing

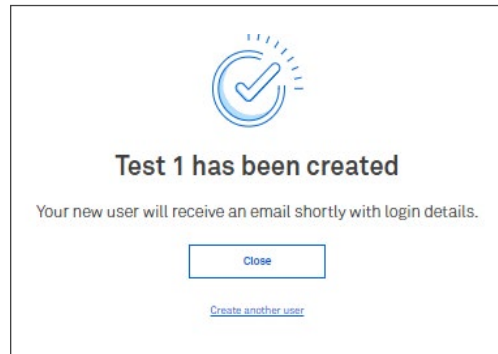
View and download bills

User management

Create and edit users

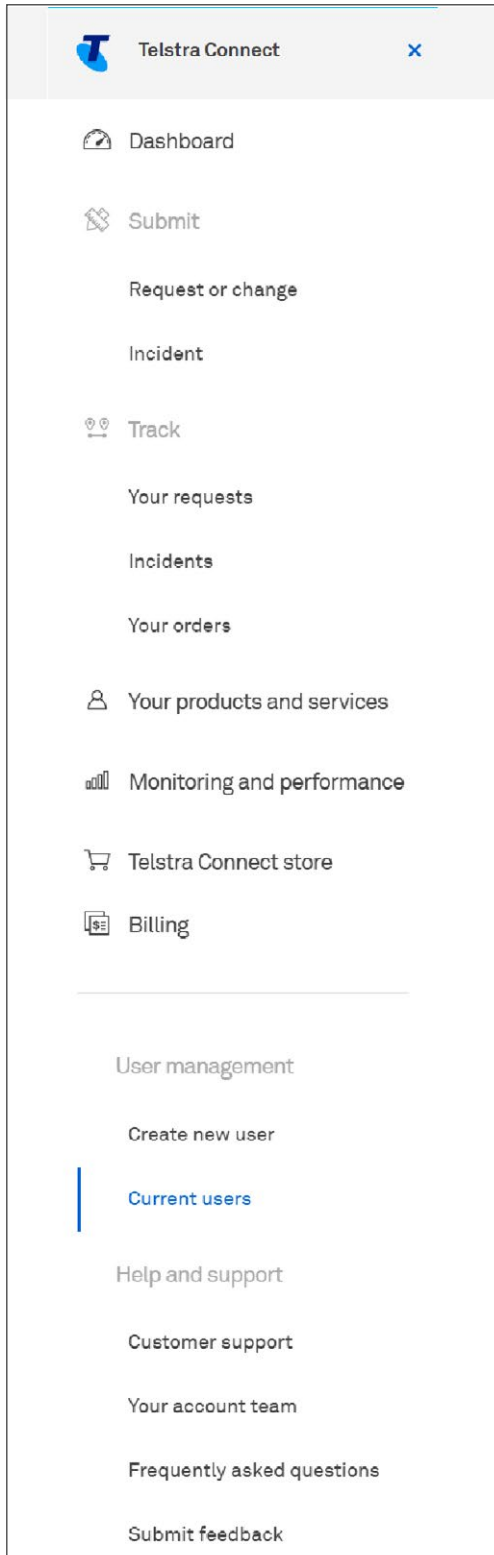
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4 The new user has now been created and they will receive an email with login details. You have the option to close the window or create another user.



To manage existing users:

- 5 Select 'Current users' from the side menu. Note: This is only available for admin users.



- 6 Select the user you wish to manage.

The screenshot shows the 'Manage users' interface. It features a table with columns for Username, User name, Email, Role, and Status. There is a 'Create new user' button in the top right corner.

Username	User name	Email	Role	Status
Test	1	you@yourdomain.com	Regular	Not activated
Josine	Josine	josine.s@telstra.com	Admin	Not activated
Bobby	Bob	bob@telstra.com	Admin	Not activated
Superman	Mike	mike@telstra.com	Admin	Not activated

- 7 You can then edit their details.

The screenshot shows the 'Test 1' user details form. It has an 'Edit' button in the top right corner. The form is divided into two tabs: 'Details' and 'Permissions'. The 'Details' tab is active, showing fields for Email, Office phone number, Mobile phone number (optional), and Primary address.

Test 1 [Edit](#)

Details **Permissions**

Email
you@yourdomain.com

Office phone number
0415879564

Mobile phone number (optional)

Primary address
400 geprge st, sydney , nsw, Australia, 2000

8 Or manage their permissions.

Test 1

Details | **Permissions**

Account controls and permissions Deactivated Active

User Role

General

Admin

Submit and track

Orders

Incidents

Requests/Changes

Your products and services

View

Monitoring and performance

Monitoring networks and servers

Monitoring mobile data usage

Billing

View and download bills

User management

Create and edit users

Submit

Sign in to Telstra Connect:
<https://connectapp.telstra.com/>

If you have any questions or feedback,
please contact your Telstra representative.