

## iLinc 11 | Managing Audio Accounts for Users

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When managing user accounts on your iLinc site, you may now include an Audio Account (phone numbers and passcodes) for each new user. The Audio Account is automatically created for each new user, and it can be added for existing users. This document provides information on how to configure user accounts on a site with the Premiere Global Audio Integration.

### Adding Users (Manually or Batch)

Now that the site is configured, when a new user account is created, an Audio Account (phone numbers and passcodes) will be retrieved from the Premiere Global services and assigned to that user's account. This Audio Account can then be used like a traditional teleconference or can be used in conjunction with iLinc.

#### To set up a new account manually with Premiere Global audio:

1. Log in to the site to which you need to add a user account.
  - a. If you are logging in to the iLinc Administration center, you will need to select the site.
2. Click Users under the Manage menu.
3. Click Add New User.
4. When page loads, iLinc will retrieve the pins from Premiere Global.
5. Complete all required information for the user.
6. Click Submit when complete.

Options for Audio Account:

- **Get New:** You may decide to request a new Audio Account for this user. Simply click "Get New" and iLinc will request a new Audio Account.
- **Remove:** You may decide that this specific user will not need an Audio Account. Simply click "Remove" and iLinc will clear the Audio Account information from the user's profile.

#### To set up a new account through a batch upload:

1. Log in to the site to which you need to add a user account.
  - a. If you are logging in to the iLinc Administration center, you will need to select the site.
2. Click Users under the Manage menu.
3. Click Add New User.
4. To access the batch process, click "here" at the top of the page.
5. A tab or comma delimited text file (.txt) can be used to add a batch of users. From the Batch Add Users page, you may download a template for this file.
6. Complete the file with the necessary information.
  - a. **Audio Account:** Add a new field to the file with a header of "Audio Set"
  - b. For each user that requires an Audio Account, use the parameter of "New"
    - i. Note: the quotation marks are not part of the text, but used here for emphasis.
7. When you have your file created, click the Browse button and locate the text file of your users.
8. Click Open.
9. Click Submit.
10. The batch file will process. Do not close any popup windows as it will cause an error in the batch upload.

## Editing Users (Manually or Batch)

You may edit existing user accounts to give a user an Audio Account for the first time, to replace an existing Audio Account, or to remove an existing Audio Account.

### To edit an existing account manually with Premiere Global audio:

1. Log in to the site to which you need to add a user account.
  - a. If you are logging in to the iLinc Administration center, you will need to select the site.
2. Click Users under the Manage menu.
3. Locate the user account and click Edit.
4. In the user's account, locate the audio fields (empty if Audio Account doesn't exist, or populated if an account was previously provisioned).
5. Click either:
  - a. Get New: You may decide to request a new Audio Account for this user. Simply click "Get New" and iLinc will request a new Audio Account.
  - b. Remove: You may decide that this specific user will not need an Audio Account. Simply click "Remove" and iLinc will clear the Audio Account information from the user's profile.
6. Process any other updates to the user's profile that are needed.
7. Click Submit when complete.

### To edit existing accounts through a batch upload:

1. Log in to the site to which you need to add a user account.
  - a. If you are logging in to the iLinc Administration center, you will need to select the site.
2. Click Users under the Manage menu.
3. Click Add New User.
4. To access the batch process, click "here" at the top of the page.
5. A tab or comma delimited text file (.txt) can be used to add a batch of users. From the Batch Add Users page, you may download a template for this file.
6. Complete the file with the necessary information.
  - a. Include the User ID or E-mail Address of the user(s) you wish to batch update.
  - b. Audio Account: Add a new field to the file with a header of "Audio Set"
    - i. For an existing user:
      1. That requires a new Audio Account, use the parameter of "Update" to request a new account
      2. For which you wish to remove the Audio Account, use the parameter of "Remove"
    - ii. Note: the quotation marks are not part of the text, but used here for emphasis.
  - c. Include any other information that needs to be updated in this batch process.
7. When you have your file created, click the Browse button and locate the text file of your users.
8. Click Open.
9. Click Submit.
10. The batch file will process. Do not close any popup windows as it will cause an error in the batch upload.