

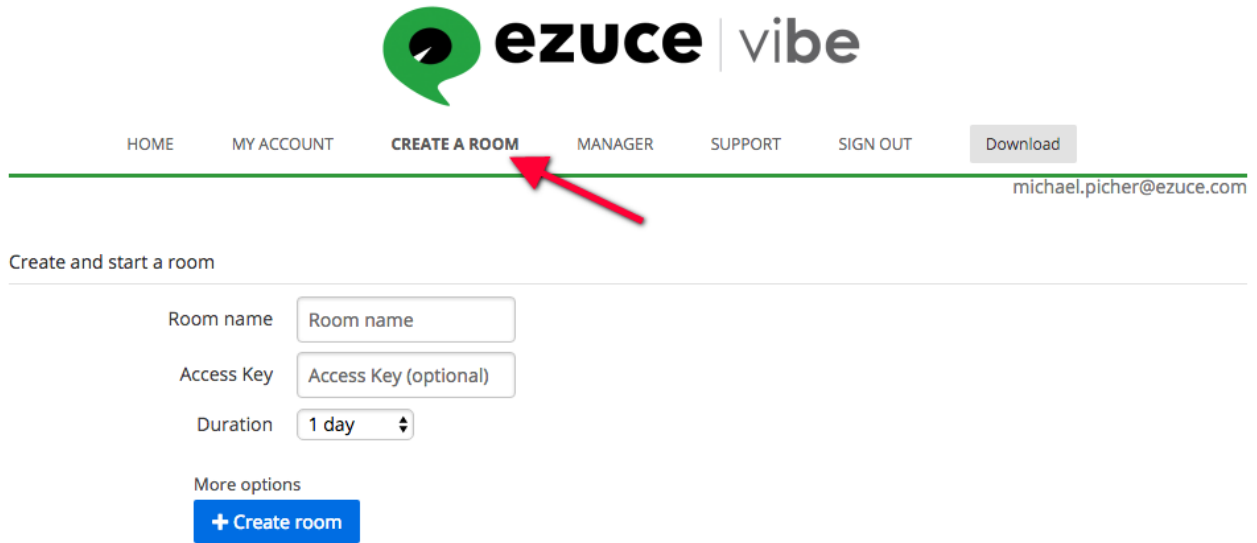
Managing Users and Rooms

Vibe rooms and users are administered by a Customer Manager. The Customer Manager is identified by an email address and password initially set up by eZuce or a Managed Service Provider partner.

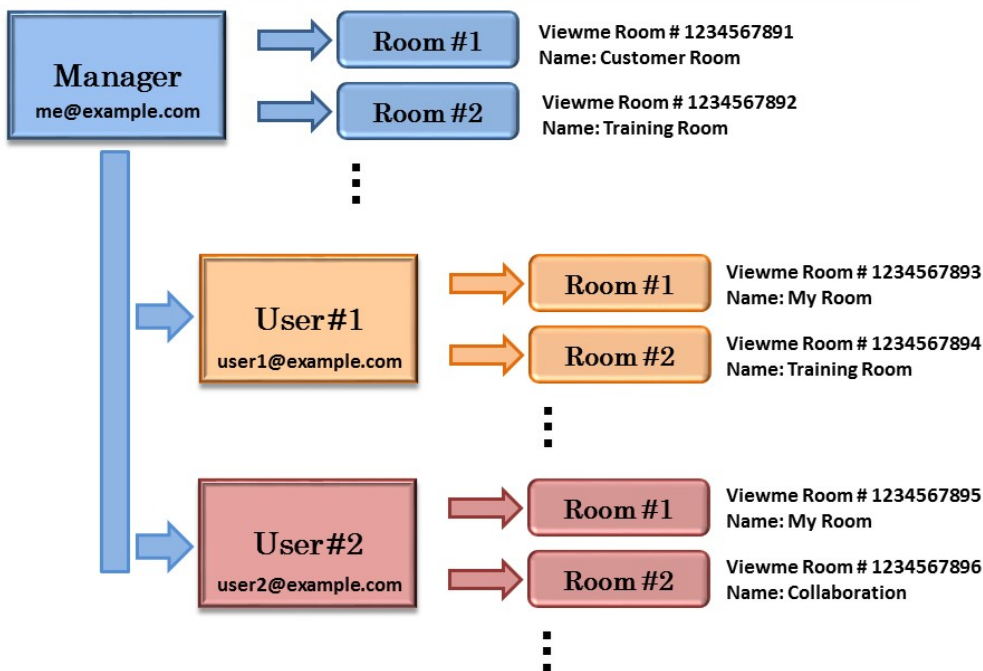
As a Customer / Community Manager you'll be able to add users to your community, create rooms and create rooms for users.

Customer Manager Rooms

A Customer Manager has the ability to create their own rooms without any functional limitation on the system. This is where team rooms are typically created.



The Manager can also create rooms for individual users under the 'Manager' menu item.



Users and their rooms

As a Customer Manager, you have the ability to add users to the system initially identified by their email address. As a manager, you have the ability to create rooms for the users. You give each room an identity by providing a Name while Viewme assigns it a unique Room ID (a 10 digit number).

Users may use their email address to manage their own rooms by logging in at vibe.ezuze.com. They then have the ability to change their Moderator PIN and Participants PIN for each room. In some cases, the user may be given the ability to create their own rooms.

Initial User Login

When a user logs in for the first time, they'll need to reset their password. One way to accomplish that is to click on "forgot password" on the login screen. The user then will supply their email address and the system will send an email with instructions for resetting the user's Vibe account password.

Summary

The Customer Manager can have rooms and Users can have rooms, and each room has a unique Room ID also know as a Meeting ID. This number is entered by participants when joining a meeting.