



IOCOM[®]
ADVANCED COLLABORATION | MADE EASY

SUBSCRIPTION ACCOUNT USER MANAGER AND COMMUNITIES GUIDE

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SUBSCRIPTION ACCOUNT USER MANAGER

About the Account User Manager

To access the Account User Manager you must be designated as an administrator for your organization.

The Account User Manager is used by administrators to manage the assignments of both free and paid subscriptions. They designate the subscription levels assigned to each user that is in the Account. Generally organizations with many Visimeet users, such as a university or company, have an Account under the Account User Manager. This makes it simple to manage the number of subscriptions that have been purchased and track where they have been assigned.

The administrator invites current Visimeet users to join the Account or invites individuals who are not Visimeet to join both Visimeet and the organization's Account; they can only be in one Account. When they are added to an Account they are sent an email notifying them of the action and to confirm being added to the Account as well as to join Visimeet if they have not already done so. The number of purchased subscriptions is listed and those that are available can be assigned to users within the Account. Only the administrator can change the subscription levels.

This allows the organization to easily manage the different users and redistribute the subscription levels. Multiple administrators can manage an Account. Contact IOCOM to request additional admins or to change admins.

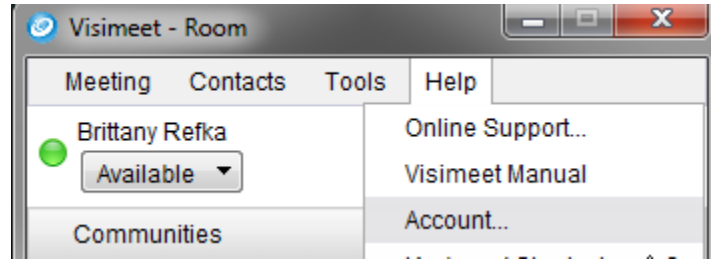
The subscription account will hold the subscriptions that have been purchased as well as Limited (free) versions. This is used to assign the subscription to the user account.

Users only need to be in the Subscription Account Manager so that the User Account can have a purchased subscription assigned.

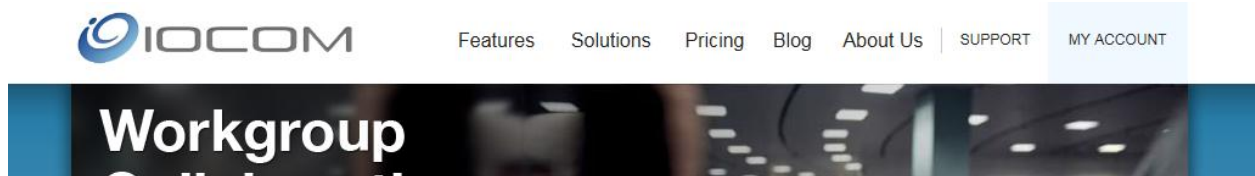
- Users under the Subscription Account can only have the subscriptions applied that are in the service – they cannot have trial period accounts
- If trial is desired, have the user sign up directly on the web page and be moved to the Subscription Account at a later date

Accessing the Account User Manager

You can access the Account User Manager from your Visimeet application by clicking the “help” tab and select account:

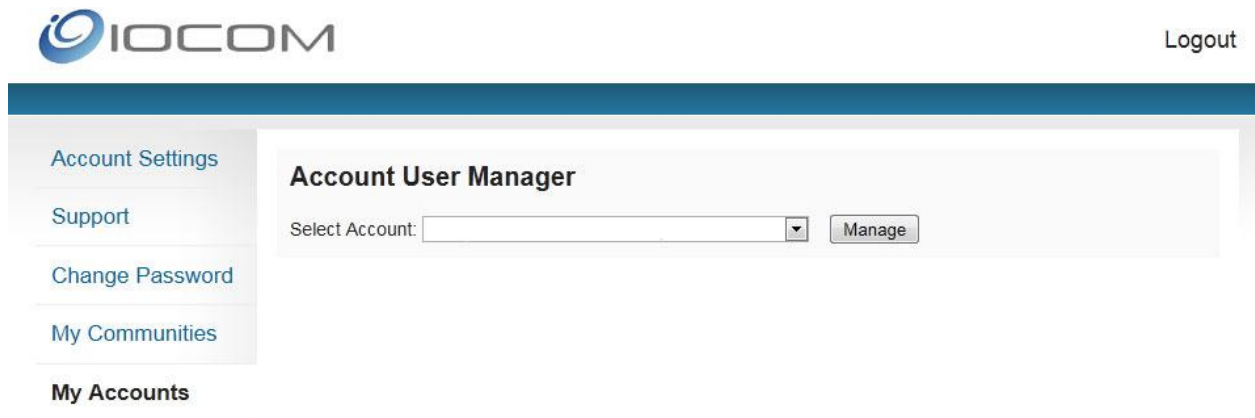


Or visit www.iocom.com and click the “My Account” tab:



Both options will bring you to bring you to the account settings page; this page will request that you sign in before moving forward. Your sign is the same as your Visimeet login information; enter your e-mail address and Visimeet password.

On the left side of the screen click “My Accounts” and select the appropriate Account you wish to manage from the dropdown menu and click “manage.” IOCOM will provide you access to the appropriate Account.



Using the Manager

This will bring you to view your Account’s subscriptions:



Logout

Account Settings

Support

Change Password

My Communities

My Accounts

Account User Manager:

Subscriptions

Level	Quantity	Used	Available
enterprise	10	5	5
room	3	0	3
team	10	0	10

Enter any part of a user's email address:

This informs you of how many subscriptions you have, have used, how many are still available, and at what level. If you wish to purchase more subscriptions, contact an IOCOM representative.

You can enter a portion or the full email address of a user listed under the account and search for them. Once their name appears you can adjust the subscription levels or remove the user from the account. Additionally, you can press search with the box blank you will see a list of all users under that account.

New Subscription Level:

User Email	Name	Current Level	Change	Remove
exampleuser1@yourdomain.com	Example User 1	enterprise	<input type="button" value="Set Level"/>	<input type="button" value="Remove User"/>
exampleuser2@yourdomain.com	Example User 2	free	<input type="button" value="Set Level"/>	<input type="button" value="Remove User"/>
exampleuser3@yourdomain.com	Example User 3	team	<input type="button" value="Set Level"/>	<input type="button" value="Remove User"/>
exampleuser4@yourdomain.com	Example User 4	team	<input type="button" value="Set Level"/>	<input type="button" value="Remove User"/>

Changing Subscription Levels

To change a subscription level, select the level you would like to assign from the “New Subscription Level” dropdown menu. Only subscription levels available in account can be assigned. Levels range from free, team, enterprise, and room. Different levels provide different capabilities; to view the difference in capabilities please visit the Pricing Page on our website.

New Subscription Level:

User Email

exampleuser1@yourdo

enterprise

enterprise

free

room

team

After selecting the level, press the “set level” button that is in line with the user you wish to modify. This will change the user from their current level to the selected level.

As subscription levels are changed the subscription tallies will update.

Inviting a New User

Individuals without Visimeet accounts can be invited to join Visimeet from the Account User Manager.

Be advised that any user invited to join Visimeet from this page will be added to the account. If you do not want the individual to be added to the account but would like them to join Visimeet, please go to your Visimeet application select – contacts – add contact and enter the individual's email address. If they are not a user you will be asked to complete a form, once completed a request will be sent to their email asking them to join Visimeet.

To invite a user that will be added to the Account click the “Invite New User” button.

Enter any part of a user's email address:

Fields requesting the user's name and email will appear, as well as a text box to create a message. You will want to include a message informing the new user of why you invited them to join your account.



Logout

Account Settings

Account User Manager: Brittany

Support

Subscriptions

Level	Quantity	Used	Available
enterprise	10	0	10
room	10	0	10
team	10	0	10

Change Password

Invite New User to this Account

My Communities

First Name

My Accounts

Last Name

Optional Message

Email

Send Invitation

Cancel

After completion, an email will be sent to the user requesting that they join Visimeet. Once they confirm the request they will be added to the account.

Note: Only users with admin status have the ability to manage accounts.

COMMUNITIES

About Communities

Unlike the Account User Manager, any Visimeet user can create a Community and manage it. We suggest that the same individual who manages the account for a company, school, group, etc., also manage any communities associated with the organization.

A Community is a way for an organization to easily stay connected and allow for communication among all members in the organization. Visimeet is a presence based application. In order to communicate with a user you must have either approved the user as a contact or they must have approved you as a contact. With a Community you must approve the invitation to join a Community. Once the Community is accepted all members will have presence with one another and can communicate through Visimeet.

Communities differ greatly from Accounts because it affects the user. The user is aware that they are part of a Community; users included in an Account do not. Think of Accounts as a way for the backend to manage the subscription levels and Communities as a way for users to seamlessly communicate and stay connected. If you have an Account you do not need to create a Community but we highly recommended it.

Communities are extremely beneficial to a company, class, research group, etc. because all members can be part of it and ensure avenues of communication are easily accessible. Community members can instant message one another with questions or invite a Community member to an instant meeting.

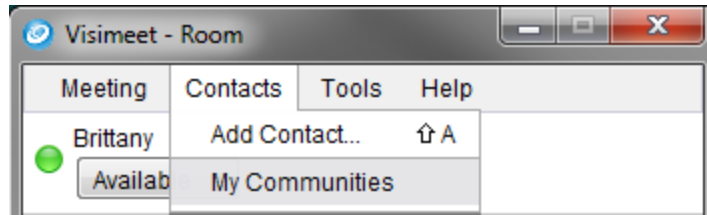
Accessing the Community Manager

Only the individual who created a Community can manage it. If you wish to change the Community manager, contact IOCOM support (support@iocom.com). Anyone can create a Community and invite any Visimeet users to it; in order for a user to be part of the Community they must accept the Community invitation.

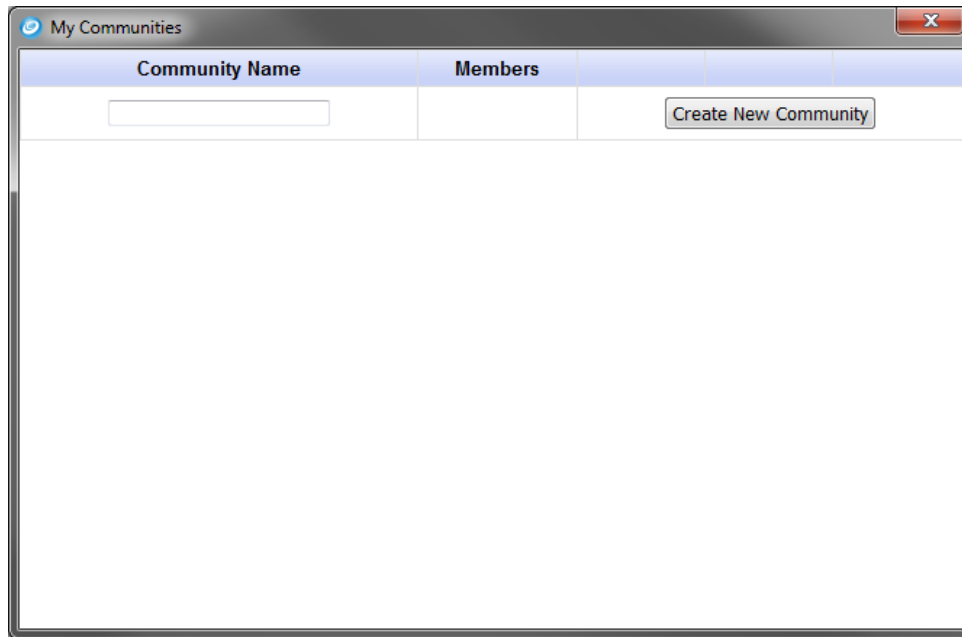
There are two ways to access the Community Manager, the first being through the Visimeet application.

Accessing the Community Manager through Visimeet

To access the Community Manager through the Visimeet application, go to “Contacts” – “My Communities”



This will bring up the Community Manager window:



Accessing the Community Manager through “My Account”

The second option for accessing the Community Manager is through the My Account tab on the IOCOM website.

To access the Community Manager go to www.iocom.com and select “My Account” on the far upper right side.



This will bring you to the account settings page; this page will request that you sign in before moving forward. Your sign is the same as your Visimeet account information; enter your e-mail address and password.

On the left side of the screen click “Communities.”



Logout

Account Settings

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Change Password

My Communities

Community Manager

Communities are groups of Visimeet users that automatically show up in your Contacts List. Use this tool to create or remove Communities, and add or remove members.

Community Name	Members		
Sales	1	Edit Members	Rename Delete
<input type="text"/>		Create New Community	

Here you will have the ability to manage any existing Communities or create a new Community.

Using the Community Manager

The process for both the Community Manager accessed through the Visimeet application and when accessed through “My Account” are the same. You can follow the steps in both options.

Create a New Community

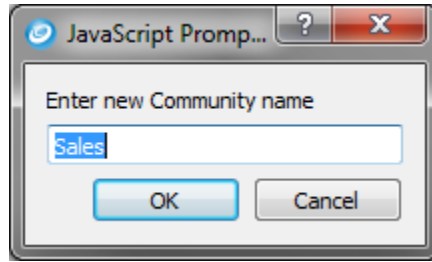
To create a new Community, enter the name you would like assign to the Community. This name will be displayed to all members. After entering the name in the far left field, press “Create New Community”

Community Name	Members		
Sales		Create New Community	

The Community will then be listed as an active Community with options to edit it.

Community Name	Members		
Sales	1	Edit Members	Rename Delete
<input type="text"/>		Create New Community	

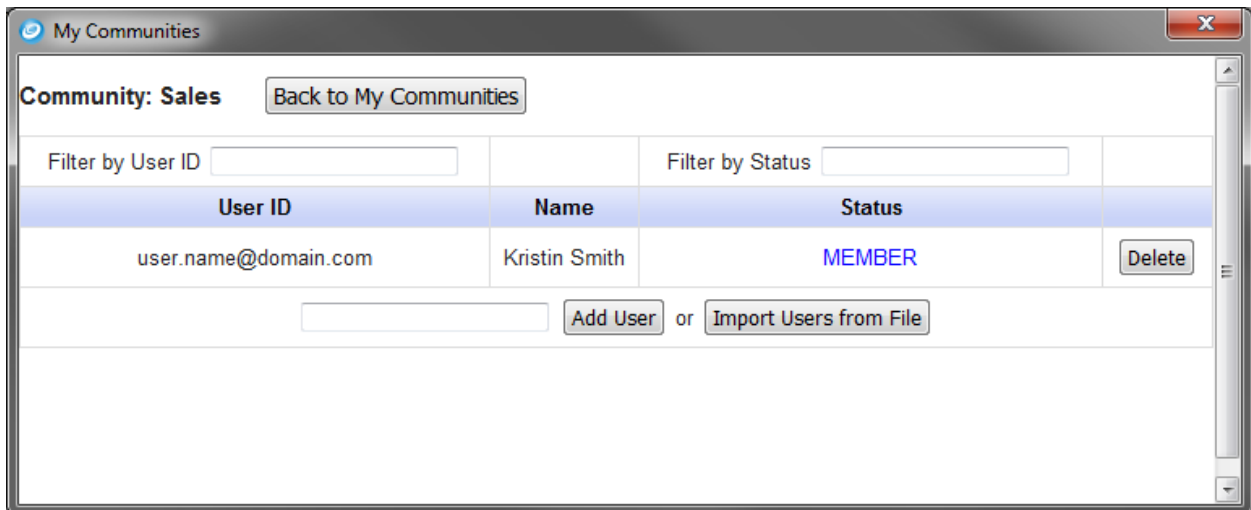
You can rename the Community by selecting the “Rename” button and entering a new Community name.



This change will also appear on the Community Members' list.

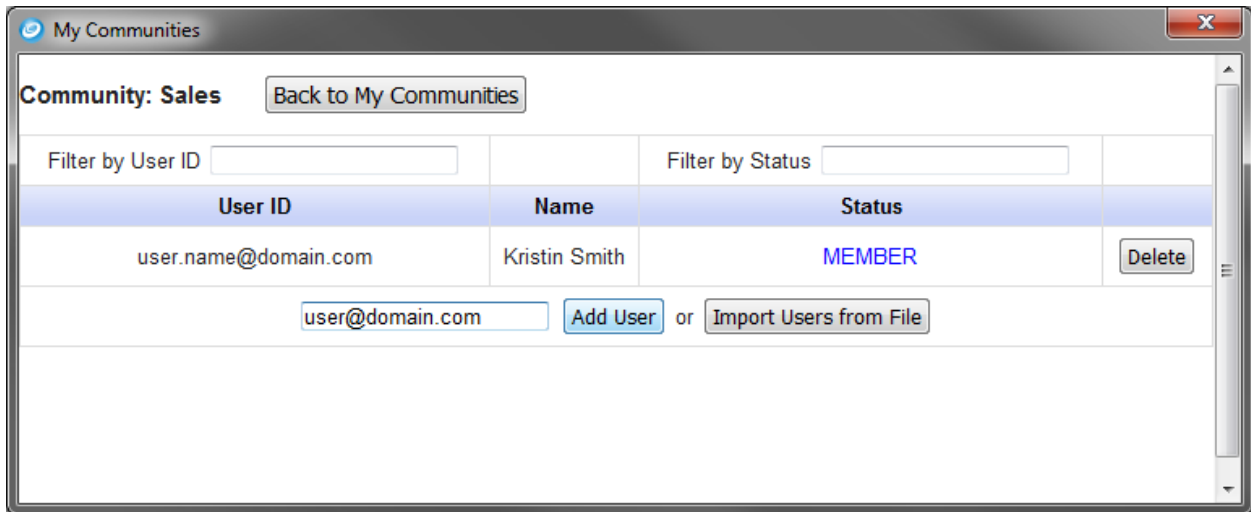
Editing Community Members

To add and remove Community members, as well as see the Member's Community status, click “Edit Members.”

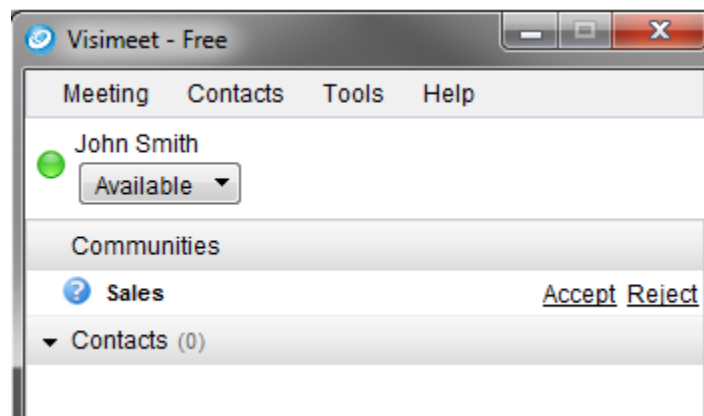


Adding Community Members

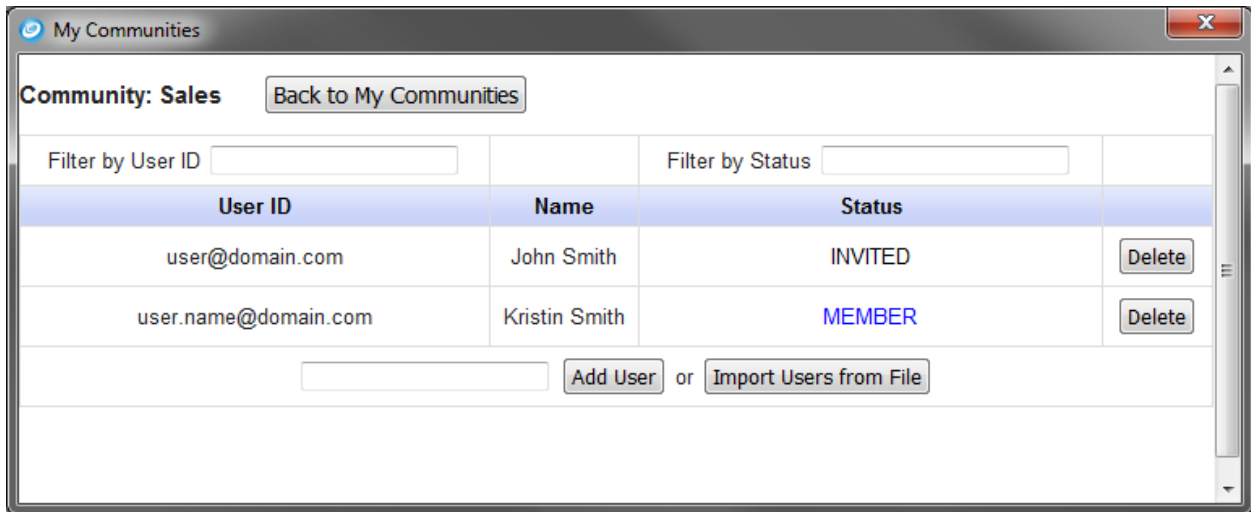
To add a user to the Community, enter the email address of a Visimeet user in the “Add User” field. The address must be associated with a Visimeet Account.



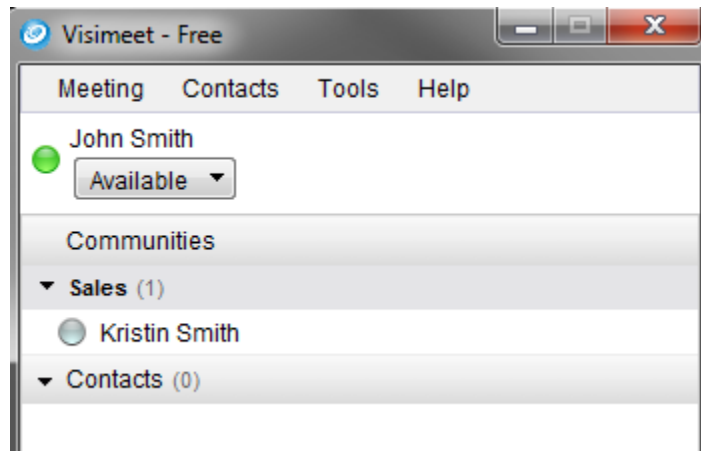
After entering the user’s address, click “Add User.” After doing so, an invitation will be sent to the user asking them to join the Community. This invitation will appear in their Visimeet application.



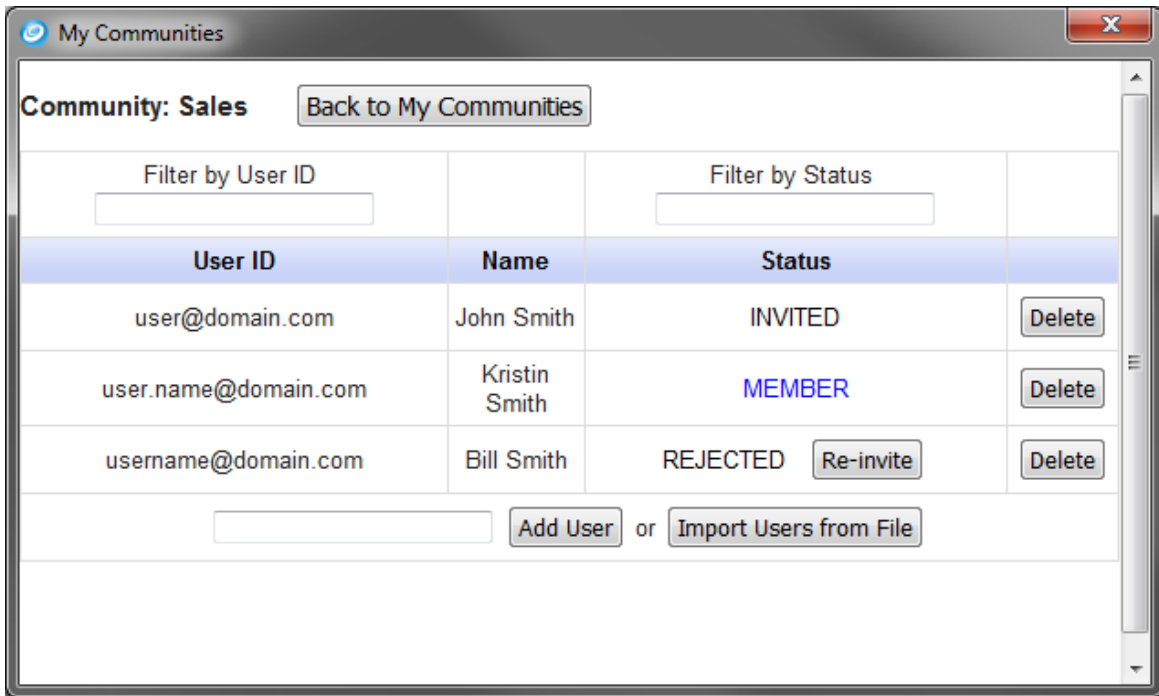
The user must click “Accept” in order to be a member of the Community. Until they do so they will not be listed in the Community. In the Community Manager their status will be listed as “Invited.” Users who have not accepted an invitation are set as this status; if they accept they are listed as “Member.”



Once they accept the invitation, the Community will appear on their presence list and they will see the Community and all Community members. Communities are listed above contacts.



If an invited user rejects the meeting invitation, their status is listed as "Rejected."



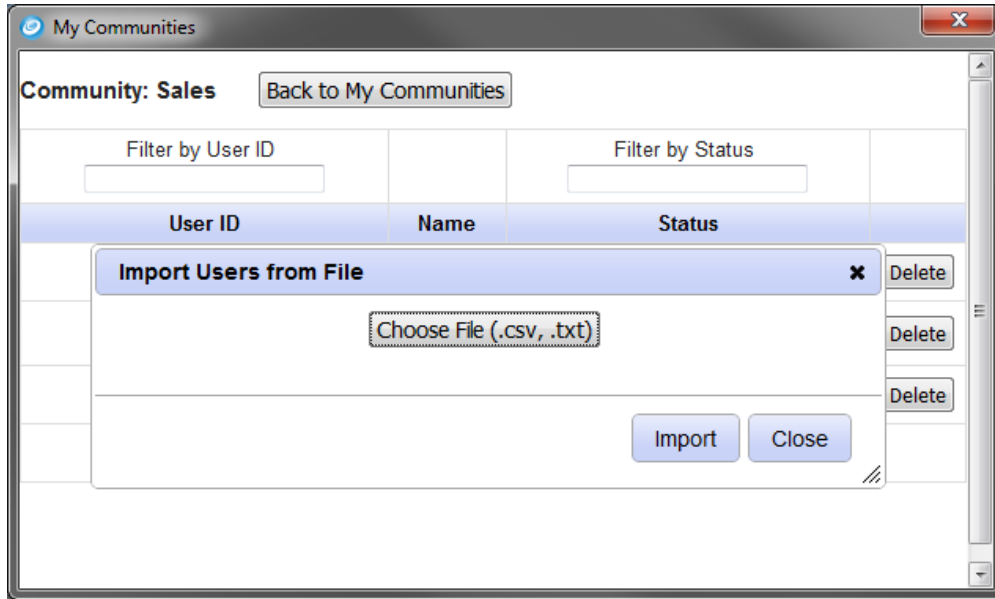
If the user did this in error and would like to receive the invitation again, you have the option of re-inviting the user by clicking the “Re-invite” button next to the user’s status.

Users who reject the Community will not see the Community listed on their presence list. Additionally, Community members will not see the user in the Community.

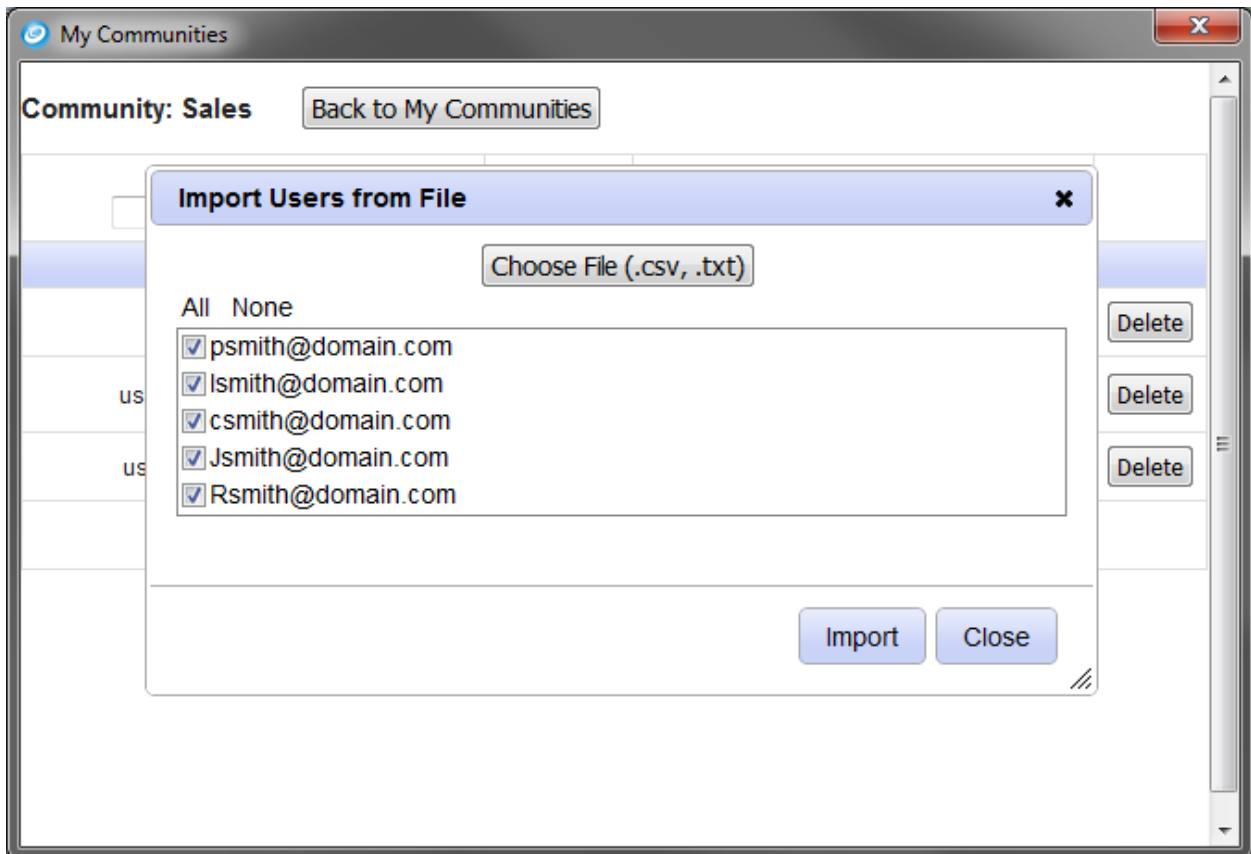
Importing Users from File

Users can also be invited to join a Community using “Import Users from File” located to the right of “Add User.” This option is ideal for adding several users at the same time.

To use the Import User feature select the button and the following window will appear.

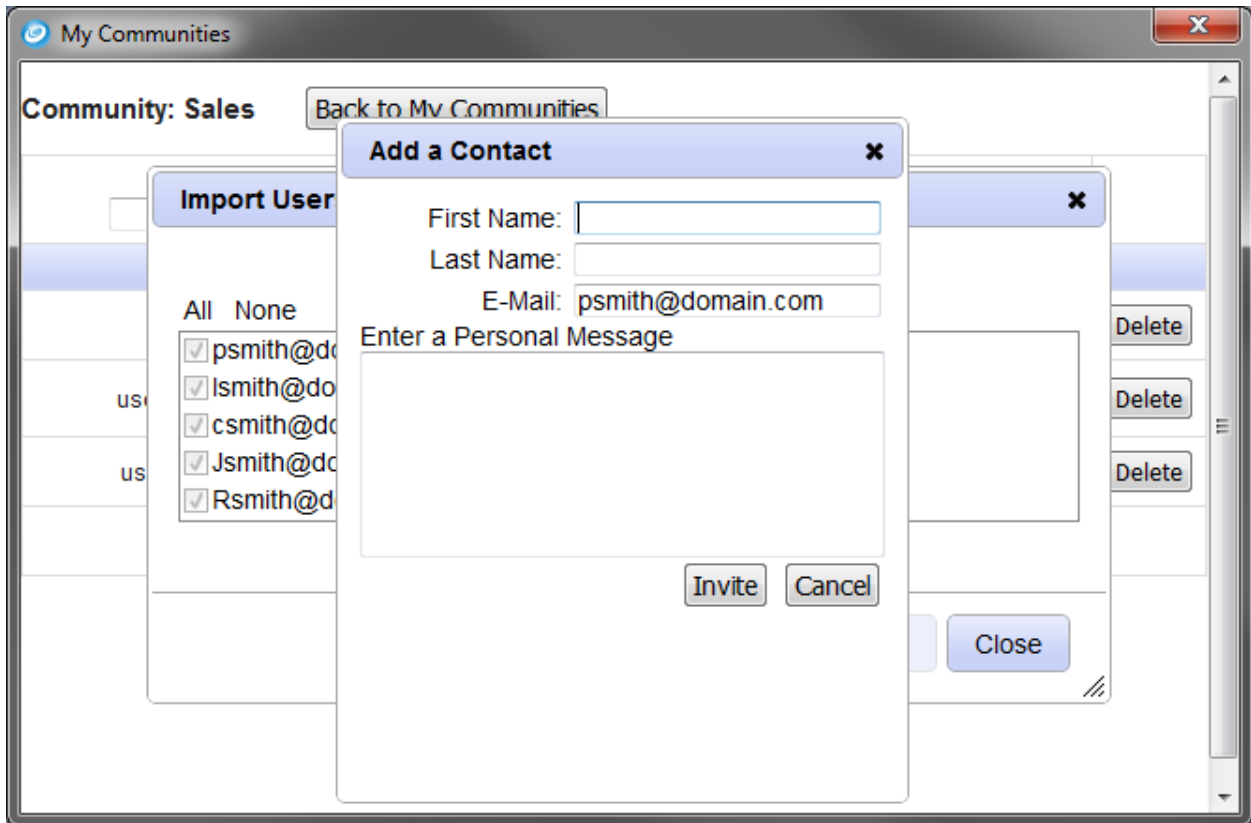


Select the .csv or .txt file you would like to import by clicking the “Choose File” button. Once selected the following window will appear:



If the individual is not a registered Visimeet user a form will appear asking if you would like to invite them to join Visimeet. Complete this form and an email will be sent to them asking them to

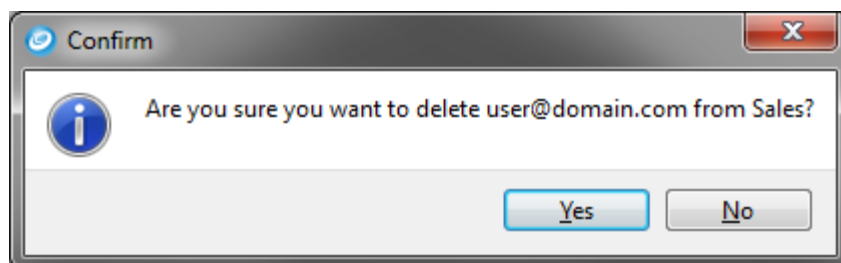
create and account and install Visimeet. Once they do so they will see the Community invitation on their application.



Mark the users you would like to invite to the Community and click “Import.” All selected users will receive an invitation to join the Community and will be included in the Community Manager.

Deleting Community Members

To delete a user from the Community press the “Delete” button that is in line with the preferred user’s name. A window will appear asking if you want to continue with this action.

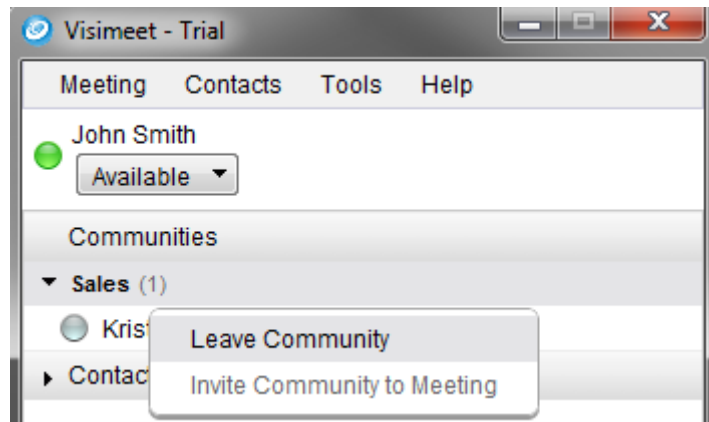


Deleting a user from a Community means they no longer will be listed in the Community and will not have presence with Community members. Unless they have added members to their contact list they will be unable to invite members to a meeting or send them instant messages and vice versa.

Using the Community

Once the Community is listed on a user’s Contact List, they can communicate with all members. All members can send instant messages and meeting invitations to available members. Members can see the statuses of all members.

Users can leave a Community via the Visimeet application by right clicking the Community name and selecting “Leave Community.”



Once a Community member has selected to leave, they will no longer be listed in the Community and the community will no longer appear on their Contact List. This means that Community members will not have the ability to contact the former member and vice versa unless they have added one another as contacts to the contact list.

All available Community members can be invited to a meeting with just a couple clicks. Access this menu by right clicking the Community name and selecting “Invite Community to Meeting.” All available users will receive an invitation to join you in a meeting.