

Setting Up Your Call Settings

Table of contents

[Introduction](#)

[Activate Users](#)

[Deactivate Users](#)

Webex User Management Provisioning

Introduction

As a Group or Enterprise administrator, you can conveniently associate an email address with your voice user and activate them through the Webex user management option in the Spectrum Enterprise Admin portal.

If your order includes UC with Webex, the activation user is already activated and uses the name and email address provided during the information gathering process when building the account. The activation user is usually the technical or primary point of contact and will be listed on the UC cut sheet as the first user below the main Line.

The activation user will need to click [here](#) to download the Webex application. If the activation user has not been activated for Webex, that user should self-activate with Group or Enterprise admin credentials using the process described below. After activating the Group or Enterprise user, proceed with activating any other users for the company.

Activate Users

To activate your Webex users through the admin portal, follow these steps.

1. From the dashboard, select **Webex User Management**.
2. Enter the email addresses of the users.
3. Select users to activate them from the grid by checking the boxes in the **User ID** column. **Note:** Only users with an email address populated into the email column are valid options.

Webex User Management

Select users to activate from the grid below by checking the boxes in the User ID column. Only users with an email address entered into the email column are valid options. Check the Send Activation Email box and enter a subject and email body if you would like users to be notified following their activation.

☐ Send Activation Email

Filter Results

User ID	Email	First Name	Last Name	Phone Number
<input checked="" type="checkbox"/> 7205551200	email1here@example.com	720	5551200	+1-7205551200
<input checked="" type="checkbox"/> 7205556767	email2here@example.com	720	5556767	+1-7205556767
<input checked="" type="checkbox"/> 7205556768	email3here@example.com	720	5556768	+1-7205556768
<input checked="" type="checkbox"/> 7205556769	email4here@example.com	720	5556769	+1-7205556769
<input type="checkbox"/> 7205556770		720	5556770	+1-7205556770

Activate Users

4. (Optional) Check the **Send Activation Email** box and enter a subject and email body if you would like the users to be notified following their activation.

Webex User Management

Select users to activate from the grid below by checking the boxes in the User ID column. Only users with an email address entered into the email column are valid options. Check the Send Activation Email box and enter a subject and email body if you would like users to be notified following their activation.

☒ Send Activation Email

Edit Activation Email Template

Email Subject

Hello Teammates Your Webex is Ready

Email Body

Download the application here <insert URL>

Filter Results

User ID	Email	First Name	Last Name	Phone Number
<input checked="" type="checkbox"/> 7205551200	email1here@example.com	720	5551200	+1-7205551200

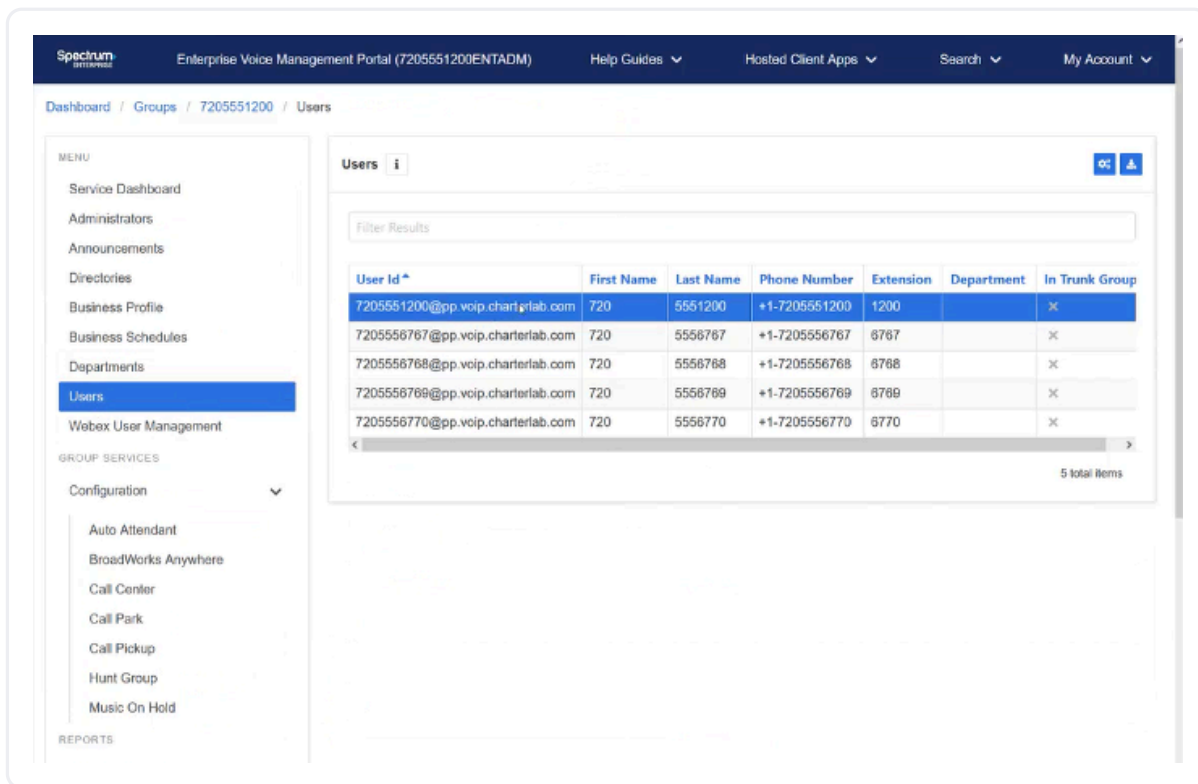
5. Select **Activate Users**. You are prompted to confirm the action.

6. A message appears that the request is queued for processing.

Deactivate Users

In addition to removing Webex from the user, deactivation will also reset the user name to “Available User,” clear call history, and remove the previously associated email address from the user profile. To deactivate a user’s account:

1. From the group dashboard, select the user you would like to deactivate.



2. Select **User Profile**, then click the **more options** icon.
3. Select **Reset User**. You are prompted to confirm the action.
4. A confirmation message appears that the action is successful.
5. After making any desired changes to the user’s name in their profile, return to the group level and select **Webex User management** to enter a new email address and activate new users.