

Virtual Front Office Training

Administrator Training

Training Objectives

- By the end of this training, you will be able to:
- Log On to Virtual Front Office (VFO)
- Change your password
- Create Users
- Modify Users
- Reset User Passwords
- Delete Users
- Reassign Orders
- Create Display Groups

Administration Tab - Security

- The Administration Tab is available only to users with Administrator User ID rights.
- The Security section allows users with Administrator rights to:
 - Create Users
 - Search for Users
 - Modify Users
 - Delete Users
 - Create Display Groups

Login GUI

- Access VFO with provided URL.
- Enter User Name, Password, and select one of the Frontier supported modules (Access, Local, TA).
- Click Login.

Login

Please Login

User Name : user

Password :

Module : --Select--
--Select--
Access
E911
Local
TA

Change Password :

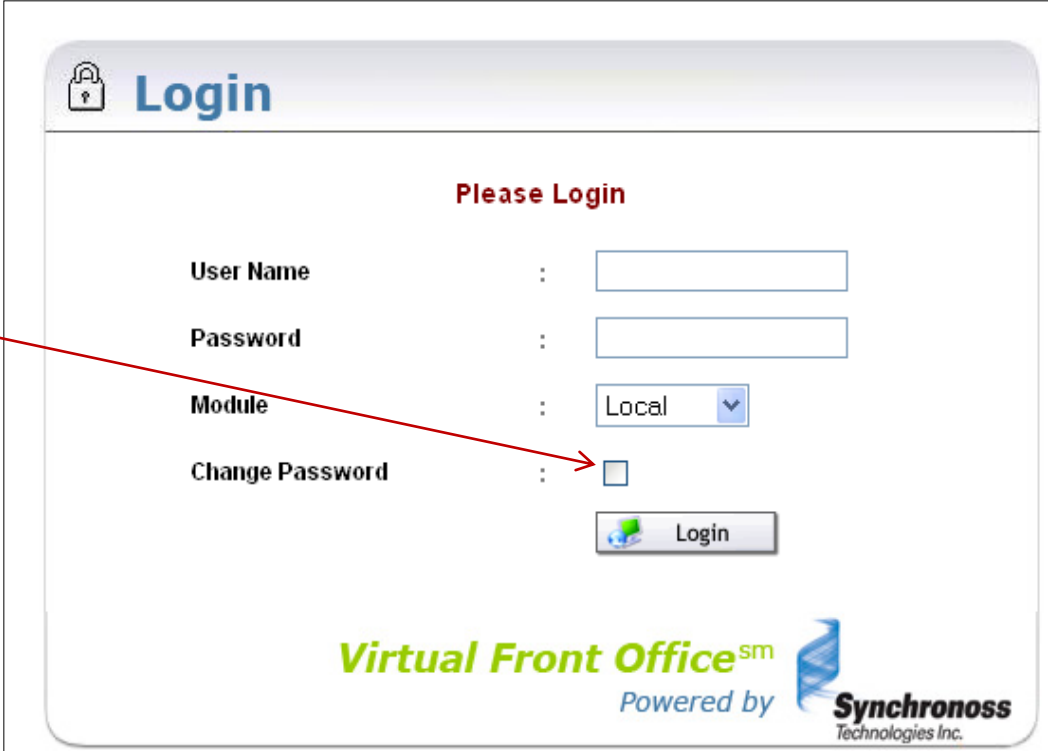
Virtual Front OfficeSM
Powered by **Synchronoss**
Technologies Inc.

- Note: Frontier does not support the E911 Module.

Change Password

The Change Password screen appears when:

- User clicks "Change Password" box.
- New User logs into VFO.
- When an Administrator changes user's password.



The screenshot shows a web-based login interface. At the top left, there is a padlock icon and the word "Login" in blue. Below this, the text "Please Login" is displayed in red. The form contains four fields: "User Name" with a text input box, "Password" with a text input box, "Module" with a dropdown menu showing "Local", and "Change Password" with a checked checkbox. A red arrow points from the "Change Password" checkbox to the text in the adjacent list. Below the form is a "Login" button with a globe icon. At the bottom, the text "Virtual Front OfficeSM" is displayed in green, followed by "Powered by" in blue and the "Synchronoss Technologies Inc." logo.

Change Password (Cont'd)

- Enter Old Password.
- Enter New Password.
 - Length 8 – 16 characters.
 - Must include 3 of the following:
 - Uppercase Alpha
 - Lowercase Alpha
 - Numbers
 - Special Characters
- Reenter New Password.
- Click Update Password.

Login

Please change your Password

Old Password :

New Password :

Confirm New Password :

[Password Rules](#)

Virtual Front OfficeSM
Powered by Synchronoss
Technologies Inc.

Password Rules

Passwords chosen must

- be at least 8 characters in length but not more than 16 characters
- contain at least one character from any three of the following four categories
 - Uppercase alphabets (A-Z)
 - Lowercase alphabets (a-z)
 - Numbers (0-9)
 - Special characters (~ ! @ # \$ % ^ & * () - _ = + [] { } \ | ; : ' " , . < > / ?)

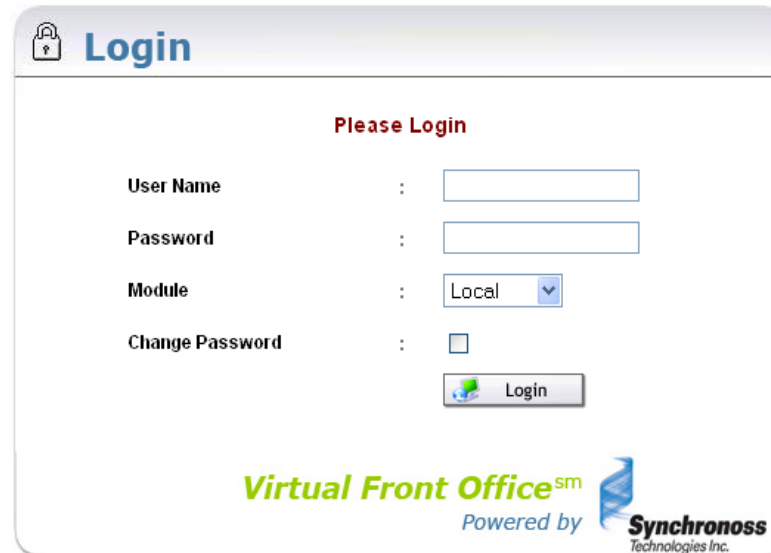
Passwords chosen must not

- contain a space
- be "password" itself (case insensitive)
- be same as the login user name
- be same as the old password that is being changed

Change Password (Cont'd)

- Login, as usual, with the new password.

SUCCESSFULLY UPDATED PASSWORD



The screenshot shows a login window titled "Login" with a padlock icon. The window contains the following fields and controls:

- Please Login** (red text)
- User Name** : [text input field]
- Password** : [password input field]
- Module** : [dropdown menu with "Local" selected]
- Change Password** : [checkbox]
- Login** button (with a globe icon)

At the bottom of the window, it says "Virtual Front OfficeSM Powered by Synchronoss Technologies Inc."

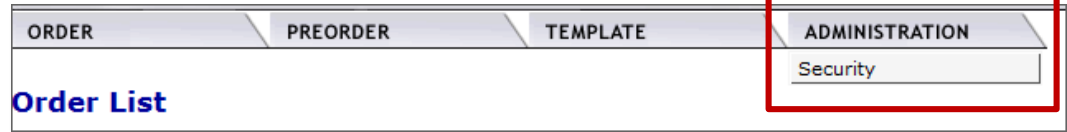
First-time users will be required to complete additional security measures including:

- Establish three security questions and answers
- Associate email to account

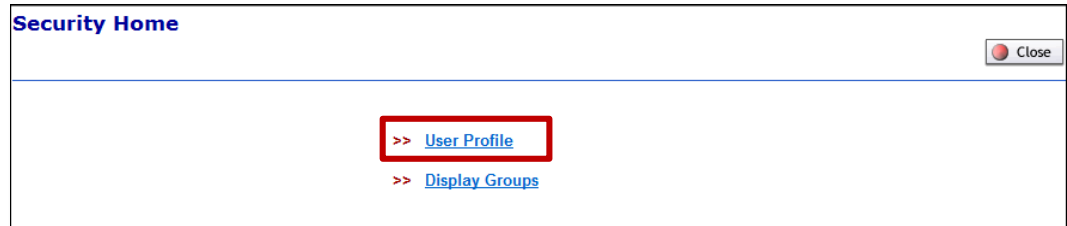
For more information, refer to the [VFO Security Requirements Job Aid](#) available online.

Create User

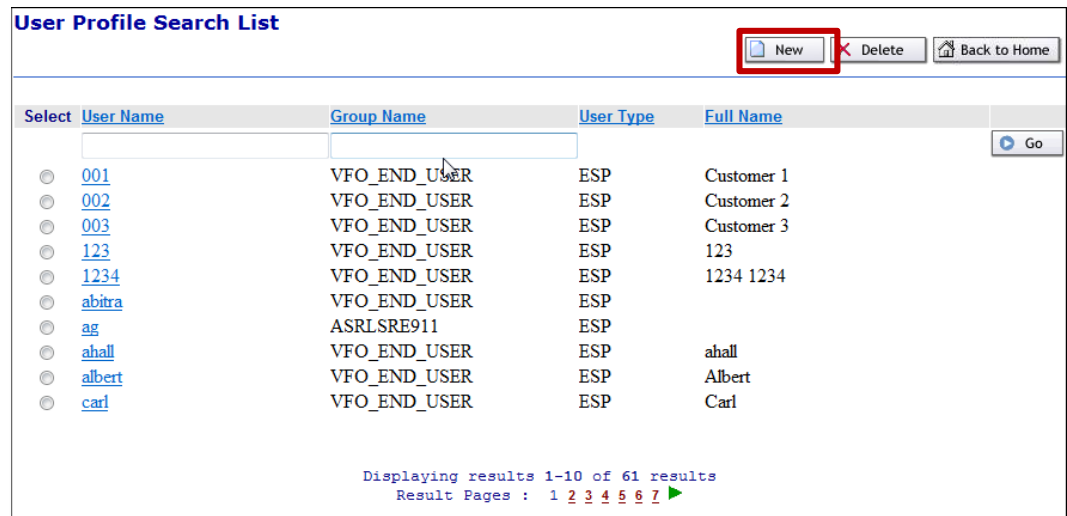
1. Hover Administration tab & select Security



2. Click User Profile.



3. Click New.



Create User (continued)

User Profile Details

Save Delete Back to List Back to Home

Note : Fields marked with "*" are mandatory.

User Name : *

Password : * [Password Rules](#)

Confirm Password : *

Full Name :

Designation :

Locked :

Force Reset :

4. Enter a system wide unique **User Name**.
(maximum of 30 characters)
5. Enter a **Password**.
6. Reenter the password in **Confirm Password** field.
7. Optionally, enter a **Full Name** and **Designation** for the user.

User Profile Required

Fields:

- User Name
- Password
- User Type
- User Group

Create User (continued)

Password	:	<input type="password"/>	*
Confirm Password	:	<input type="password"/>	*
Full Name	:	<input type="text" value="User Name"/>	
Designation	:	<input type="text"/>	
Locked	:	<input type="checkbox"/>	
Force Reset	:	<input checked="" type="checkbox"/>	
Password Never Expires	:	<input type="checkbox"/>	

8. **Locked**: Not currently supported by Frontier. User attempted to log in with incorrect password for numerous times and is then locked out.
9. **Force Reset**: Auto-populated when user is required to change the password, such as when:
 - New user created.
 - Anytime an Administrator changes the password.
10. **Password Never Expires**: Identifies when the VFO system will NOT be asked to change his/her password. This may be assigned to specific users.
(Option not required as Frontier does not support password aging.)

Create User (continued)

11. User Type is pre-populated

12. ESP Name

Assign or remove permissions for this user by moving your company ESP using the directional arrows in green

13. Phone is Optional.

NOTE: *Email Id can only be established by the User.*

14. Select Group:

Available lists the Groups the user may belong.

Selected is the groups assigned.

You can assign:

- One Primary Group
- Multiple Secondary Groups

15. Click Save.

User Profile Details

Save Delete Back to List Back to Home

Note : Fields marked with "*" are mandatory.

User Name	:	<input type="text"/>	*
Password	:	<input type="password"/>	*
Confirm Password	:	<input type="password"/>	*
Full Name	:	<input type="text"/>	
Designation	:	<input type="text"/>	
Locked	:	<input type="checkbox"/>	
Force Reset	:	<input type="checkbox"/>	
Password Never Expires	:	<input type="checkbox"/>	
User Type	:	ESP	*
Esp Name	:	Available	
Managing ESP Branding	:	ABC Company	
Phone	:	<input type="text"/>	
Email Id	:	<input type="text"/>	
Select Group	:	Available	
		Selected	
		Primary Group*	
		Secondary Group	

Read Write Permission

Read Only Permission

Selected

Read Write Permission

Read Only Permission

- Esp Name:
 - Move available company to appropriate level of selected permission for user;
 - If multiple companies are available, move each available company to selected permission as needed for user;
 - One available company must be moved to a selected permission.
- Default Esp Name:
 - Select primary available company name from the dropdown.
- Managing Esp Branding:
 - Select 'Frontier_RCV' from the dropdown.

Create User (continued)

- Frontier provides the following basic group selection:
- Administration – User has access to:
 - Administration tab:
 - Create, modify, or delete users
 - Order/Preorder/Template tab:
 - Select multiple Purchase Orders (PONs) and reassign them to a different user.
 - Same functions as the User below:
- User – End-User has ability to
 - Create, validate, and submit:
 - Orders
 - Preorders
 - Trouble Tickets
 - Supplement and Manage orders
 - View the history of orders
 - Search for orders and filter the order list
- Customers who would like a more detailed User Group selection should contact the Frontier Connectivity Manager.

Searching for Users

1. Enter the search criteria, either:

- *User Name*
- *Group Name*

2. Click **Go**.

Select	User Name	Group Name	User Type	Full Name
<input type="radio"/>	001	VFO_END_USER	ESP	Customer 1
<input type="radio"/>	002	VFO_END_USER	ESP	Customer 2
<input type="radio"/>	003	VFO_END_USER	ESP	Customer 3
<input type="radio"/>	123	VFO_END_USER	ESP	123
<input type="radio"/>	1234	VFO_END_USER	ESP	1234 1234
<input type="radio"/>	abitra	VFO_END_USER	ESP	
<input type="radio"/>	ag	ASRLSRE911	ESP	
<input type="radio"/>	ahall	VFO_END_USER	ESP	ahall
<input type="radio"/>	albert	VFO_END_USER	ESP	Albert
<input type="radio"/>	carl	VFO_END_USER	ESP	Carl

Displaying results 1-10 of 61 results
Result Pages : 1 2 3 4 5 6 7 ▶

Note 1: Wildcard character is %.

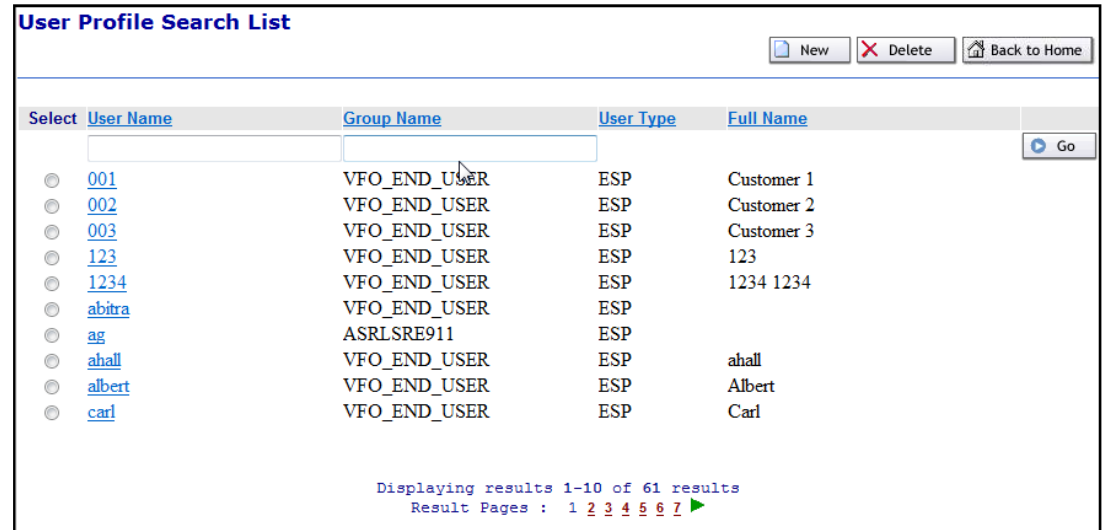
- You can place the % in any part of the value.

Note 2: Click the column heading to sort the list.

Modify User

1. Click the [User Name](#) link to:

- Open the User Profile Details window.
- Reset passwords
- Change security access.



The screenshot shows a web application interface titled "User Profile Search List". At the top right, there are three buttons: "New" (with a plus icon), "Delete" (with a red X icon), and "Back to Home" (with a house icon). Below the buttons is a table with the following columns: "Select", "User Name", "Group Name", "User Type", and "Full Name". The "User Name" column contains a list of user names, each preceded by a radio button. The "Group Name" column contains "VFO_END_USER" for most users, and "ASRLSRE911" for the user "ag". The "User Type" column contains "ESP" for all users. The "Full Name" column contains the full names of the users. At the bottom of the table, there is a "Go" button. Below the table, there is a status message: "Displaying results 1-10 of 61 results" and "Result Pages : 1 2 3 4 5 6 7" with a right-pointing arrow.

Select	User Name	Group Name	User Type	Full Name
<input type="radio"/>	001	VFO_END_USER	ESP	Customer 1
<input type="radio"/>	002	VFO_END_USER	ESP	Customer 2
<input type="radio"/>	003	VFO_END_USER	ESP	Customer 3
<input type="radio"/>	123	VFO_END_USER	ESP	123
<input type="radio"/>	1234	VFO_END_USER	ESP	1234 1234
<input type="radio"/>	abitra	VFO_END_USER	ESP	
<input type="radio"/>	ag	ASRLSRE911	ESP	
<input type="radio"/>	ahall	VFO_END_USER	ESP	ahall
<input type="radio"/>	albert	VFO_END_USER	ESP	Albert
<input type="radio"/>	carl	VFO_END_USER	ESP	Carl

Displaying results 1-10 of 61 results
Result Pages : 1 2 3 4 5 6 7

NOTE:

Any user that has not logged in for 365 days or more will require the Admin to reset his/her password to reactivate the user.

Modify User (continued)

2. Make the desired changes.
3. Click **Save**.
4. A **Status** message appears stating that the profile was successfully updated.

***NOTE:** Force Reset will automatically be checked and requires the user to change a reset password upon login.*

User Profile Details

 Save  Delete

Status :

* **Successfully updated the record.**

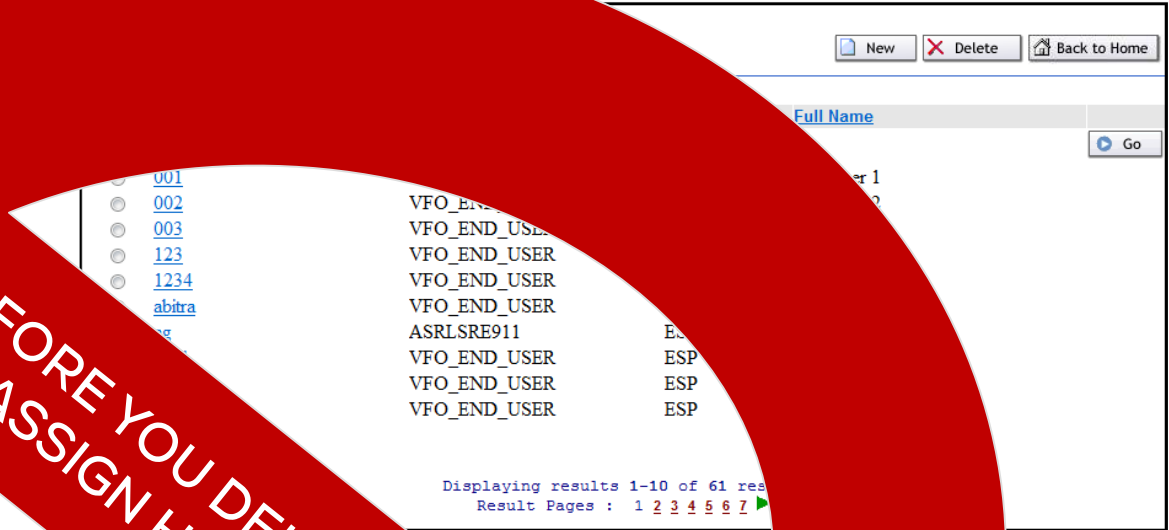
Note : Fields marked with "*" are mandatory.

User Name	:	<input type="text" value="bjtrain"/>	*
Password	:	<input type="password" value="••••••••"/>	*
Confirm Password	:	<input type="password" value="••••••••"/>	*
Full Name	:	<input type="text"/>	
Designation	:	<input type="text"/>	
Locked	:	<input type="checkbox"/>	
Force Reset	:	<input checked="" type="checkbox"/>	
Password Never	:	<input type="checkbox"/>	

Delete User

1. Click radio button

2. Click Delete



NOTE:

- Deleted user's orders are highlighted in pink.

Order ... shaded

assign orders before c

names are

Reassigning Orders

1. Click the funnel icon to open the filter screen.
2. Select the user's name from the Owner dropdown box.
3. If you want to only find open active orders, use the status check boxes to narrow the list.
4. Click the OK button to return to the order list and see the PONs matching your criteria.

Order List Filter

Receiver Code: All
Customer: All
Due Date: From [] To []
Date Sent/Received: From [] To []

Public Search

Owner: All (dropdown menu open showing: All, jgerber, nv, skaur, sunny)

Service: All
Activity: All
Type of Request: All
Guideline Version: All
Direction: All

Exclude selected: []

VFO Status

<input type="checkbox"/> Errored	<input type="checkbox"/> Pending Validation	<input type="checkbox"/> Pending Submission	<input type="checkbox"/> Resent	<input type="checkbox"/> Sent
<input type="checkbox"/> System Errored	<input type="checkbox"/> Submitted	<input type="checkbox"/> Tracked	<input type="checkbox"/> Validated	<input type="checkbox"/> Voided

Access Status

<input type="checkbox"/> Accepted	<input type="checkbox"/> Cancel Accepted	<input type="checkbox"/> Cancel Rejected	<input type="checkbox"/> Cancel Resent	<input type="checkbox"/> Cancel Sent
<input type="checkbox"/> Cancel Submitted	<input type="checkbox"/> Cancel Tracked	<input type="checkbox"/> Clarification	<input type="checkbox"/> Clarification Cleared	<input type="checkbox"/> Completed
<input type="checkbox"/> Confirmed	<input type="checkbox"/> Design	<input type="checkbox"/> Design Order Confirmed	<input type="checkbox"/> Jeopardy	<input type="checkbox"/> Jeopardy with Errors
<input type="checkbox"/> Pending Completion	<input type="checkbox"/> Pending Design	<input type="checkbox"/> Pending Confirmation	<input type="checkbox"/> Pending Response	<input type="checkbox"/> Rejected
<input type="checkbox"/> TP Cancelled	<input type="checkbox"/> TP Errored			

OK Clear Cancel

Tip: Make sure Public Search check box is checked.

Reassigning Orders – Cont'd

5. Click the check boxes next to the Orders in the order list you want to reassign.
6. Hover over the **Order** tab and select **Reassign Order**.
7. Select the user from the drop-down box that you would like the orders assigned.
8. Click the **Save** button.

Order List

		Receiver Code	Customer Code	Pon	Ver
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FP01	VZE	SDDOR3703D2	01
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FP01	VZE	SDDOR3703D2	01
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FP01	VZE	SDCOR4003D2	01
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FP01	VZE	SDCOR4003D2	01
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FP01	VZE	MDCOR4702D2	01
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FP01	VZE	MDCOR4702D2	01
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FP01	VZE	MDDOR4403D2	01

ORDER

- New
- Search
- Save As Order
- Save As Template
- View History
- Create Response
- Reassign Order**
- Summary Report

Assign Initiator

Note: Reassigned orders appear gray in Order list.

Delete User

1. Click radio button next to User-Name.
2. Click **Delete** button.

User Profile Search List

Select	User Name	Group Name	User Type	Full Name	
<input type="radio"/>	<input type="text"/>	<input type="text"/>			<input type="button" value="Go"/>
<input type="radio"/>	001	VFO_END_USER	ESP	Customer 1	
<input type="radio"/>	002	VFO_END_USER	ESP	Customer 2	
<input type="radio"/>	003	VFO_END_USER	ESP	Customer 3	
<input type="radio"/>	123	VFO_END_USER	ESP	123	
<input type="radio"/>	1234	VFO_END_USER	ESP	1234 1234	
<input type="radio"/>	abitra	VFO_END_USER	ESP		
<input type="radio"/>	ag	ASRLSRE911	ESP		
<input type="radio"/>	ahall	VFO_END_USER	ESP	ahall	
<input type="radio"/>	albert	VFO_END_USER	ESP	Albert	
<input type="radio"/>	carl	VFO_END_USER	ESP	Carl	

Displaying results 1-10 of 61 results
Result Pages : 1 2 3 4 5 6 7 ▶

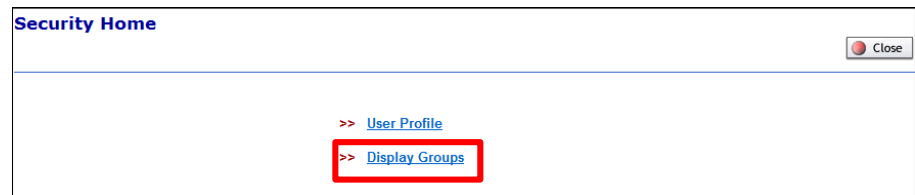
NOTE:

- Deleted user-names in the Order list are shaded pink.
- Remember to reassign orders before deleting, since names are removed from Filtering menu too.

Create Display Groups

To create a Display Group:

1. Hover the Administration tab.
2. Click the Security menu option.
3. Select Display Groups.
4. Click New.



Create Display Groups

Display Group Details [Save]

Note : Fields marked with "*" are mandatory.

Display Group Name : *

Description :

Users :

Available	Selected
a	--None Available--
ASRBPO1	
ASRBPO2	
ASRBPO3	
ASRBPO4	
ASRBPO5	
attsik	
bpogbc	
bpogbc10.6	
carlgbc	

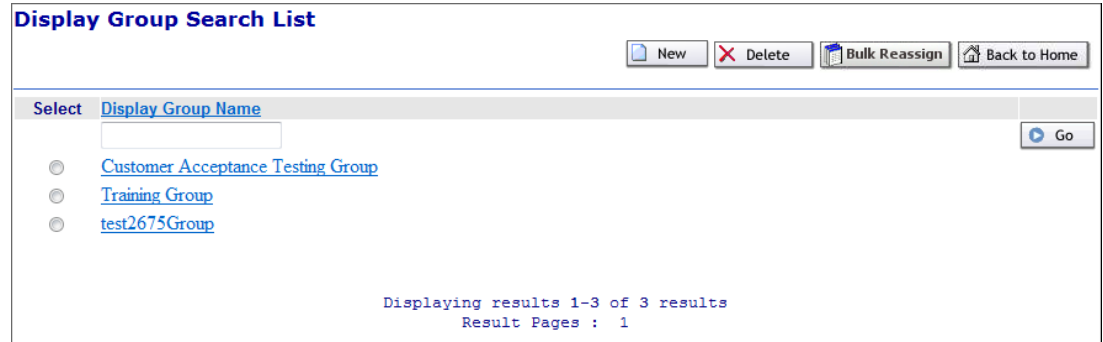
5. Enter a Display Group Name (required)
6. Enter a Description (optional)
7. Select users (multiples may be selected by holding ctrl key)
8. Move to Selected column with green right-pointing arrow
9. Users may also be removed from display group by selecting from the Selected column and moved back to Available (green left-pointing arrow)
10. Click **Save**.

Search and Modify Display Groups

Searching:

- Enter Display Group Name and click **Go** button.

Wild Card Character is %



Display Group Search List

New Delete Bulk Reassign Back to Home

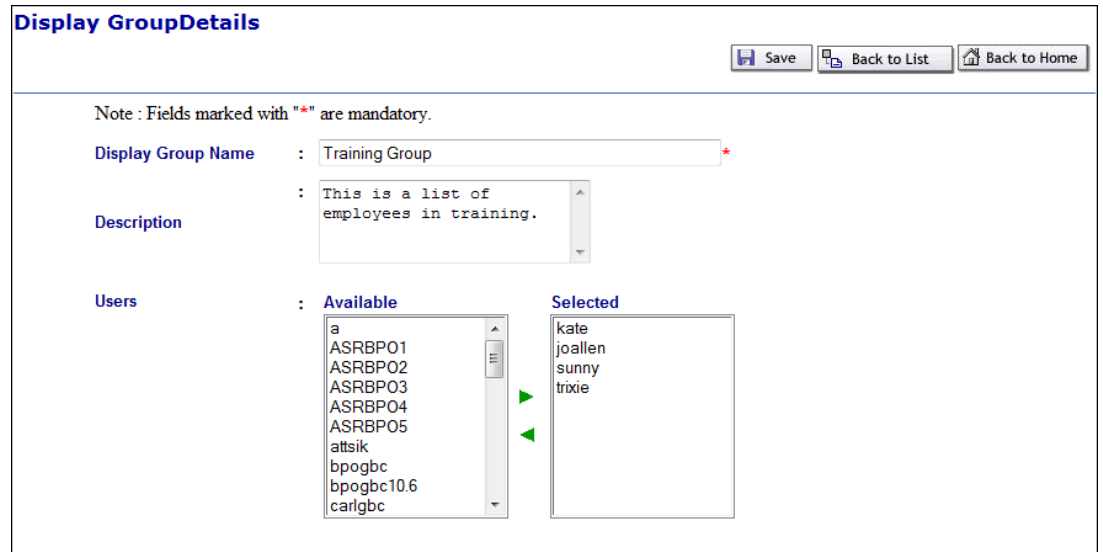
Select Display Group Name

Go

- [Customer Acceptance Testing Group](#)
- [Training Group](#)
- [test2675Group](#)

Displaying results 1-3 of 3 results
Result Pages : 1

- **Modifying:**
- Click the Display Group Name.
- Modify values.
- Click **Save** button.



Display GroupDetails

Save Back to List Back to Home

Note : Fields marked with "*" are mandatory.

Display Group Name : *

Description :

Users :

Available	Selected
a	kate
ASRBPO1	joallen
ASRBPO2	sunny
ASRBPO3	trixie
ASRBPO4	
ASRBPO5	
attsik	
bpogbc	
bpogbc10.6	
carlgbc	

Bulk Reassign Display Groups

Display Group Search List

Select	Display Group Name
<input type="checkbox"/>	<input type="text"/>
<input type="radio"/>	Customer Acceptance Testing Group
<input type="radio"/>	Training Group
<input type="radio"/>	test2675Group

Displaying results 1-3 of 3 results
Result Pages : 1

Bulk Reassign Display Group Users

From Group

To Group

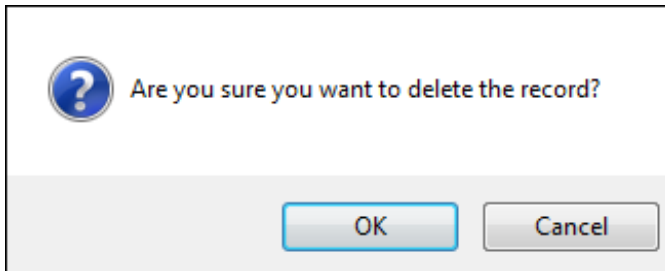
- Click **Bulk Reassign**.
- Select the group where the users currently reside.
- Select the group where you want to assign the users.
- Click **Save**.

Delete Display Groups

Display Group Search List

Select	Display Group Name
<input type="checkbox"/>	Customer Acceptance Testing Group
<input checked="" type="checkbox"/>	Training Group
<input type="checkbox"/>	test2675Group

Displaying results 1-3 of 3 results
Result Pages : 1



1. Search for Display Group.
2. Click radio button next to Group Name.
3. Click **Delete** button.
4. Click **Ok** to confirm.

Exercise (VFO Training Module: <https://vfoclec.frontier.com>)

User ID: vfotrainingadmin

Password: Training123



1. Create a new user. (New user must be unique)
2. Log on as the new user.
3. Log out and log back in with training credentials.
4. Reset the password for the new user. (Do not reset passwords for other Users, only the one you created.)
5. Reassign an order to this user. (This exercise may only be completed in the Access module of the training environment.)
6. Delete the new user. (Only delete the user you created.)
7. Create a Display group (Add ctrain_user to the new display group.)
8. Filter the records in a module by that display group. (Funnel icon.)
9. Delete the Display Group. (Only delete the display group you created.)

1. True or False: You must log into the Local module to modify a user.
2. True or False: If a user doesn't log in for 365 days, the Administrator needs to open and save the user. It is also a good idea to change the password.
3. True or False: A user can belong to more than one display group.
4. True or False: After users are deleted, their orders in the Order List shows the owner field blank.
5. True or False: Orders that have been reassigned appear shaded gray in the order list.
6. True or False: It is recommended after deleting a user, to reassign his/her orders to other user ID.
7. True or False: The wild card character used when searching for a user is #.

Answers:

1. False, the module does not need to be specific to modify a user.
2. True
3. True
4. False, the name will be shown in pink.
5. True
6. False, reassigning the user's orders must be done before deleting the user.
7. False, the wildcard is %

- Virtual Front Office Page: <https://wholesale.frontier.com/systems-and-online-tools/Virtual-Front-Office>
 - Link to VFO Application (Production)
 - VFO User Guide
 - VFO Administrator Guide
 - Online Training Video Library
 - Administrator Training Course

Administrators who need assistance or who require a password reset for their administrator ID should contact Frontier's Connectivity Manager at: Frontier.Connectivity.Management@ftr.com.

You have completed the VFO Administrator Training Course!

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