Service Provider Operations

This page contains instructions on how to manage or impersonate a service provider account.

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Change account status

All service provider accounts are listed in a table. You can change the status of a specific account with a simple click on any of the icons below:

enables the account

allows all local calls

allows only incoming calls

doesn't permit any call

disables the account

The **Global and Phone Account Status** pop-up will be displayed listing the options available. For further information, read the **Global and phone account status** section.

Enable or disable web management interface access

This option refers to the service provider's permission to log in and use the VoipNow interface. Click the icon to enable/disable the web management interface access: for allowed for not allowed

Impersonate a service provider

This option allows administrators to impersonate a service provider account owner, offering them the possibility to view the interface from a service provider's perspective. While impersonating the service provider account, the administrator will be able to do all the things the service provider would normally do on subordinate accounts, i.e. modifying the permissions and limits.

To impersonate a service provider:

1. Select the service provider from the table.
2. Access the Impersonate link under the page title.
3. To return to the normal view mode, simply click the Return to My Account link in the right panel at the top of the page, next to the Help icon.

When you impersonate a child account, the application uses the skin of the chosen account.

The **Impersonate** feature can only be used for enabled accounts with web management interface access.

Group operations on service provider accounts

VoipNow allows you to edit the permissions, limits and phone numbers for several service providers at the same time:

1. Select the service provider. From the **Service Providers Management** page, choose the service providers for which you want to modify the permissions and the phone numbers by selecting their corresponding checkboxes.
2. Click the Group Operations link at the top right of the table. You will be redirected to a new page with the sections detailed below.

Permissions
This section allows you to make changes on all service providers permissions. For each permission, you have the following options:

Option	Details
Do not change	The corresponding permission is not modified for any of the service providers you have selected.
Enable	The corresponding permission is enabled for all the service providers you have selected.
Disable	The corresponding permission is disabled for all the service providers you have selected.

Limits

This section allows you to make the same changes for all the service providers limits – maximum number of extensions, mailboxes, etc. More information about the available limits can be found here.

For each limit, you can use the following formula:

```
<action> <value> <value_type>
```

Where:

<action>: Use the first drop-down list to choose the action to be performed on the existing limits:

Option	Details
Do not change	The corresponding limit is not modified for any of the selected service provider accounts. The other two controls are disabled.
Unlimited	The corresponding limit is set to unlimited for all the selected service provider accounts. The other two controls are disabled.
Value	You can use the <value> text box to fill in a new limit, lower than the existing one. The third control is disabled.
Increase (+)	Select this option if you want to set a higher limit for the selected service provider accounts. Use the <value_type> drop-down list to select the increase method: units or %. Use the * <value> text box to specify the number of units or the percent by which the corresponding limit is increased.
Decrease (-)	Select this option if you want to set a lower limit for the selected service provider accounts. Use the <value_type> drop-down list to select the decrease method: units or %. Use the <value> text box to specify the number of units or the percent by which the corresponding limit is decreased.

<value> - This text box can be used to specify either a new limit or the amount with which the existing limit is increased or decreased.

<value_type> - Use the drop-down list to select how the limit will be increased or decreased:

Option	Details
Units	The limit will be modified exactly with the given <value>.
%	The limit will be modified with the percentage specified in the **<**value> text box.

3. Click **OK** to save the changes for the selected accounts. To return to the previous page without making any modifications, click **Cancel**.

For a detailed explanation upon each permission, see the **Permissions** section.

Move organizations

To transfer organization accounts between service providers:

1. Select the corresponding checkboxes of the organization accounts in question.
2. Click on the Move organizations link on top of the table.
3. Before confirming the move, you need to review the changes that this transfer will trigger for the organization in question. Such changes are detailed in a warning box displayed at the top of the page.
4. To finish the operation, select the **Agree to move organizations to service provider** option and click **OK**.

Search for account

All service provider accounts are listed in a table that you can filter by name.

1. Enter the name of the account in the text box at the top of the table.
2. Click the Search button. The system will remember the search criteria when a new search is performed and even after the user logs out.

Remove account

To remove a particular service provider account:

1. Select the account and click the Remove selected link to access the **Removal Confirmation** page.
2. Review the list, select the **Confirm removal** checkbox, and click **OK**. To return to the previous page without deleting the account, click **Cancel**.

Related topics
Add a service provider account

Set up service provider roles

Manage service provider account options