



InterCall Online

Getting Started



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Welcome to InterCall Online

InterCall Online is a free service designed to make it quicker and more convenient for you to access all of your InterCall services. Once you've registered for InterCall Online, your InterCall tools are just a click away.

From a single point of entry you'll be able to access InterCall's online reservation system, web conferencing services such as Live Meeting provided by Microsoft, and MeetingCentre™ powered by WebEx, plus the audio call add-on Reservationless-Plus Web Moderator. You also have the ability to manage your audio account and even run reports on your conferencing activity.

GETTING STARTED

- + Go to www-emea.intercallonline.com
- + Enter your Owner number* as your Username
- + Enter your Web PIN* as your Password
 - *Your Owner number and Web PIN are provided in the 'General Information' section of your welcome email. If you cannot find these details please contact Reservations.
- + Click 'Login'
- + You will be asked to create your own unique username and password (in accordance with length and complexity requirements), and a secret question and answer.
- + Click 'Save' and a confirmation pop-up will appear. Click 'Close' to return to the login page where you enter your new details to access the site.

USER TYPE OVERVIEW

InterCall Online has been designed to be flexible enough to allow different access levels depending on the user's needs and responsibilities. InterCall Online supports three types of users:

- + **Company Admin:** Company Admin's have the highest level of authority within InterCall Online. They are able to create, edit and delete Owners and Billing accounts, as well as run reports on conferencing activity at a Company level. They're also able to access the past 5 months of billed invoices.
- + **Account Admin:** Account Admin's have access to various billing, account and individual profile management tools. These capabilities ensure the Account Admin can provide appropriate access to the tools and services the owners under their hierarchy need, and help them monitor conferencing usage and invoicing.
- + **Owner:** An Owner is the end-user and 'owner' of an individual account. The Owner can access tools to schedule and manage meetings, manage their own account information, and run reports on their own conferencing activity.



Getting Help – Customer Support

Should you have any problems while using InterCall Online, select 'Customer Support' located at the bottom of the left navigation menu throughout the application or from the login page. You have quick access to Online Support, direct customer support phone numbers and links to overviews and support for the various products and services.

- + **Online Support:** Online Support provides frequently asked questions (FAQs) about the online conferencing tool and other conferencing services. You also have the ability to submit a question to the technical support staff who will reply to you by email, as well as the ability to monitor the status of your questions.
- + Direct customer support phone numbers for your region.
- + **Contact Us:** The 'Contact Us' link provides yet another way to contact an account representative, or you can access a more comprehensive list of contact phone numbers for your region.
- + **Conferencing Service Links:** Select one of the links to find more information on the various services offered by InterCall including PDF's training and demos.