

GA Voicemail

Administrator Guide

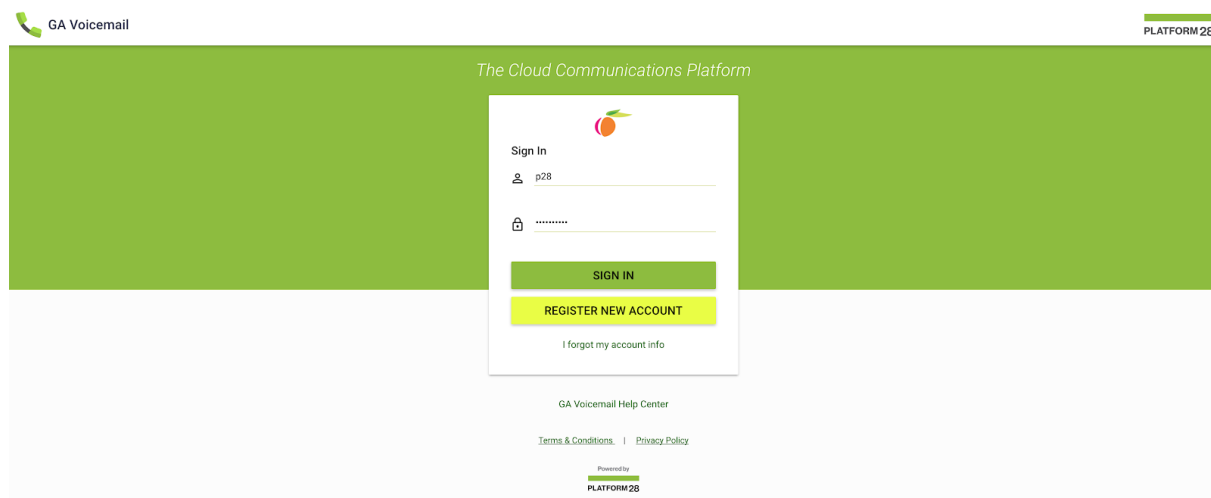
This guide will provide an overview of the GA Voicemail Administration Portal. Use the portal to create new accounts and manage existing accounts within your organization.

Note: Not all Administrator accounts will have access to all features.

Getting Started

To begin managing Users within the GA Voicemail Administration Portal, you will need an Administrator Account. Please contact GA Voicemail Support to activate your Administrator Account and receive your credentials.

Navigate to www.gavoicemail.com or <https://on.platform28.com/gavoicemail>. Enter your credentials and click Sign In.



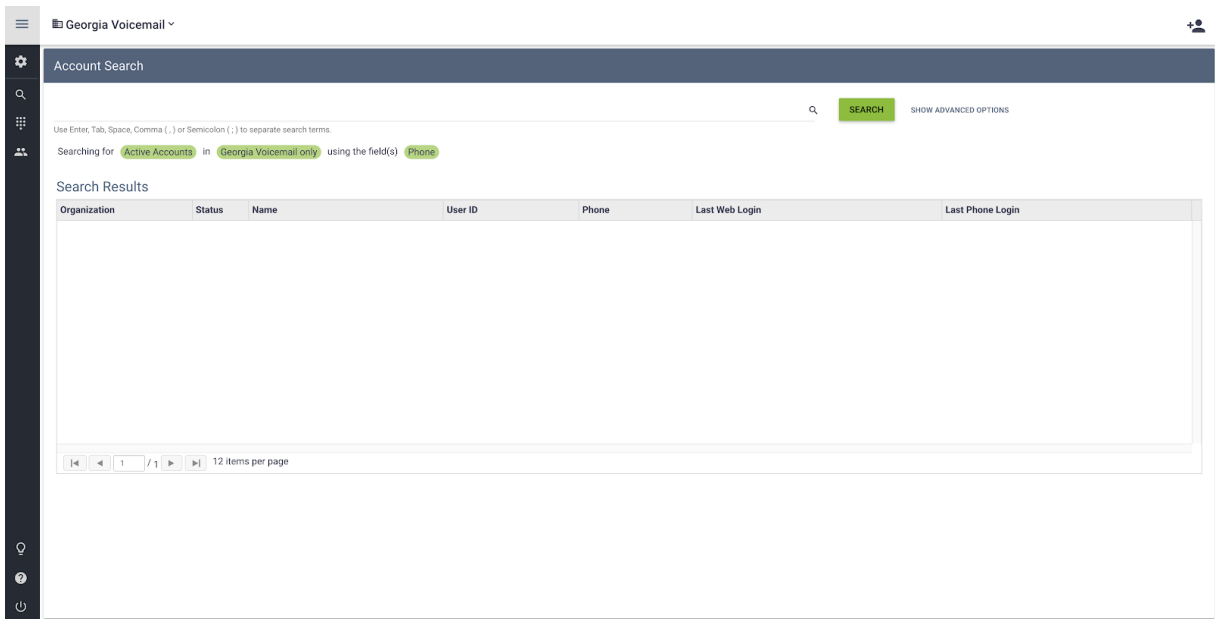
The screenshot displays the GA Voicemail Administration Portal login interface. The page features a green header with the 'GA Voicemail' logo on the left and the 'PLATFORM28' logo on the right. Below the header, the text 'The Cloud Communications Platform' is centered. The main content area is a white box with a green background, containing the following elements:

- Sign In** header with a small orange icon.
- A user input field with a person icon and the text 'p28'.
- A password input field with a lock icon and a masked password '*****'.
- A green **SIGN IN** button.
- A yellow **REGISTER NEW ACCOUNT** button.
- A link for **I forgot my account info**.

Below the white box, the page includes links for 'GA Voicemail Help Center', 'Terms & Conditions', and 'Privacy Policy'. At the bottom, it states 'Powered by PLATFORM28'.

Admin Portal Navigation

It's time to take a tour and ensure you are familiar with how to navigate through the GA Voicemail Administration Portal and the options available to you. The initial login screen is the Account Search screen.



Navigation Panel

The Navigation Panel is located on the far left hand side of the screen. From here you can navigate between Account Settings, Search, Phone Numbers, Users, Help Center, and Log Out. At the very top in the toolbar, you will see a hamburger icon. This icon is used to expand and collapse the Navigation Panel. You can opt to either see icons only or icons and titles. The menu option currently in use will always be highlighted in green.



Account Settings

The **General** tab is used to make any necessary changes to your Account Profile. Note that the User ID cannot be modified.

The **Account Overview** shows details about the account such as the status and the creation date/time.

Last Login shows the last time you logged in to your account.

The screenshot shows the 'Platform28 Test' account settings page in the 'GENERAL' tab. The page has a blue header with the account name and a user icon. Below the header, there are two tabs: 'GENERAL' (active) and 'ACCOUNT HISTORY'. The 'GENERAL' tab contains several input fields for account information: First Name (Platform28), Last Name (Test), User ID (p28), Email, Mobile Number, Country (United States), Timezone, Address, City, State, and Zip/Postal Code. Below these fields, there is an 'Account Overview' section with a table showing 'Status: Active' and 'Account Created: May 28, 2017 2:47:18 PM'. To the right of this is a 'Last Login' section with a table showing 'Last Web Login: Jun 7, 2017 12:16:38 PM'. The page also has a sidebar with various icons and a top navigation bar.

The **Account History** tab is a view only option to see what changes have been made to your account as well as your access history.

The screenshot shows the 'Platform28 Test' account settings page in the 'ACCOUNT HISTORY' tab. The page has a blue header with the account name and a user icon. Below the header, there are two tabs: 'GENERAL' and 'ACCOUNT HISTORY' (active). The 'ACCOUNT HISTORY' tab contains a table with columns for 'Date/Time', 'Created by User', and 'Notes'. Above the table, there are filters for 'Show Change History' and 'Filter logs by date: From To', along with 'APPLY' and 'CLEAR' buttons. At the bottom of the table, there is a pagination bar showing '15 items per page'.

Search

Account Search is the initial landing page when you first login to your account. Use the different search functions to search within your Organization or any associated Sub-Organizations. You can search by phone number, name, User ID, or email address.

Georgia Voicemail

Account Search

Use Enter, Tab, Space, Comma (,) or Semicolon (;) to separate search terms.

Searching for **Active Accounts** in **Georgia Voicemail only** using the field(s) **@Phone**

Limit to account status
Active

Search within the following fields
☒ Phone
☐ First Name
☐ User ID

Mobile Phone
☐ Last Name
☐ Email

Include results from
☒ Georgia Voicemail only
☐ Georgia Voicemail and all sub Orgs
☐ Other

Search Results

Organization	Status	Name	User ID	Phone	Last Web Login	Last Phone Login
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12 items per page

Phone Numbers

Click on Phone Numbers to see a listing of all phone numbers for your Organization. If the number is in use, you will see where the number is routed. If the number has yet to be registered by the User, the routing will show the phone number is unregistered. When you need to search for a specific number or phone number route, begin typing in the blank space at the top of one of the columns. As you type, the results will be filtered and display on the bottom of the screen. Results in the Number Routed to column are usually links to that User's Profile.

Phone Number	Number Routed to	Notes
1(706)207-6666		Earthlink Working
1(706)207-7777	Tonya Smith-ATL's Voice Mailbox	Earthlink Working
1(404)333-3333	Platform28 Voicemail	Earthlink Working
1(706)207-9999	Platform28 Voicemail	Earthlink Working
1(706)207-8888	Platform28 Voicemail	Earthlink Working
1(251)206-7169		Earthlink
1(404)463-7205	Ramon De Armas's Fax Mailbox	
1(404)478-1434	14044446666 Unregistered's Fax Mailbox	
1(404)478-1439	Staci user's Fax Mailbox	
1(404)478-1456	17705478788 Unregistered's Fax Mailbox	
1(404)478-1820	eric fax's Fax Mailbox	
1(404)478-1880	Via Agent's Fax Mailbox	
1(404)478-2182		
1(678)222-4466	LeeAnn Miranda's Fax Mailbox	
1(678)222-4468	Joe Roundhouse's Fax Mailbox	
1(678)222-4477	17706050394 Unregistered's Fax Mailbox	
1(678)222-4484	14046646666 Unregistered's Fax Mailbox	
1(678)222-4488	14046645555 Unregistered's Fax Mailbox	
1(678)222-4529	Reset Test's Fax Mailbox	

Users

The Users option provides you with a listing of all Users registered to your Organization. When you click on the User's name, their Account Settings will display on the right. You can make changes to the User Account as necessary, but will not be able to do certain things such as modify the Recorded Name or change the User ID.

The screenshot shows the Agrirama Users interface. On the left is a sidebar with a search bar and a list of users. The main area displays the profile for 'LeeAnn Miranda' with tabs for GENERAL, MAILBOX, FOLLOW ME, and ACCOUNT HISTORY. The GENERAL tab is active, showing fields for First Name, Last Name, User ID, Email, Mobile Number, Country, Timezone, Address, City, State, and Zip/Postal Code. Below these are sections for Account Overview and Last Login. To the right of the profile is a 'Record Name' section with a play button and a 'Recognize Me' section with checkboxes for phone numbers.

GENERAL	MAILBOX	FOLLOW ME	ACCOUNT HISTORY																		
First Name * LeeAnn Last Name * Miranda User ID * leeann.user Email * leeann.miranda@platform28.com Mobile Number (404) 555-1212 Country * United States * Timezone * (GMT-05:00) Eastern Time * Address * 1234 Main Street City * Atlanta State * Georgia * Zip/Postal Code * 30309																					
Account Overview <table border="1"><tr><td>My VM Access Number:</td><td>(678) 885-0400</td></tr><tr><td>Voice Mailbox for:</td><td>(404) 478-1422</td></tr><tr><td>My Fax Number:</td><td>(678) 222-4466</td></tr><tr><td>Status:</td><td>Active</td></tr><tr><td>Service Plan:</td><td>Standard Mailbox</td></tr><tr><td>User Registration:</td><td>Jun 5, 2017 7:30:48 AM</td></tr><tr><td>Account Created:</td><td>Jun 5, 2017 7:28:58 AM</td></tr></table>	My VM Access Number:	(678) 885-0400	Voice Mailbox for:	(404) 478-1422	My Fax Number:	(678) 222-4466	Status:	Active	Service Plan:	Standard Mailbox	User Registration:	Jun 5, 2017 7:30:48 AM	Account Created:	Jun 5, 2017 7:28:58 AM	Last Login <table border="1"><tr><td>Last Web Login:</td><td>Jun 7, 2017 11:59:05 AM</td></tr><tr><td>Last Call Login:</td><td>No record</td></tr></table>	Last Web Login:	Jun 7, 2017 11:59:05 AM	Last Call Login:	No record		
My VM Access Number:	(678) 885-0400																				
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Status:	Active																				
Service Plan:	Standard Mailbox																				
User Registration:	Jun 5, 2017 7:30:48 AM																				
Account Created:	Jun 5, 2017 7:28:58 AM																				
Last Web Login:	Jun 7, 2017 11:59:05 AM																				
Last Call Login:	No record																				

User Options

There are a number of things that you can do as the Administrator for the User such as reset the password and reset the account. You can also Block the User or Delete the account as necessary. To access these options, click on the three dots to the right of the screen when you are inside the User's profile.

This screenshot is identical to the one above, but with a red arrow pointing to the three dots menu icon in the top right corner of the profile card, indicating where to click to access user options.

You will be provided with the following options:



Reset Web Password



Block User



Reset Account



Delete

Reset Web Password

To reset a user’s password, click on Reset Web Password from the User Options menu. In the next screen, enter the administrator’s password, the email address of the user, and comments as to why the password is being reset. Click Send Reset Email. The user will receive instructions on resetting their password.

Change Password

An email will be sent to leeann.miranda@platform28.com with a link to reset password.

Enter Your Admin Password *

Email Address *

leeann.miranda@platform28.com

Comments *

0 / 2000

CANCELSEND RESET EMAIL

Reset Account

When a user’s account has become inactive and the mailbox needs to be assigned to another user, click on Reset Account from the User Options Menu. Note that resetting an account will completely erase all settings and user information from the account. If the existing messages must be retained, click the Keep All Messages box. Enter comments into the space provided including details of the account reset. Click Yes.

WARNING

This process will:

1. Remove the user’s personal information

2. Remove the user’s voicemail messages

3. Remove the user’s faxes

4. Remove the user’s contacts

5. Change the status of the account to unregistered

6. Allow the next user to register at gavoicemail.com

Are you sure you want to reset this mailbox?

☐

Keep all messages

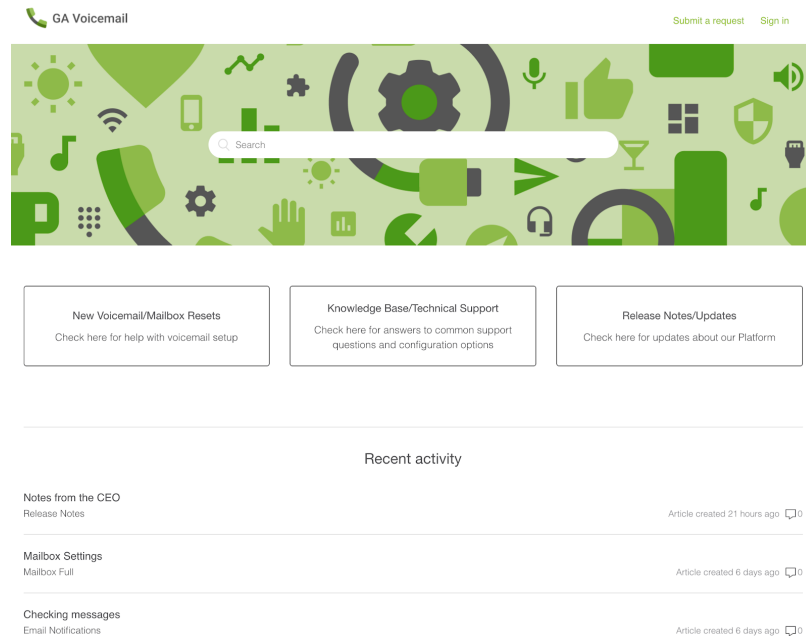
Comments *

0 / 500

NOYES

Help Center

When you click on Help Center, you will be taken to the Platform28 Help Center. From the Help Center you can find things like Release Notes and the Platform28 Knowledge Base..



Creating a New Account

To create a new account, click on  in the upper right hand corner of the screen.

Select the appropriate Organization from the drop down provided and choose the correct Voicemail Plan for the new account. The Bill To and Ship To are the account numbers associated with the account. Click Next

START

NEW ACCOUNT

Organization:  Agrirama  

Select Voicemail Plan *
Standard Mailbox  

Bill To *
30309 

Ship To *
30309 

CANCEL

NEXT

START

DETAILS

VALIDATION

CONFIRMATION

Enter the Phone Number associated with the Voicemail Account. Occasionally a telephone number has the Caller ID Block feature to preserve privacy during outgoing calls. Check the Caller ID Blocked box if this telephone number has this feature enabled. Click Next.

DETAILS

NEW ACCOUNT IN AGRIRAMA

Standard Mailbox Setup

Phone Number * (404) 478-1422 ?

Caller ID Blocked ☐ ?

CANCEL

BACK

NEXT

START

DETAILS

VALIDATION

CONFIRMATION

You will be provided with a final confirmation page prior to completing account creation. Review the details and click Create to confirm setup. If the phone number is already in the system, you will receive an error message after clicking Create which will tell you the number is already associated with another account. Go to the Search page and search for the phone number.

CONFIRMATION

NEW ACCOUNT IN AGRIRAMA

Verify all the information before proceeding.

New Standard Mailbox Account

Desk Phone Number: (404) 478-1422

Bill to: 30309

CallerID Blocked: No

Ship to: 30309

CANCEL

BACK

CREATE

START

DETAILS

VALIDATION

CONFIRMATION

GA Voicemail will generate the appropriate access and/or fax numbers depending on the voicemail plan chosen during account creation. From the confirmation screen, you can click Done which will take you back to the page you were on prior to creating a new account. Go To Account will take you to that user account and Add Another Account will allow you to create another new account prior to returning to the administration options.

ACCOUNT INFORMATION

NEW ACCOUNT IN AGRIRAMA

A new Standard Mailbox account has been created with the following information:

VoiceMail Access Number: (678) 885-0400

Desk Phone Number: (404) 281-0060

Fax Number: (678) 222-7755

CallerID Blocked: No

Bill to: 30309

Ship to: 30309

ADD ANOTHER ACCOUNT

GO TO ACCOUNT

DONE

START

DETAILS

VALIDATION

CONFIRMATION

Notify the User for the New Account that they can now register their Desk Phone Number at www.gavoicemail.com.

User Quick Start Guide

The [Platform28 - GAVM User Guide](#) can be found in the Help Center and should be used to set-up a new voicemail account.

This concludes our tour!

If you have any additional questions, please contact GA Voicemail Support at (678) 891-5805 or through the Help Center.