

## USER GUIDE

# InterCall Online

## Getting Started

InterCall Online is a free service provided by InterCall that makes it quicker and more convenient for you to access all of your InterCall services. From a single point of entry you'll be able to access InterCall's online reservation system and your audio and web conferencing accounts. Once you've registered for InterCall Online, your InterCall tools are just a click away.

After logging into InterCall Online, you'll have one-click access to host a web conference, make an audio conference reservation, manage your audio conferencing account and more. Your InterCall Online Home page may include your company's branding, special announcements from InterCall regarding new services and features, as well as a list of the services activated for your user profile.

The site also provides self-guided product demonstrations, basic service information and support contact information.

## User Type Overview

InterCall Online security has been architected to be flexible enough to allow different access levels depending on the user's needs and responsibilities. InterCall Online supports three types of users:

- **Company Administrator** - Company administrators have the highest level of authority within InterCall Online to manage conference accounts. They are able to manage the company site, provision billing accounts and set up new owners within the company.
- **Account Administrator** - Account administrators have access to various billing, account and individual profile management tools. These capabilities ensure the account administrator can provide appropriate access to the tools and services the owners under their hierarchy need and help them monitor conferencing usage and invoicing.
- **Owner** - An owner is the end-user of an individual account. The owner can access tools to schedule and manage meetings, initiate meetings and manage their own account information using InterCall Online.

## InterCall Online Home Page

Go to your Home page at <http://www-apac.intercallonline.com/> and log into your InterCall Online account. You can also access the following from the Home page:

- **Signup Now** - If your company has a conferencing account with us, use the online tool to register for an owner account by completing a quick owner implementation form. You must contact your corporate administrator to get the account login and password details.
- **Forgot Your Password?** - Submit a request to have your password and/or username delivered to you.
- **Reservationless-Plus®** - Join other leaders' Reservationless-Plus meetings quickly by providing the conference code assigned to the meeting, your name and email address.
- **Customer Support** - Access information on InterCall's audio and web conferencing services and find out where to get assistance.

## Logging in the First Time

The steps you need to take the first time you time log in will depend on whether you received a welcome email and/or welcome packet with your owner number and web PIN or if you were provided a username and password by a company administrator (see Signup Now section below).

If you received a welcome email and/or welcome packet, your owner number and web PIN are shown in the General Information section. If your web PIN is not available, please contact customer service at the phone number located in your welcome email or welcome packet

Click **Go** in the First time user box.

Enter your owner number and web PIN into the appropriate fields and click **OK**.

Create your unique InterCall Online username and password.

- Username:
  - Needs to be at least six characters long.
  - May contain letters, numbers, one of the special characters as shown (@, \$, %, &, +, -, ,, \_) or any combination of these.
- Password:
  - Needs to be at least eight characters long
  - Must contain three of the following attributes:
    - A number (0-9).
    - A special character as shown (@, \$, %, &, +, -, ,, \_).
    - A lower case letter (a, b, c, etc).
    - An upper case letter (A, B, C, etc).



You will also be prompted to provide a secret question and answer that will be used should you ever forget your password. Click **Add User** to complete this step.

- You will receive a confirmation on the screen that you have successfully created your new username and password. Return to the Home page and enter your new username and password in the appropriate fields. You will be taken to your personal welcome page that lists the services available to you, your dial-in numbers and any meetings you have scheduled for that day.

Please note: If your InterCall Online password expiration is set to ON, you will need to change your password every 30 days. Ten days prior to your password expiration, a reminder message will display at the top of your InterCall Online Welcome page once you have logged into your account.

## Signup Now

Signup Now allows you to request a conferencing account for yourself.

1. Enter the account username and password provided by your company administrator in the Signup Now section.
2. Click **Activate Account**.
3. Fill out the fields provided on this page and select **Continue** at the bottom. (All fields designated with a red asterisk (\*) are required).
4. You will then receive a Confirmation page. Please review your information carefully. If your information is correct, select **Continue** to complete your account creation.

If your company administrator has chosen Automatic Owner Setup, you will receive an email notification that includes your owner number and web PIN. If your company administrator has chosen Manual Owner Setup, you will receive an email notification after your account has been approved.



## Forgot Your Password or Username

If you forget your password or username, choose the relevant option on the Home page Please note: You can only use these options if you have already created an InterCall Online username and password.

- For forgotten passwords, enter your username and click **Send**. An email will be sent to the email address in your owner profile with a link to a web page where you can reset your password.
- If you forget your username, enter the email address associated with your owner profile. The web page will display the username(s) associated with that email address. If you then want to reset your password, click on the relevant username.
- An email will be sent to the email address in your owner profile with a link to a web page where you can reset your password.

Usernames and passwords are not sent via email nor are they available to reservationists. They are encrypted for security reasons and held in a secure database.

## Reservationless-Plus

The Reservationless-Plus section allows you to access your dial-in numbers without logging into the site. Simply enter your conference code and then click **View Dial-in Numbers**. This section can also be used by participants who want to dial into your call or access the Web Moderator.

1. Enter the conference code, name and email address.
2. A link to the dial-in numbers associated with that call will appear on the screen within this section above the conference code field.
3. To join the Web Moderator, click Join. The Web Moderator will open in a separate window.

## Customer Support

Should you have problems while using InterCall Online, select **Customer Support**. You have quick access to online support, direct customer support phone numbers and links to overviews and support for the various products and services.

### Helpful Links

Visit our Helpful Links page for one central location of all InterCall Online and product resources.

### Online Support

- View frequently asked questions (FAQs) about InterCall Online and our other conferencing services.
  1. Select **Online Support**, the Answers tab for FAQs will appear.
  2. Type a key word or your question into the Search Text field and click **Search**.
  3. Select your question to be provided an answer, the opportunity to rate the answer to your question and links to related questions and answers.
  4. If you can't find the question and answer you're looking for in the FAQs, submit your question to customer support.
- Submit a question to our technical support team who will then reply to you by email and monitor the status of your questions.



- Provide feedback concerning InterCall Online. Submit items you like or dislike about InterCall Online or suggestions that could help improve our online conferencing management tool.
  1. Select the Support Home tab.
  2. Click **Provide Feedback**.
  3. Provide your email address, your comments or suggestions.
  4. Click **Submit Feedback**.

## Customer Support Phone Numbers

- Find a list of phone numbers connecting you to our experienced customer support team to assist you with any questions about InterCall Online and our available products and services.

## Contact Us

- Find another way to contact an account representative.
- Access a more comprehensive list of contact phone numbers.

## Conferencing Service Links

- Select one of the product links to find more information on the various services offered by InterCall including PDFs, training and demos.

*Please note: The screenshots used throughout this guide are generically branded. Your screen may look different depending on your company's preferences, but the functionality is the same.*