Virtual Front Office Training

Administrator Training

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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
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.

Note: Frontier does not support the E911 Module.
The Change Password screen appears when:

- User clicks “Change Password” box.
- New User logs into VFO.
- When an Administrator changes user’s password.
• 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, as usual, with the new password.

SUCCESSFULLY UPDATED PASSWORD

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)

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.
8. **Locked**: Not currently supported by Frontier. User attempted to log in with incorrect password for a number of 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.)
11. **User Type** and **Esp Name** is pre-populated.

12. **Phone** and **Email ID** is Optional.

13. **Select Group:**
   - **Available** lists the Groups the user may belong.
   - **Selected** is the groups assigned.

You can assign:
- **One Primary Group**
- **Multiple Secondary Groups**

14. Click **Save**.
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**.

![User Profile Search List]

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.
1. Click the **User Name** link to:

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

**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.
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.
Delete User

1. Click radio button next to User Name.

2. Click Delete button.

NOTE:
- Deleted user’s name in the Order list is shaded pink.
- Reassign orders before deleting, since names are removed from Filtering menu.

BEFORE YOU DELETE THE USER, REASSIGN HIS/HER ORDERS!
1. Click the funnel icon to open the filter screen.

2. Select the user’s name from the Owner drop-down 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.

Tip: Make sure Public Search check box is checked.
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.

**Note:** Reassigned orders appear gray in Order list.
Delete User

1. Click radio button next to User Name.

2. Click **Delete** button.

**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.
To create a Display Group:

1. Hover the Administration tab.

2. Click the Security menu option.

3. Select Display Groups.

4. Click New.
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 %*

Modifying:
- Click the Display Group Name.
- Modify values.
- Click Save button.
Bulk Reassign Display Groups

- 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

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](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.)
Review

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 %
Online References

• Systems and Online Tools Page: https://wholesale.frontier.com/wholesale/systems-and-online-tools
  • Link to VFO Application (Production)
  • VFO User Guide

• VFO Training Page: https://wholesale.frontier.com/wholesale/systems-and-online-tools/vfo-training
  • 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!