



User management

User management

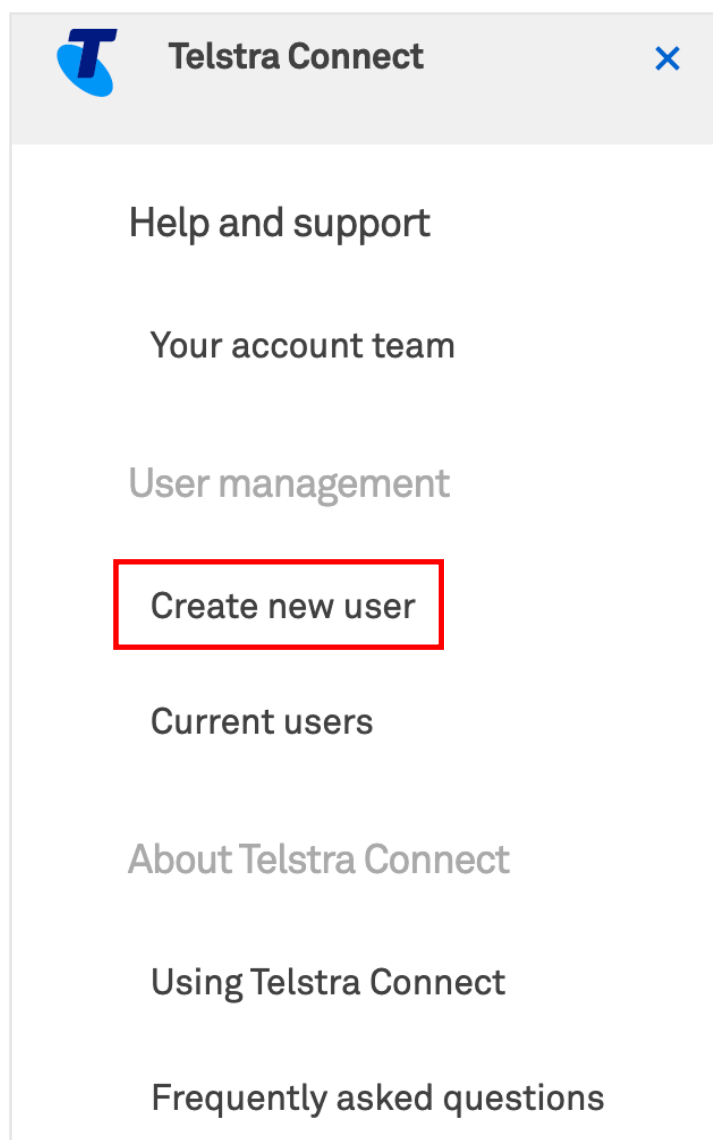
 Note: This is only available for admin users.

With User management, you can easily manage user access and user permissions anytime and anywhere.

- Onboard new users
- Manage existing user details and permissions
- Deactivate users

Create new users

- 1 From the side menu, select 'Create new user' to add an additional user.



2

Complete the form with the new user's details and select 'Next'. All fields are mandatory in this page.

Create new user

User details

First name
Enter first name

Last name
Enter last name

Email
Enter your email e.g. you@yourdomain.com

Confirm email
Enter the same email as above

Office phone number
Enter the number starting with 0, +, 13 or 1800. Spacing is allowed.

Mobile phone number
Enter the number starting with 0 or +. Spacing is allowed.

Office address
This will be the user's primary address in Telstra Connect and may be used to confirm their identity on calls or in a Telstra store.

Street Address ▼
Enter street number, street name and type e.g. 400 George Street

Building name / level / suite (optional)
e.g. Clarence house, level 21, suite 4

Suburb / town / city
Enter suburb

State / province
Enter state / province

Country ▼
Select country

Zip / postcode
Enter postcode

[Cancel](#) [Next](#)



Note: All fields are mandatory in this page

3

You can choose what type of role and permissions this user can access on Telstra Connect for the following features:

- Multi-factor authentication
- User management
- Submit and track
- Billing

When the form is complete, select 'Submit'.

Permissions for Test Test

Which of the following do you want this person to be able to do?

Multi-factor authentication Off On

Are passwords not enough? Add extra layers of security with multi-factor authentication. We will email Test Test a code each time they sign-in or when higher security changes are made.

User management
Provide Telstra Connect access to others in your company.

Create and edit users

Submit and track
Do you want this user to be able to submit and track the progress of any of the following?

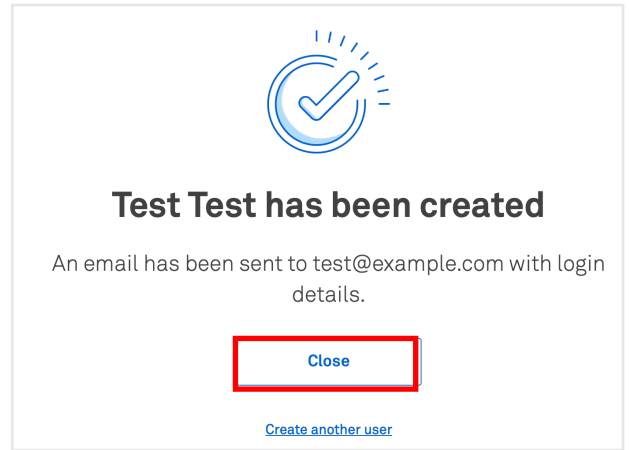
- Incidents
- Service requests
- Planned maintenance
- Orders

Billing

View and download invoices
This includes credit and debit notes, where applicable.

[Back](#) [Submit](#)

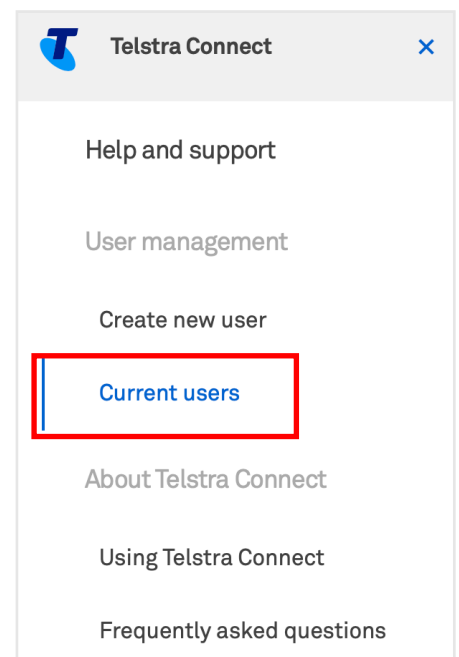
- The new user has now been created and they will receive an email with login details. You have the option to close the window or create another user.



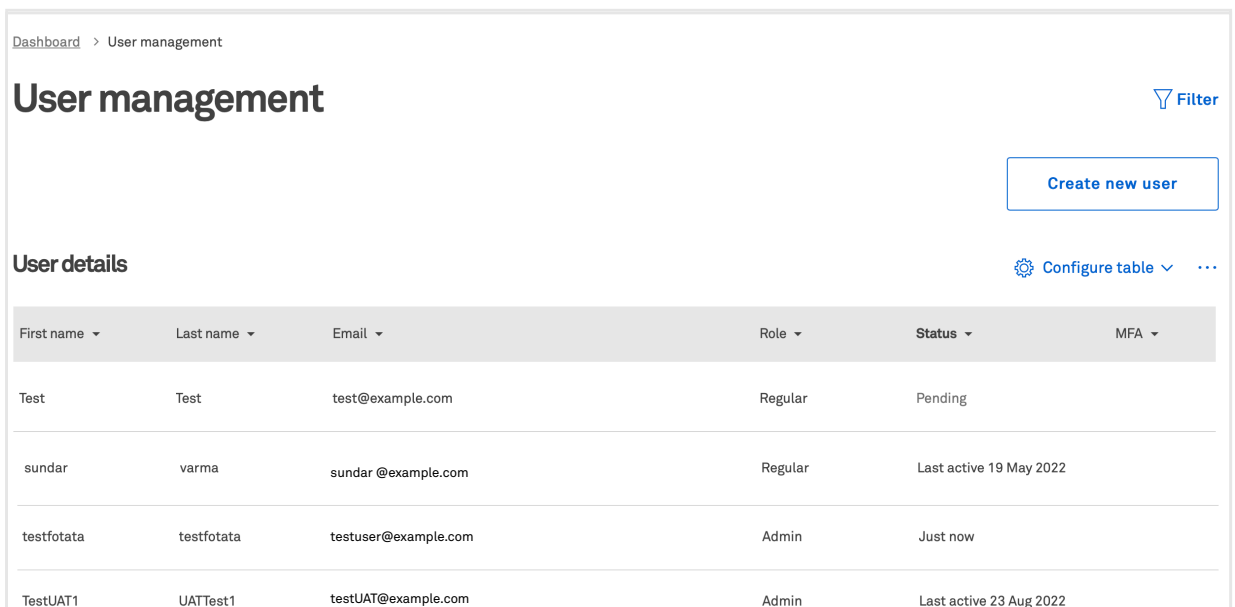
Manage existing user's details and permissions

- From the side menu, select 'Current users'.

 Note: This is only available for admin users.



- Select the user you wish to manage.



3 You can then edit their details.

Dashboard > User management > User details

Regular

test contact67

[Edit](#)

Details Permissions

Email
testuser@example.com

Office phone number
123456

Mobile phone number
123456789

Office address
242 Exhibition St, Melbourne, Victoria, Australia, 3000

Deactivate users

1 You can manage a user's permissions or deactivate user, in this screen

Details **Permissions**

Account controls and permissions Deactivated Active

Multi-factor authentication Off On

Are passwords not enough? Add extra layers of security with multi-factor authentication. We will email Test Contact67 a code each time they sign-in or when higher security changes are made.

User management

Provide Telstra Connect access to others in your company.

Create and edit users

Submit and track

Do you want this user to be able to submit and track the progress of any of the following?

Incidents

Service requests

Planned maintenance

Orders

Billing

View and download invoices

This includes credit and debit notes, where applicable.

Sign in to Telstra Connect: <https://connectapp.telstra.com/>

If you have any questions or feedback, please contact your Telstra representative

 telstra.com/international/TelstraConnect

The icon is a white, stylized mouse cursor arrow pointing towards the top-right, enclosed within a white circle.