

Organization Operations

This page contains instructions on how to manage or impersonate an organization account.

- [Change account status](#)
- [Enable or disables control panel access](#)
- [Impersonate an organization](#)
- [Group operations on organization accounts](#)
- [Add user group](#)
- [Move organizations](#)
- [Search for an account](#)
- [Remove an account](#)

Change account status

All organization 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 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 disables control panel access

This option refers to the organization's permission to log in and use the VoipNow interface. Click the icon to enable/disable the control panel access:



for allowed  for not allowed

If the service provider does not have control panel access, neither will the organization accounts under it.

Impersonate an organization

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

To impersonate an organization:

1. Select the organization 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 changes the skin to the one used by the chosen account, if different from the one you are currently using.

The **Impersonate** feature can only be used for enabled accounts with control panel access.

Group operations on organization accounts

VoipNow allows you to edit the permissions, limits, and phone numbers for several organizations at the same time. However, please note that group operations can only be performed on organizations that belong to the same service provider account.

1. Select the organization. From the **Organizations Management** page, choose the organizations 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 organizations' permissions. For each permission, you have the following options:

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

Limits

This section allows you to make the same changes for all the organizations' 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 organization accounts. The other two controls are disabled.
Unlimited	The corresponding limit is set to unlimited for all the selected organization 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 organization 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 organization 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.

- 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.

Add user group

If you want to associate the organization's users in groups for sharing purposes, you can add a user group from the interface. With proper permissions, the users in such a group are able to share call history, voicemails or call recordings.

To add a new user group:

- Click the [Add user group](#) icon available in the **Tools** section.
- Fill in the required information in the **User group** section.


Please see the [Choose User Pop-up Window](#) to learn how to assign users to the group. If the users list is too long, you can use the available controls to search for a specific one. Select the checkbox corresponding to the desired user(s) and click the [Assign users](#) link.

Move organizations

To transfer organization accounts between service providers:

- Select the corresponding checkboxes of the organization accounts in question.
- Click on the [Move organizations](#) link on top of the table.
- 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.
- To finish the operation, select the [Agree to move organizations to service provider](#) option and click **OK**.

Search for an account

You can filter the existing accounts list using the name for a filter. Just enter the name of the account in the text box located above the table and 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 an account

To remove a particular organization 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 an organization account](#)

[Set an organization's roles](#)

[Manage an organization's account options](#)