



# **Verizon Online Delegated Administrator Quick Start Guide**

Version FINAL

## Table of Contents

<b>1</b>	<b>Introduction.....</b>	<b>3</b>
1.1	Disclaimer .....	3
1.2	Purpose.....	3
1.3	Intended Audience .....	3
<b>2</b>	<b>Overview.....</b>	<b>4</b>
2.1	What is Delegated Administrator? .....	4
<b>3</b>	<b>Detailed Procedures.....</b>	<b>5</b>
3.1	Login/Logout .....	5
1.1.1	Login.....	5
1.1.2	Logout.....	6
3.2	User Management.....	7
1.1.3	User Creation .....	7
1.1.4	User Modification.....	11
1.1.5	User Deletion.....	11
<b>4</b>	<b>Appendix .....</b>	<b>12</b>
4.1	Glossary of Terms and Acronyms.....	12

## Table of Figures

Figure 1:	Delegated Admin Login .....	5
Figure 2:	Incorrect Login Credentials Error .....	5
Figure 3:	Initial DA Org Admin Screen .....	6
Figure 4:	Logout Toolbar .....	6
Figure 5:	Inactivity Timeout Error .....	6
Figure 6:	DA Org Admin User Toolbar .....	7
Figure 7:	Create User - User Information Screen.....	7
Figure 8:	Create User - Contact Information Screen.....	8
Figure 9:	Create User - Select Service Package Screen .....	8
Figure 10:	Create: User - Service Package Search Criteria .....	9
Figure 11:	Create User - Mail Account Information Screen .....	9
Figure 12:	Create User - Login Information Screen .....	9
Figure 13:	Create User - User Summary Screen .....	10
Figure 14:	Create User - User Created Successfully Confirmation.....	11
Figure 15:	User Modification - Select User from List.....	11
Figure 16:	User Modification - Successful Modification Message.....	11
Figure 17:	Delete Selected User .....	11

# **1 Introduction**

## **1.1 Disclaimer**

This document is a working document, and as such is subject to change without notice. If in doubt, please always ensure you check with your Verizon Representative to get the most recent copy of this document.

## **1.2 Purpose**

This document provides information to guide organizational administrators in the daily tasks required to administer their org in the delegated administration (DA) interface used in the Verizon Online (VOL) messaging system.

## **1.3 Intended Audience**

The intended audience for this document is organization administrators that use the DA interface.

## 2 Overview

### 2.1 What is Delegated Administrator?

The Communications Services Delegated Administrator utility and console let you provision users, groups, domains, and resources in an LDAP directory used by Communications Services applications such as Messaging Server. With Delegated Administrator, you can distribute provisioning tasks to lower-level administrators who have the authority to manage specified organizations in the LDAP directory. The power to delegate user administration offers the following advantages:

- Distributes among many administrators the potentially time-consuming responsibility for provisioning a large directory. Tens or hundreds of administrators can manage organizations within a directory that may include thousands or millions of users.
- Allows you to create organizations in the directory structure that can be managed and provisioned as distinct (or unique) units. These organizations can contain users belonging to customer businesses, corporate departments, or other groups.

As a consequence of the delegation, delegated administrators now must understand the different basic actions possible while administering their organization; specifically how to add, modify, and delete users. This document will serve as an example to follow; while not drilling too far into detail, enough information is provided for an administrator to execute these tasks.

## 3 Detailed Procedures

This section will provide detailed instructions for the tasks that an administrator will face in the day-to-day function of his/her duties.

### 3.1 Login/Logout

Before any task may be carried out, you must login. This is currently accomplished by pointing a web browser to the address shown here:

<http://intermanager.verizonemail.net/>

The *domain* portion will be completed using either your domain name or verizonemail.net. So, for example, if your domain is *mycompany.com*, your URL would be entered as follows <http://intermanager.mycompany.com/>, otherwise <http://intermanager.verizonemail.net/>. After the DA login screen loads, proper credentials must be supplied for the organization to be administered.

#### 1.1.1 Login



Figure 1: Delegated Admin Login

1. Enter the appropriate information in the **Login ID** and **Password** boxes for the organization to be administered
2. Click **Login**
  - a. Incorrect information will yield the following error

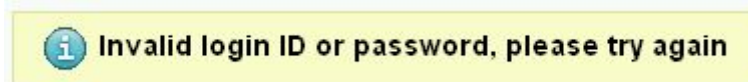


Figure 2: Incorrect Login Credentials Error

- b. Correct information will cause the browser to load the appropriate org information and present the user with a screen similar to that shown in Figure 3.

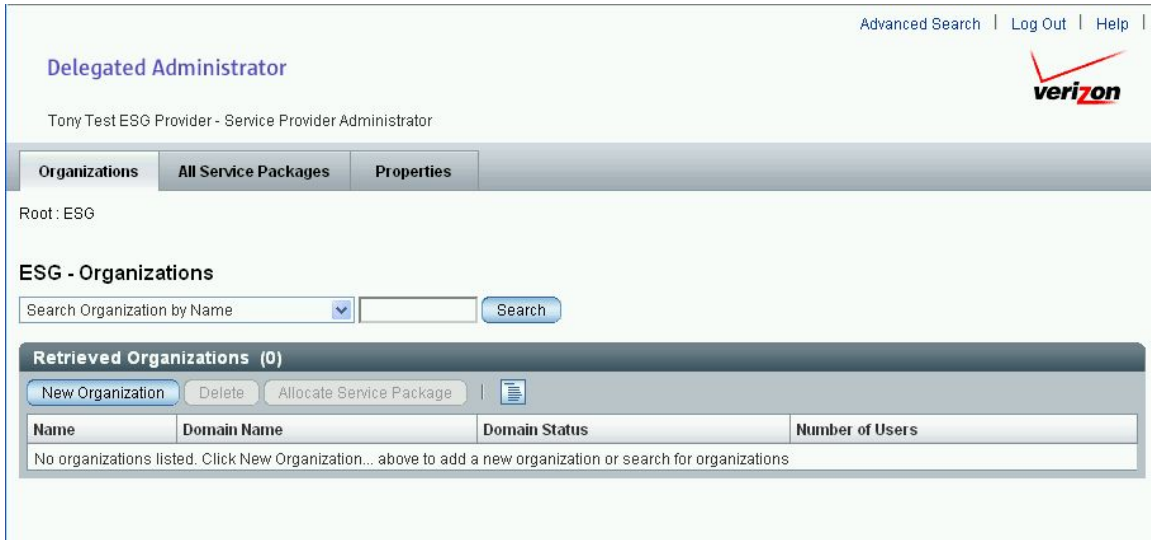


Figure 3: Initial DA Org Admin Screen

### 1.1.2 Logout

To logout, simply click the **Log Out** link in the upper right corner of the browser window shown in Figure 4, below. A successful logout returns to the login page with an appropriate message once completed.



Figure 4: Logout Toolbar

Your login session will remain active until you click **Log Out** or until there is a 30-minute delay since you last requested a form. For security purposes, *you should always terminate your session by logging out manually.*

**NOTE:** Currently, it appears as if there is a quick inactivity timeout period. Some transactions may not work if the session is left idle for more than a few minutes. If the error show in Figure 5 is observed, please login and perform your task again, as it likely did not complete.



Figure 5: Inactivity Timeout Error

## 3.2 User Management

As an administrator, the most common tasks performed on a daily basis involve user management, specifically:

- User Creation: adding new users to the organization
- User Modification: editing the data associated with an existing user
- User Deletion: removing a user from the organization

These tasks are outlined here and show the “sunny day” scenario of each.

### 1.1.3 User Creation

User creation is follows a wizard-style interface. By clicking the **New** button (see Figure 6 ); a pop-up box is created which can be followed to create a new user. The steps required are shown below.



Figure 6: DA Org Admin User Toolbar

The following screens and their respective notes, if any, show the process required to create a user in the Delegated Administrator interface.

 A screenshot of a "New User" wizard interface. The title bar says "New User". Below the title bar are "Steps" and "Help" tabs. The main area is titled "Step 1: User Information". On the left, a vertical list of steps is shown: 1. User Information (selected), 2. Contact Information, 3. Select Service Package, 4. Mail Account Information, 5. Login Information, and 6. Summary. The main content area contains the following fields:
 

- \* First Name: [text input]
- \* Last Name: [text input]
- \* Display Name: [text input]
- Description: [text area]
- Department: [text input]
- Role: [dropdown menu with "Non Administrator" selected]
- Job Title: [text input]
- \* Preferred Language: [dropdown menu with "English" selected]

 A legend indicates "\* Indicates required field". At the bottom, there are "Previous", "Next", and "Cancel" buttons.

Figure 7: Create User - User Information Screen

**New User**

Steps Help **Step 2: Contact Information**

- User Information
- 2. Contact Information**
- Select Service Package
- Mail Account Information
- Login Information
- Summary

\* Indicates required field

Postal Address

Street:  City:

Postal Code:  Post Office Box:

State:

Telephone:

Fax:

Previous Next Cancel

Figure 8: Create User - Contact Information Screen

The *Select Service Package* screen allows you to assign the user a Class Of Service (COS) which will allocate the user certain rights and limitations according to the COS requirements. In the figure below, only one COS is available. Simply select the checkbox and click *Next*.

**New User**

Steps Help **Step 3: Select Service Package**

- User Information
- Contact Information
- 3. Select Service Package**
- Mail Account Information
- Login Information
- Summary

Search and Select Service Package to Assign User.

\* Indicates required field

Search Service Package by Name  \*  Search

**Service Packages (1)**

View / Compare

<input checked="" type="checkbox"/>	Name	Mail Quota(MB)	IMAP Access
<input type="checkbox"/>	Gold 1.0 Plus SSL w 100 MB	100	enabled

Previous Next Cancel

Figure 9: Create User - Select Service Package Screen



It is possible, when selecting a package for a user, to search service packages by several different criteria. Those criteria appear in a drop-down box above the *Service Packages* listing.

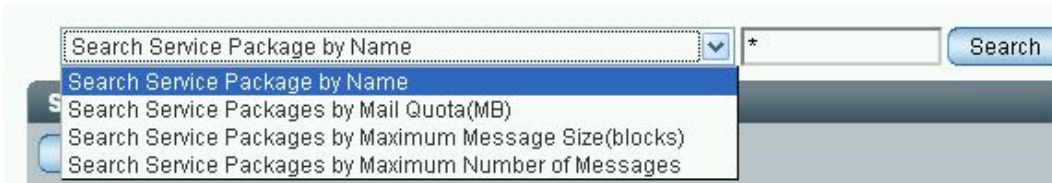


Figure 10: Create: User - Service Package Search Criteria

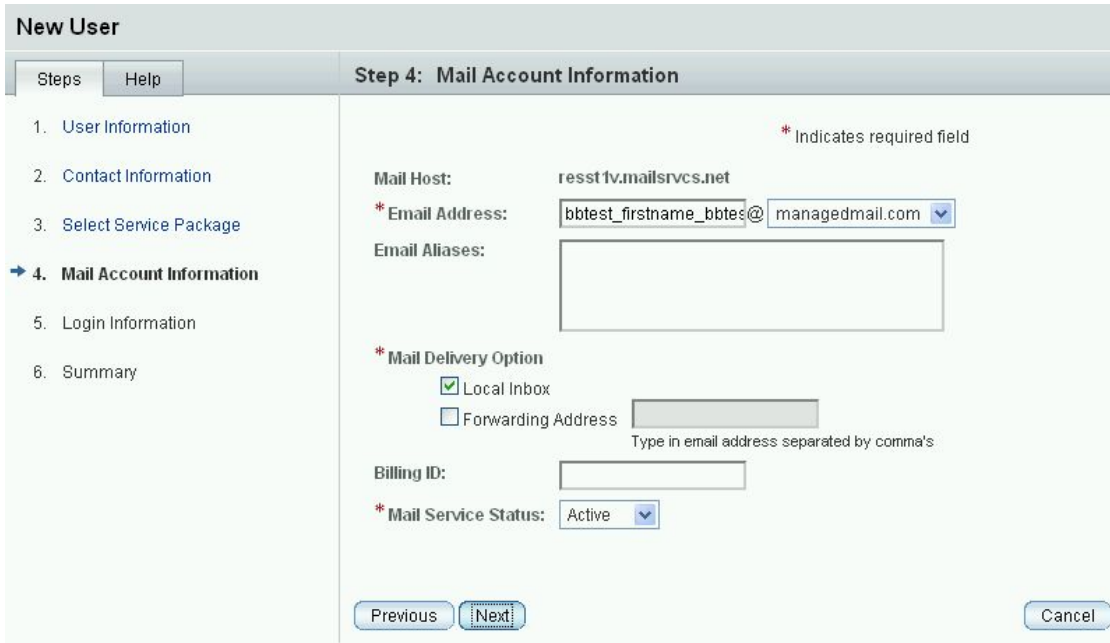


Figure 11: Create User - Mail Account Information Screen

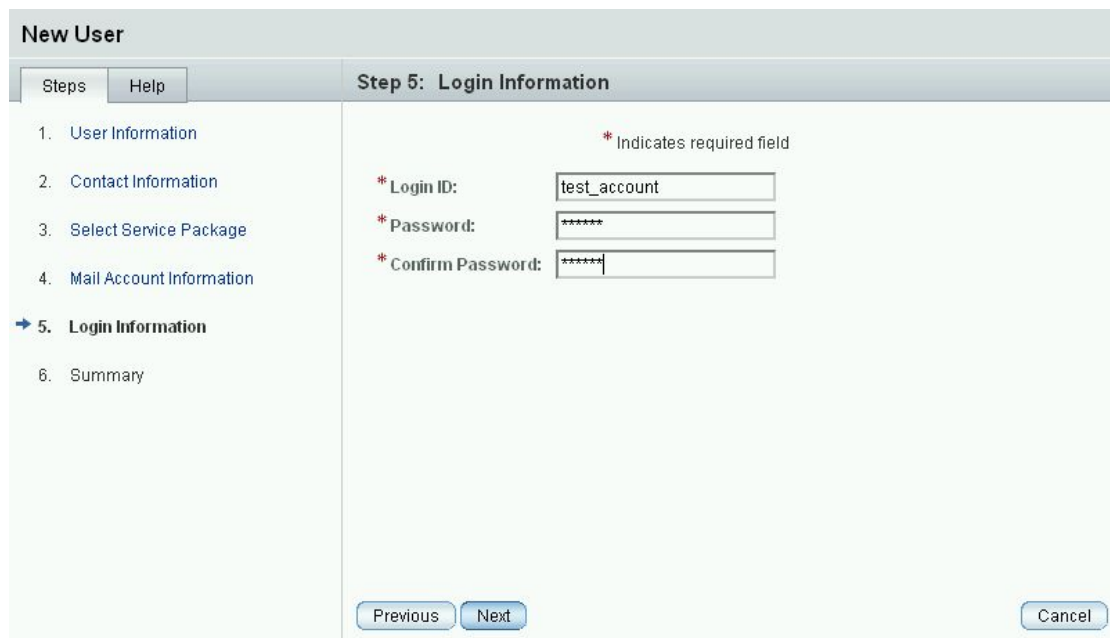


Figure 12: Create User - Login Information Screen

Summary of details for New User.

\* Indicates required field

### User Information

**First Name:** bbtest\_firstname  
**Last Name:** bbtest\_lastname  
**Display Name:** bbtest\_firstname bbtest\_lastname  
**Login ID:** test\_account  
**Description:**   
**Role:** Non Administrator  
**Preferred Language:** English

### Contact Information

**Postal Address**  
**Street:** Here      **City:** Grapevine  
**Postal Code:** 76051    **Post Office Box:**  
**State:** TX  
**Telephone:** 7049098900

### Account Information

**Service Package**  
Gold 1.0 Plus SSL w 100 MB  
**Mail Quota(MB):** 100  
**Maximum Message Size(blocks):** 102400  
**IMAP Access:** enabled

### Service Details

**Mail Host:** resst1v.mailsvcs.net  
**Email Address:** bbtest\_firstname\_bbtest\_lastname@managedmail.com  
**Mail Delivery Option**  
Local Inbox:   
**Mail Service Status:** active

Figure 13: Create User - User Summary Screen

Figure 13 shows the summary screen, at this point simply click finish to finalize the user creation and receive the message shown in Figure 14, which confirms successful user creation.

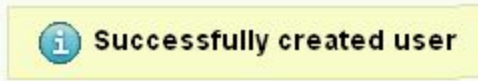


Figure 14: Create User - User Created Successfully Confirmation

### 1.1.4 User Modification

Oftentimes, many pieces of information associated with a given user must be changed; addresses, names, and forgotten passwords. These changes must then be reflected in the messaging system. At a high-level, it often falls to the administrator to reset a password and change a person's address or name. These actions require modification of existing user data in the LDAP directory, which is easily accomplished using the DA interface. The following will give a brief synopsis of how to modify an existing user.

1. If not already, please login to the DA interface
2. A screen similar to that shown in Figure 3 will appear listing the current org users
3. Select the user to be modified by clicking his or her name in the listing

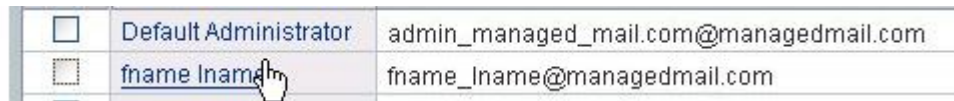


Figure 15: User Modification - Select User from List

4. A screen loads presenting all the user information to be modified.
  - a. Modify the information to be changed and click the **Save** button to finalize the transaction. All the information entered during initial user creation may be modified in this screen.
5. After clicking **Save**, a confirmation appears, as shown in Figure 16 below



Figure 16: User Modification - Successful Modification Message

### 1.1.5 User Deletion

User deletion is straightforward and only requires that the user is selected from the list by placing a check mark in the check box of the user to be deleted and then clicking the **Delete** button in the toolbar directly above the user listing, as shown below.



Figure 17: Delete Selected User

No confirmation is given for this action; the page reloads and returns the existing users list. Check to ensure the user no longer exists in the list. Multiple users can be deleted in this way.

## 4 Appendix

### 4.1 Glossary of Terms and Acronyms

Term	Definition
<b>Class of Service</b>	See <i>Service Package</i>
<b>DA</b>	Delegated Administrator; a tool, GUI or command line, for administering SunONE applications, i.e.: LDAP Directory, Messaging Server, etc.
<b>LDAP</b>	Lightweight Directory Access Protocol; based off of X.500, a protocol for communication with and modification of hierarchical directory data.
<b>Organization Administrator</b>	An individual granted authoritative rights to maintain his or her company's, which includes all users, LDAP information.
<b>Profile</b>	The settings associated with a given account
<b>Service Package</b>	A set of values pertaining to default configuration parameters for account settings, normally in a global context. Users may or may not be able to set these values at the account level; functionally equivalent to Class of Service (COS).
<b>VOL</b>	Verizon Online