



FairPoint WISOR VFO System Administration User Guide

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FAIRPOINT WISOR VFO

SYSTEM ADMINISTRATION

USER GUIDE

V 3.0



FairPoint WISOR VFO System Administration User Guide

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Introduction

The System Administration Function provides a Wholesale Customer with the ability to better manage its company and user account information.

To use FairPoint WISOR VFO System Administration, you must be an authorized Wholesale Customer Administrator. Administrators can create, view, modify, and delete WISOR VFO user accounts associated with the Administrator's Wholesale Company. Wholesale Customers will be set up for one or more users with administrative authority to manage user profiles.

In order to become an authorized Wholesale Customer Administrator, the prerequisites are:

- FairPoint WISOR VFO Connectivity Form completed
- FairPoint User Profile completed
- Access to Internet Explorer version 6.0 or above
- WISOR VFO ID and Password assigned to you by FairPoint

After the prerequisites are completed, then you will need to log into WISOR VFO in order to select the System Administrator module.

WISOR VFO is web-based application that runs on Internet Explorer version 6.0 or above; therefore, the user must open a Web browser to access the application. (If necessary, consult the browser's User's Manual for the browser's setup and operating procedures.)

When the browser opens, you will enter the production URL for WISOR VFO, which will be given to you when FairPoint is ready for production.



Login Procedure

Following is the procedure to log into WISOR VFO:

1. Browse to the WISOR VFO location by entering the production URL in the browser address field. (The production URL will be given to you when FairPoint is ready for production.)
2. Enter a valid name in the User Name field, received from FairPoint. (30 character maximum, alpha/numeric)
3. Enter a valid password in the Password field, received from FairPoint. (16 character maximum, alpha/numeric, password is case sensitive)

A screenshot of the WISOR VFO Login page. The page has a light blue header with a lock icon and the word "Login" in large blue letters. Below the header, the text "Please Login" is centered in red. There are four labeled input fields: "User Name" with a text box, "Password" with a text box, "Module" with a dropdown menu showing "Access", and "Change Password" with a checkbox. Below these fields is a "Login" button with a green globe icon. At the bottom, the text "Virtual Front Office" is in orange, with "SM" to its right, and "Powered by wisor" is in blue below it.

Figure 1a: Login Page



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Login Procedure

4. Click the dropdown arrow in the Module field.
5. Select the desired Module.
6. Click the Login button.

NOTE: Use the User Name and Password provided by the company's System Administrator. There is no limit on how many times a user can attempt to log in, therefore, a password should not get locked up.

A screenshot of the login page for the FairPoint WISOR VFO system. The page has a light blue header with a lock icon and the word "Login" in large blue letters. Below the header, the text "Please Login" is displayed in red. There are four input fields: "User Name" with a text box, "Password" with a text box, "Module" with a dropdown menu showing "Access", and "Change Password" with a checkbox. A "Login" button with a green globe icon is located below the "Change Password" field. At the bottom, the text "Virtual Front Office" is displayed in orange, with "SM" as a superscript, and "Powered by wisor" in blue below it.

Login

Please Login

User Name :

Password :

Module :

Change Password : ☐

Login

Virtual Front OfficeSM

Powered by **wisor**

Figure 1b: Login Page

Login Procedure

You will be directed to the WISOR VFO Home Page. But, before you begin, you will need to turn off your Pop-Up Blocker. To do this, click on internet menu Tools, then select Internet Options:

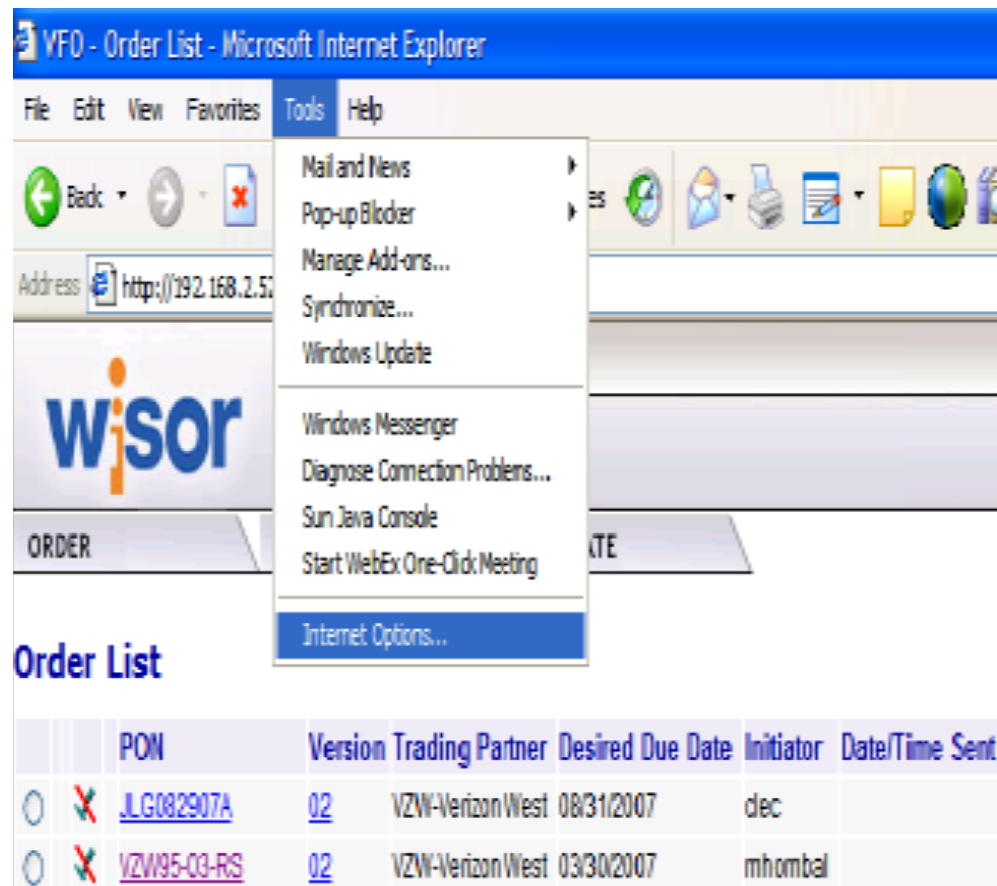


Figure: 2 Browser

Login Procedure

Click Privacy tab. Click Settings...under the Pop-up Blocker section.

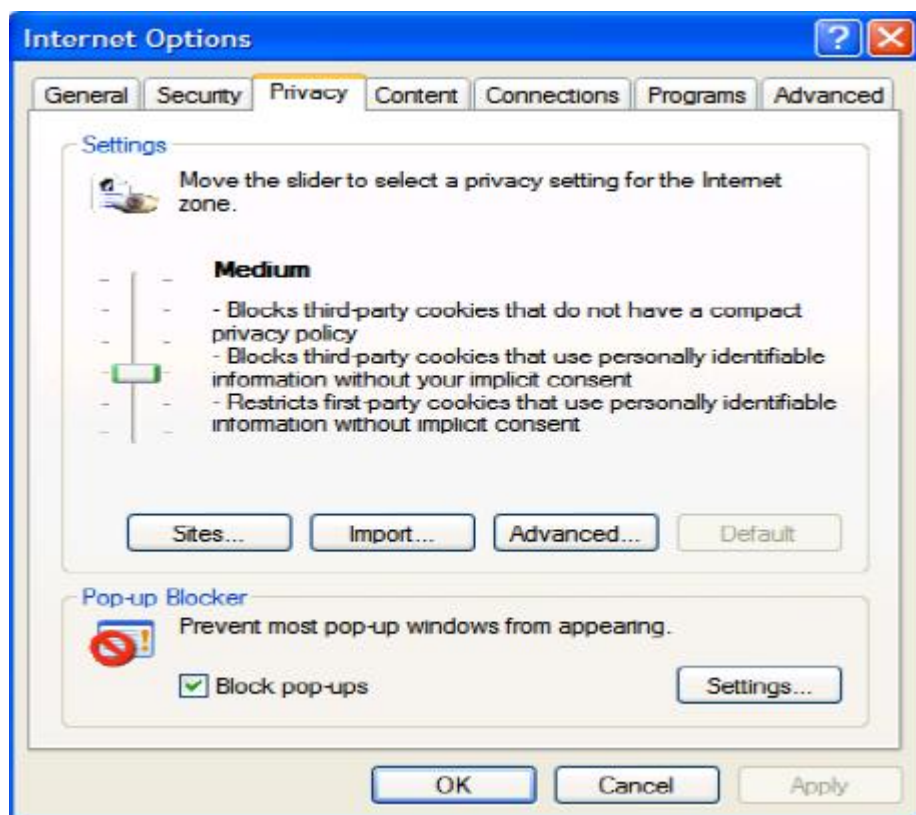


Figure 3: Internet Options



Login Procedure

Then:

- Enter the URL for VFO.
- Click Add.
- Click Close.
- Click OK.

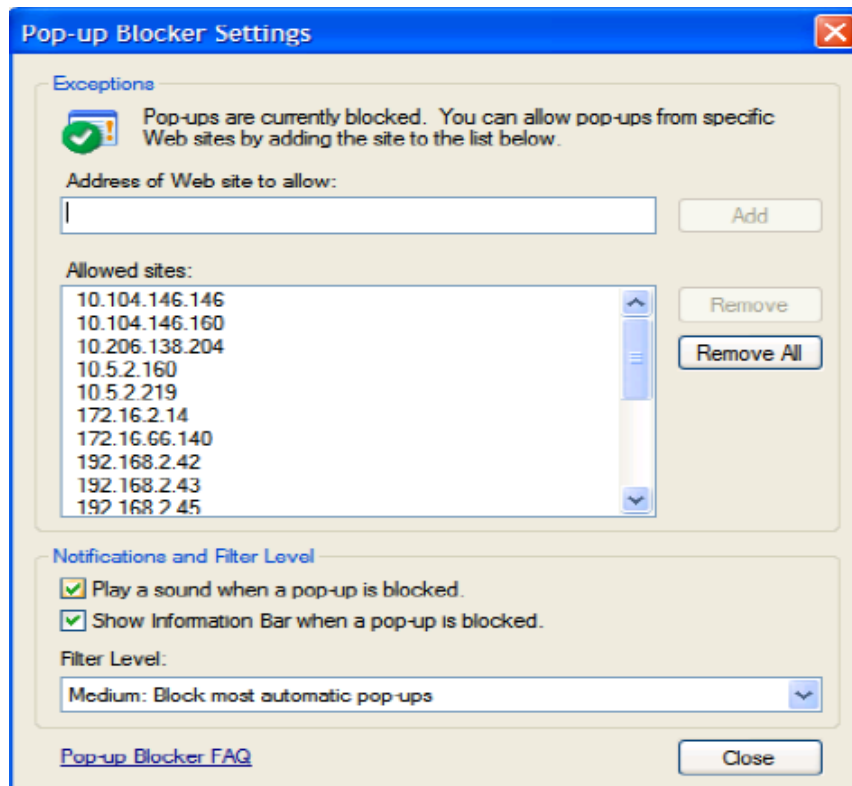


Figure 4: Pop-up Blocker Settings



System Administration Access

There are three permissions allowed in the VFO WISOR GUI for a Wholesale Customer:

1. User
2. System Administrator
3. Manager

You are now ready to begin to learn about the System Administrator functionality, using the IDs and Passwords assigned to you by FairPoint. The Administration Tab will give you access to User Profiles and other security related information. This tab will only be visible if you have Administrator's User ID rights set up in WISOR VFO.

The Administration section allows users with Administrator rights to search, create, modify, and delete users, in addition to reassigning PONs (orders). Please direct comments to: ConnectivityManagementTeam@Fairpoint.com.

First you will need to access the Security function in WISOR VFO. To access Security functionality, select the Administration Tab, scroll down and select Security. This opens the Security Home window.

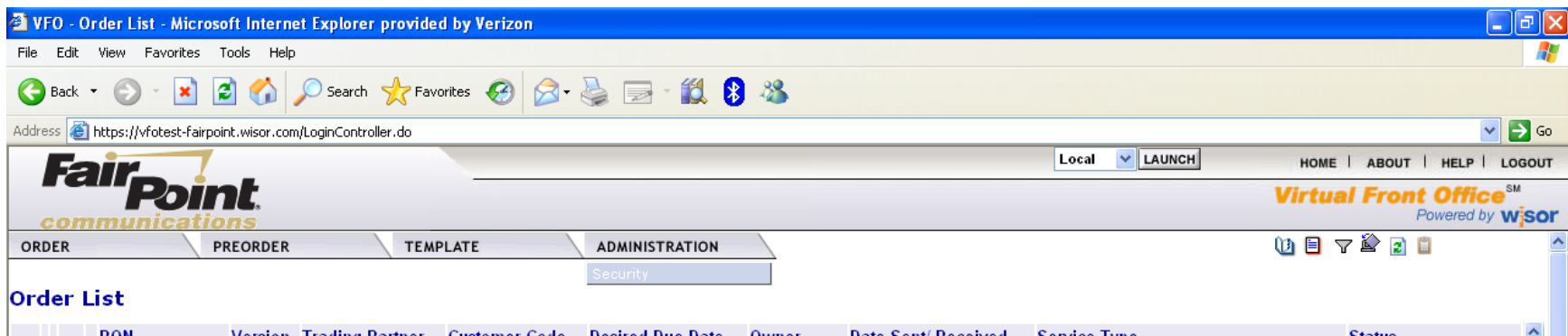


Figure 5: WISOR VFO – Administration Tab – Security selection



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System Administration Access

At the Security Home window, click the User Profile link. This opens the User Profile Search List window.

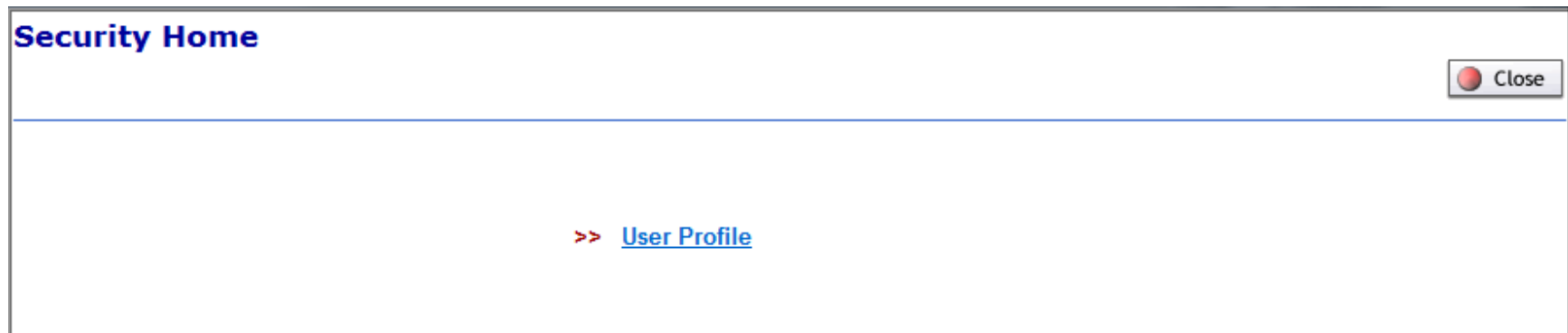


Figure 6: Security home page



Creating Users/Admin/Managers

System Administrators can create new users, administrators and managers. The required fields for creating a new user are:

- User Name
- Password
- User Type
- User Group

Following is the procedure to create a user:

1. Click New on the User Profile Search List Screen. This opens the User Profile Details page.

NOTE: Click a link in the User Name column to view the details of that selection.

Select	User Name	Group Name	User Type	Full Name
☐	001	VFO_END_USER	ESP	Customer 1
☐	002	VFO_END_USER	ESP	Customer 2
☐	003	VFO_END_USER	ESP	Customer 3

Figure 7: User Profile Search List



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Creating Users/Admin/Managers

2. Enter a unique User Name (30 character maximum, alpha/numeric) and Password (16 character maximum, alpha/numeric, case sensitive)
4. Reenter the password into the Confirm Password field.
5. Optionally, enter a Full Name and Designation for the user.

https://vfotest-fairpoint.wisor.com - Wisor Security - Microsoft Internet Explorer provided by FairPoint Communications

User Profile Details

Save Delete Back to List Back to Home

Note : Fields marked with "*" are mandatory.

User Name : clec_user13 *

Password : *

Confirm Password : *

Full Name :

Designation :

User Type : ESP *

Esp Name : CLEC

Phone :

Email Id :

Select Group : Available

Selected Primary Group *

Secondary Group

CLEC_ADMIN_GROUP

CLEC_MGR_GROUP

CLEC_USER_GROUP

Figure 8a: User Profile Details



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Creating Users/Admin/Managers

6. Select a User Type from the dropdown menu. (The Esp Name is prepopulated based on your own user profile.)

NOTE: The value(s) available in the User Type dropdown menu is determined by your own User Profile configuration. You cannot assign a User Type other than the one you have been assigned.

7. Optionally, enter a Phone number (numbers set tight; i.e. 2076481111) and Email ID.

https://vfotest-fairpoint.wisor.com - Wisor Security - Microsoft Internet Explorer provided by FairPoint Communications

User Profile Details

Save Delete Back to List Back to Home

Note : Fields marked with "*" are mandatory.

User Name : clec_user13 *

Password : *

Confirm Password : *

Full Name :

Designation :

User Type : ESP *

Esp Name : CLEC

Phone :

Email Id :

Select Group : Available

CLEC_ADMIN_GROUP

CLEC_MGR_GROUP

CLEC_USER_GROUP

Selected

Primary Group *

Secondary Group

Figure 8b: User Profile Details



Creating Users/Admin/Managers

8. Select the Group to which the new user will belong from the Available list. Fairpoint will have the following groups created for you to select from:
- **Administration** – Admin User has access to the Administration tab and can create, modify, or delete users, admin and managers. Admin User can also select multiple Purchase Orders (PONs) and reassign them to a different user.
 - **Manager** – User has the ability to submit Access and Local orders without validating the data against business rules. This is used to override business rules that are stopping an order from being submitted.
 - **End-User** – User has ability to create, validate, and submit new orders and preorders, supplement orders, view the history of orders, and other end-user functions. User can create Trouble Tickets
9. Click the right-pointing arrow that corresponds to the Primary Group field. (Only one group can be assigned to the Primary Group)
10. Optionally, select another Group and then click the right-pointing arrow that corresponds to the Secondary Group field to add the privileges associated with that group. This gives the user the privileges of both groups. (Multiple groups can be assigned to the Secondary Group.)

Note: Selecting all of these groups gives the user all the privileges of the combined groups. To provide a user with all the above functions, you would need to associate all three groups to the user profile.

The screenshot displays a web form for user profile details. On the left, there is a vertical line. To its right, the 'Email Id' field is populated with 'CLEC1@CLEC.com'. Below this, the 'Select Group' section features an 'Available' list containing 'CLEC_ADMIN_GROUP', 'CLEC_MGR_GROUP', and 'CLEC_USER_GROUP'. To the right of this list are two green arrows pointing right. Further right, the 'Selected' section has two empty text boxes labeled 'Primary Group' (with a red asterisk) and 'Secondary Group'. To the left of these boxes are two green arrows pointing left.

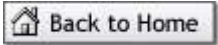
Figure 8c: User Profile Details



Creating Users/Admin/Managers

11. Click Save. The response appears on the User Profile Search List Window that your record has been successfully created.

User Profile Search List

Status :
*** Successfully created the record.**

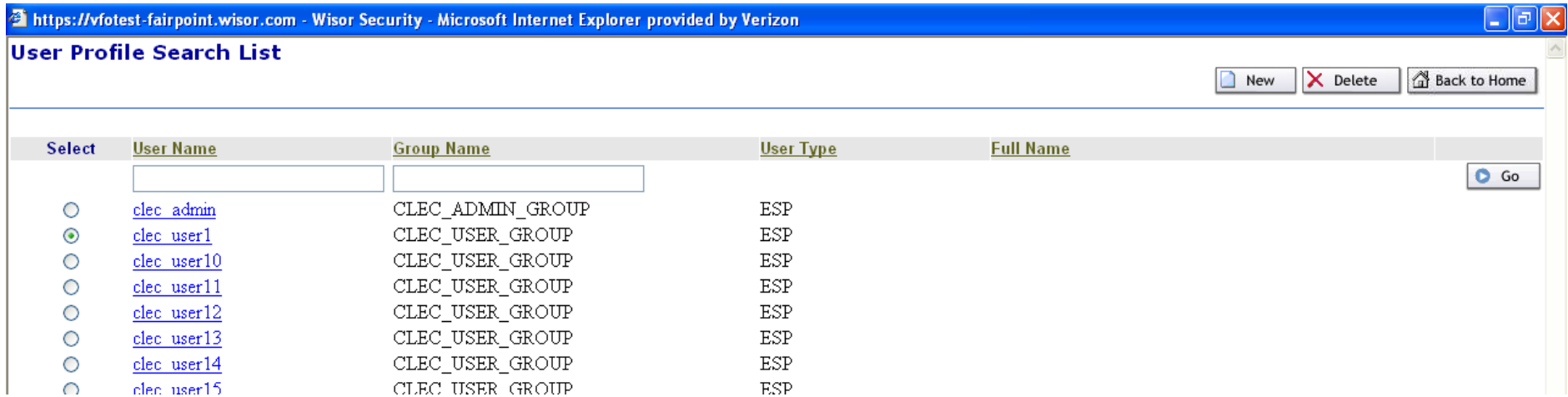
Select	User Name	Group Name	User Type	Full Name	
					
☐	clec_admin	CLEC_ADMIN_GROUPE	ESP		
☐	clec_user1	CLEC_USER_GROUP	ESP		
☐	clec_user10	CLEC_USER_GROUP	ESP		
☐	clec_user11	CLEC_USER_GROUP	ESP		
☐	clec_user12	CLEC_USER_GROUP	ESP		
☐	clec_user13	CLEC_USER_GROUP	ESP		

Figure 9: User Profile Search List

Modifying Users/Reset Passwords

Next, System Administrators can modify existing user information. The following procedure explains how to modify and make changes to a user's attributes, including giving them a new password if they have a problem with their existing password. There is no "reset" functionality for a password. Instead, a user with Administrator authority will need to enter a new password and save. There is no limit on how many times a user can attempt to log in, therefore, a password should not get locked up.

1. On the User Profile Search List window, select the name of the user you want to modify, or type in a name in the User Name field.



Select	User Name	Group Name	User Type	Full Name
☐	clec_admin	CLEC_ADMIN_GROUP	ESP	
☒	clec_user1	CLEC_USER_GROUP	ESP	
☐	clec_user10	CLEC_USER_GROUP	ESP	
☐	clec_user11	CLEC_USER_GROUP	ESP	
☐	clec_user12	CLEC_USER_GROUP	ESP	
☐	clec_user13	CLEC_USER_GROUP	ESP	
☐	clec_user14	CLEC_USER_GROUP	ESP	
☐	clec_user15	CLEC_USER_GROUP	ESP	

Figure 10: User Profile Search List



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Modifying Users/Reset Passwords

This opens the User Profile Details window for the selected user.

2. Make the desired changes.
3. Click Save.

User Profile Details

Save Delete Back to List Back to Home

Note : Fields marked with "*" are mandatory.

User Name : 001 *

Password : ***** *

Confirm Password : ***** *

Full Name : Customer 1

Designation :

User Type : ESP *

Esp Name : CLEC

Phone :

Email Id :

Select Group : Available Selected

LSR Manager Primary Group*

LSRONLY VFO_END_USER

Secondary Group

Figure 10a: User Profile Details



Modifying Users/Reset Passwords

A Status message appears stating that the profile was successfully updated.

User Profile Details

 Save  Delete  Back to List  Back to Home

Status :
*** Successfully updated the record.**

Note : Fields marked with "*" are mandatory.

User Name

 : *

Password

 : *

Confirm Password

 : *

Figure 10b: User Profile Details – completed



Search for Users

Another function available to Administrators is to be able to search for users. Following is the procedure to search for users:

1. Select the Back to Home button.

User Profile Details

Save Delete Back to List Back to Home

Note : Fields marked with "*" are mandatory.

User Name : 001 *

Password : *

Confirm Password : *

Full Name : Customer 1

Designation :

User Type : ESP *

Esp Name : CLEC

Phone :

Email Id :

Select Group

Available: LSR Manager, LSRONLY

Selected Primary Group*: VFO_END_USER

Secondary Group:

Figure 11: User Profile Details – Back to Home



Search for Users

2. Select the User Profile link.

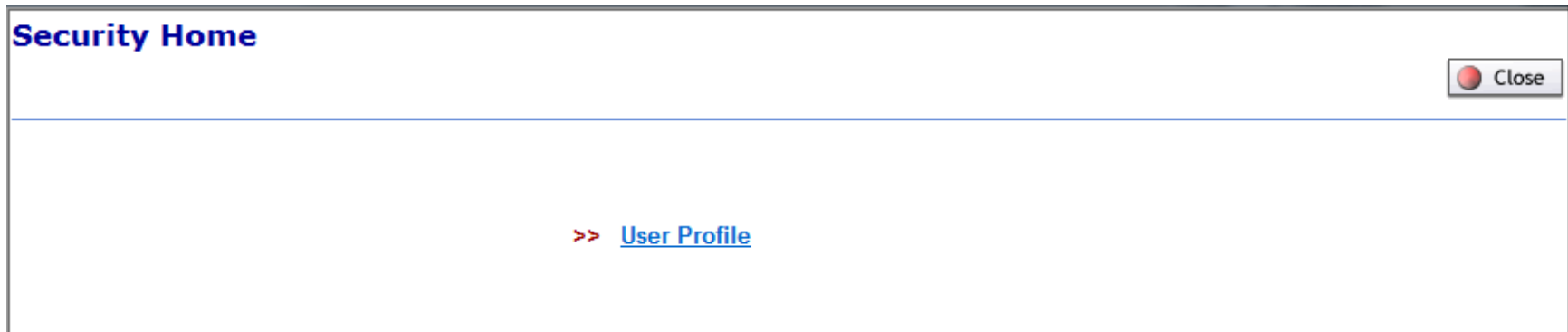


Figure 12: Security home page



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Search for Users

3. Input the User Name in the blank field for the user you are looking for. Alternately, you can input the Group Name that the user belongs to.

NOTE: You can use the % as a wildcard. (e.g. "a%" would return all the users with "a" at the beginning of their user name). You can place the % in any part of the value that is in question. You can also sort the list by clicking on any column heading.

4. Select Go.

User Profile Search List

New Delete Back to Home

Select	User Name	Group Name	User Type	Full Name
☐				Go
☐	001	VFO_END_USER	ESP	Customer 1
☐	002	VFO_END_USER	ESP	Customer 2
☐	003	VFO_END_USER	ESP	Customer 3
☐	123	VFO_END_USER	ESP	123
☐	1234	VFO_END_USER	ESP	1234 1234
☐	abitra	VFO_END_USER	ESP	
☐	ag	ASRLSRE911	ESP	
☐	ahall	VFO_END_USER	ESP	ahall
☐	albert	VFO_END_USER	ESP	Albert
☐	carl	VFO_END_USER	ESP	Carl

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

Figure 13: User Profile Search List



Search for Users

5. The User Profile Details screen will return with the user from your search.

https://vfotest-fairpoint.wisor.com - Wisor Security - Microsoft Internet Explorer provided by Verizon

User Profile Details

Save Delete Back to List Back to Home

Note : Fields marked with "*" are mandatory.

User Name : clec_user1 *

Password : ***** *

Confirm Password : ***** *

Full Name :

Designation :

User Type : ESP *

Esp Name : CLEC

Phone :

Email Id :

Select Group : Available

Selected

Primary Group *

CLEC_USER_GROUP

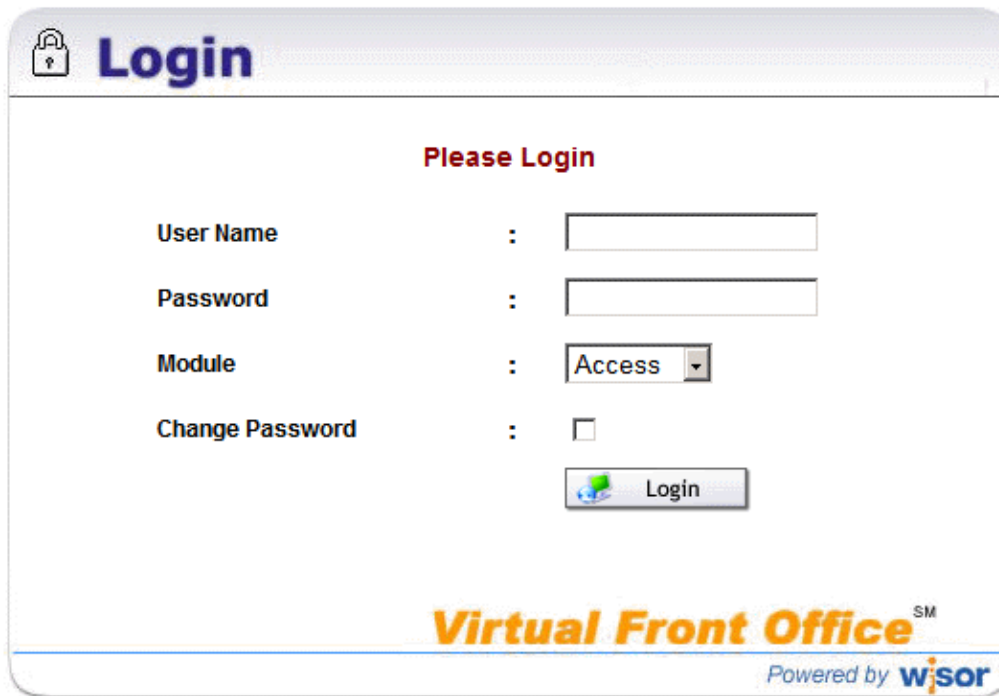
Secondary Group

Figure 14: User Profile Details

Change Password

System Administrators can also change a user's password. Following is the procedure to change the VFO Login password:

1. Browse to the location of the VFO URL and enter to see the Login Screen.
2. Enter a valid name in the User Name field. (30 character maximum, alpha/numeric)
3. Enter a valid password in the Password field. (16 character maximum, alpha/numeric, password is case sensitive)
4. Use the User Name and Password provided by company's System Administrator.



The image shows a web browser window displaying the VFO Login page. The page has a title bar with a lock icon and the word "Login". Below the title bar, the text "Please Login" is displayed in red. There are four input fields: "User Name", "Password", "Module", and "Change Password". The "Module" field is a dropdown menu with "Access" selected. The "Change Password" field is a checkbox. Below the input fields is a "Login" button with a globe icon. At the bottom of the page, the text "Virtual Front Office" is displayed in orange, followed by "SM" and "Powered by wisor" in blue.

User Name	:	
Password	:	
Module	:	Access
Change Password	:	☐

Virtual Front OfficeSM
Powered by **wisor**

Figure 15a: Login Page



Change Password

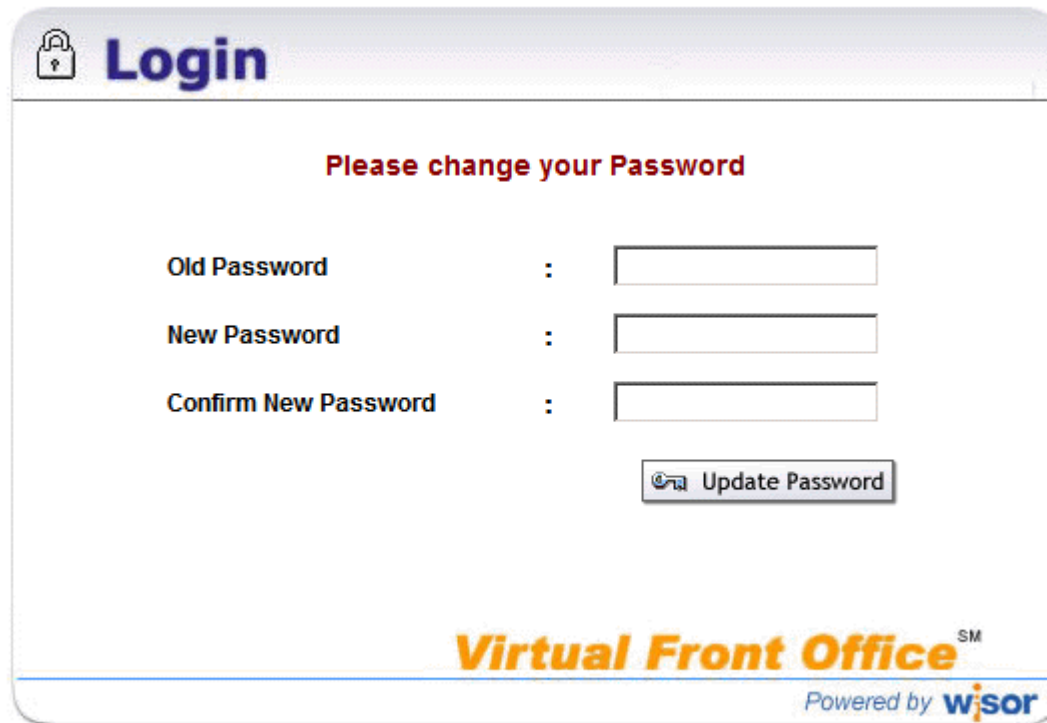
5. Click the dropdown arrow in the Module field.
6. Select the desired Module.
7. Check the Change Password checkbox.
8. Click the Login button.

A screenshot of the login page for the FairPoint WISOR VFO system. The page has a light blue header with a lock icon and the word "Login" in bold blue text. Below the header, the text "Please Login" is displayed in red. The login form consists of four fields: "User Name" with a text input box, "Password" with a text input box, "Module" with a dropdown menu showing "Access", and "Change Password" with an unchecked checkbox. A "Login" button with a green cube icon is located below the checkbox. At the bottom of the page, the text "Virtual Front Office" is displayed in orange, with "SM" to its right, and "Powered by wisor" is displayed in blue below it.

Figure 15b: Login Page

Change Password

9. Enter the old password into the Old Password field.
10. Enter the new password into the New Password field. (16 character maximum, alpha/numeric, password is case sensitive)
11. Reenter the new password into the Confirm New Password field.
12. Click the Update Password button.



 **Login**

Please change your Password

Old Password :

New Password :

Confirm New Password :

 Update Password

Virtual Front OfficeSM

Powered by **wisor**

Figure 16: Login Page to change password



Change Password

13. You will see the response that your password was successfully updated:

SUCCESSFULLY UPDATED PASSWORD

A screenshot of a web-based login interface. At the top left is a padlock icon and the word "Login" in a large, bold, blue font. Below this is a red heading "Please Login". The form contains four fields: "User Name" with a text input box, "Password" with a text input box, "Module" with a dropdown menu showing "Access", and "Change Password" with an unchecked checkbox. Below these fields is a "Login" button with a small globe icon. At the bottom, the text "Virtual Front Office" is displayed in a large, bold, orange font, with "SM" as a superscript. Below that, in a smaller blue font, is "Powered by wisor".

Login

Please Login

User Name :

Password :

Module :

Change Password : ☐

 Login

Virtual Front OfficeSM

Powered by **wisor**

Figure 17a: Login Page successfully updated password



Change Password

Then Login, as usual, with the new password, selecting the desired Module, then click Login. There is no limit on how many times a user can attempt to log in, therefore, a password should not get locked up.

SUCCESSFULLY UPDATED PASSWORD

A screenshot of the login page for the Virtual Front Office system. The page has a light blue header with a lock icon and the word "Login" in large blue letters. Below the header, the text "Please Login" is displayed in red. There are four input fields: "User Name" with a text box, "Password" with a text box, "Module" with a dropdown menu showing "Access", and "Change Password" with a checkbox. A "Login" button with a globe icon is located below the input fields. At the bottom, the text "Virtual Front Office" is displayed in orange, with "SM" to its right, and "Powered by wisor" in blue below it.

Login

Please Login

User Name :

Password :

Module :

Change Password : ☐

 Login

Virtual Front OfficeSM

Powered by **wisor**

Figure 17b: Login Page successfully updated password

Delete User

Another function that a System Administrator can perform is deleting a user. Following is the procedure to delete a user:

1. After selecting User Profile, you will see a list of User Names.
2. Scroll through Displaying results pages to find the User you wish to delete, or enter their name in the blank User Name Field.
3. Select the button in front of the User Name you wish to delete.
4. Select the Delete key at the top of the page.

User Profile Search List





Select	User Name	Group Name	User Type	Full Name	
☐	testid77nq	CLEC_USER_GROUP	ESP	tester77nq	
☐	wisor	CLEC_USER_GROUP	ESP	wisor	

Displaying results **41-42** of **42** results

Result Pages : **1 2 3 4 5**

Figure 18: User Profile Search List

Delete User

5. You will be asked “Are you sure you want to delete the record?”
6. Select “OK” to delete (or “Cancel” if you decide not to delete the user).

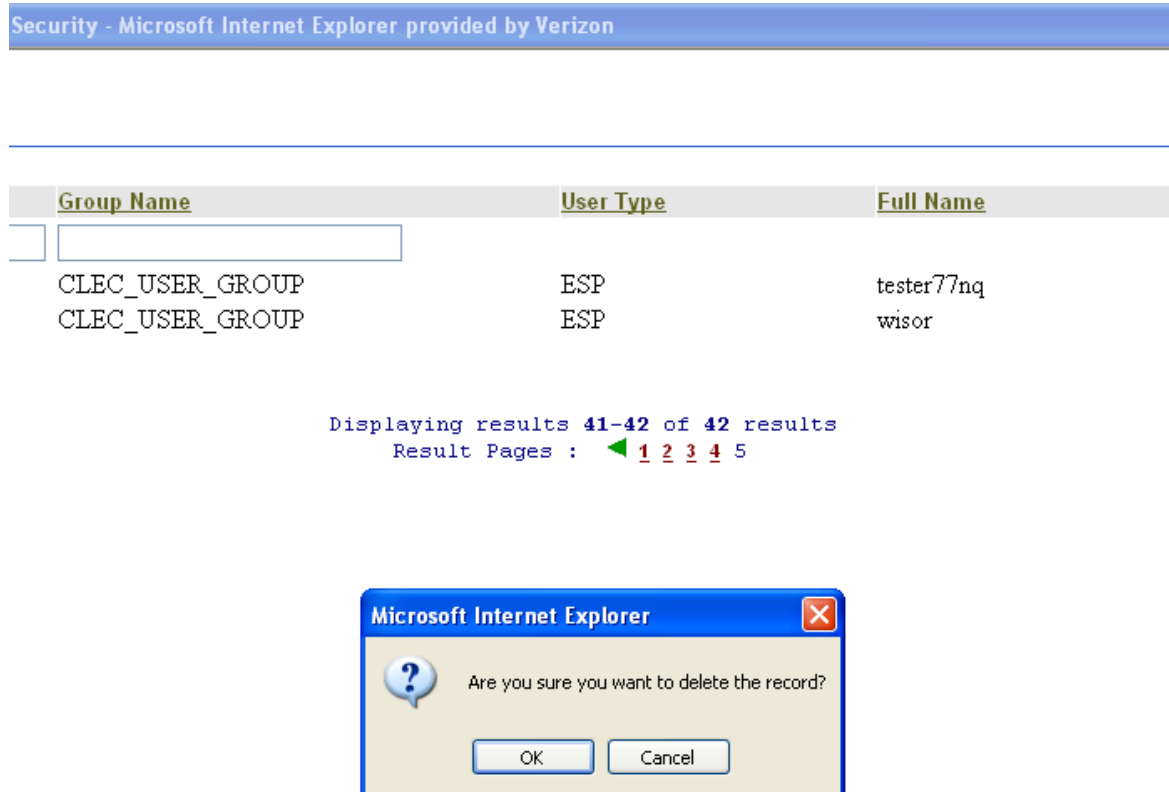


Figure 19: User Profile Search List Question



Delete User

After selecting “OK”, you will see the response “Successfully deleted the record”.

The screenshot shows a web browser window with the address bar displaying "https://vftotest-fairpoint.wisor.com - Wisor Security - Microsoft Internet Explorer provided by Verizon". The page title is "User Profile Search List". At the top right, there are buttons for "New", "Delete", and "Back to Home". Below the title bar, a status message reads: "Status : ^ Successfully deleted the record." Below this is a table with the following columns: "Select", "User Name", "Group Name", "User Type", and "Full Name". The table contains 10 rows of user data, each with a radio button in the "Select" column. The "User Name" column contains links like "clec_admin", "clec_user1", "clec_user10", "clec_user11", "clec_user12", "clec_user13", "clec_user14", "clec_user15", "clec_user16", and "clec_user17". The "Group Name" column contains "CLEC_ADMIN_GROUP" for the first row and "CLEC_USER_GROUP" for the others. The "User Type" column contains "ESP" for all rows. The "Full Name" column is empty. At the bottom of the table, there is a "Go" button. Below the table, a message states "Displaying results 1-10 of 41 results" and "Result Pages : 1 2 3 4 5" with a right-pointing arrow.

Select	User Name	Group Name	User Type	Full Name
☐	clec_admin	CLEC_ADMIN_GROUP	ESP	
☐	clec_user1	CLEC_USER_GROUP	ESP	
☐	clec_user10	CLEC_USER_GROUP	ESP	
☐	clec_user11	CLEC_USER_GROUP	ESP	
☐	clec_user12	CLEC_USER_GROUP	ESP	
☐	clec_user13	CLEC_USER_GROUP	ESP	
☐	clec_user14	CLEC_USER_GROUP	ESP	
☐	clec_user15	CLEC_USER_GROUP	ESP	
☐	clec_user16	CLEC_USER_GROUP	ESP	
☐	clec_user17	CLEC_USER_GROUP	ESP	

Displaying results 1-10 of 41 results
Result Pages : 1 2 3 4 5 ►

Figure 20: User Profile Search List

Reassign Orders/PONs

You may want to reassign orders that were previously managed by another user. To do this you will use the Reassign Order function. The first step is to find the orders you want to Reassign.

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 find only open active orders, use the status check boxes to narrow the list.
4. Click the OK button at the bottom of the screen to return to the order list and see the PONs matching your criteria.

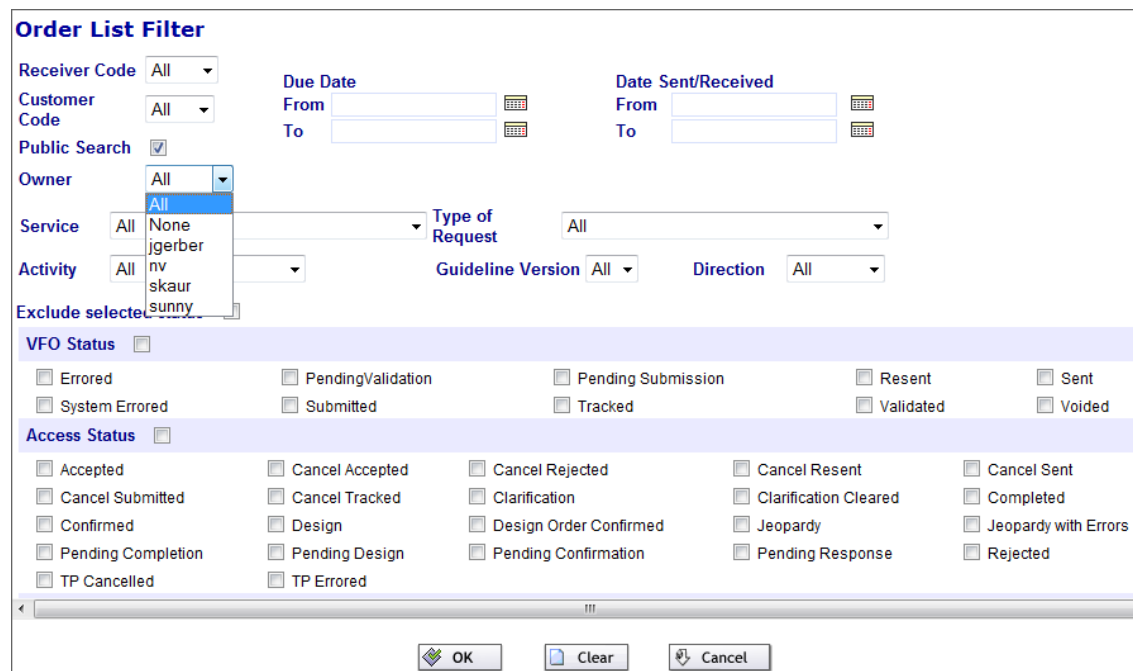


Figure 21: Order List Filter



Reassign Orders/PONs

Then, perform the following steps:

1. Click the check boxes next to the Orders in the order list you want to reassign.

		Receiver Code	Customer Code	Pon	Ver
☒		FP01	VZE	SDDOR3703D2	01
☒		FP01	VZE	SDDOR3703D2	01
☒		FP01	VZE	SDCOR4003D2	01
☒		FP01	VZE	SDCOR4003D2	01
☒		FP01	VZE	MDCOR4702D2	01
☒		FP01	VZE	MDCOR4702D2	01
☒		FP01	VZE	MDDOR4403D2	01

Figure 22: Order List

2. Hover over the Order tab and select Reassign Order.

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

Figure 23: Order Selection

Reassign Orders/PONs

3. Select the user from the drop-down box for which you would like the orders assigned.
4. Select the Save button to reassign the PON to the new owner (or select Cancel if you have decided not to reassign the PON).



Figure 24: Assign Initiator

Note: Reassigned orders will appear on the Order list shaded gray.



Contact Information

This concludes instructions on using the WISOR VFO System Administration functionality.

If you have questions related to System Administration, please send an email to: **FairpointVFOadmin@fairpoint.com**.