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Audability is a provider of Collaborative Communications. We help our clients to meet more effectively by implementing the right technologies, including Audio, Web and Video Conferencing, Streaming Media and Systems Integration Services.

Customer Self Serve: your guide to creating new users

Audability offers our customers access to fully manage their users via our online Customer Self Serve tool.

Get started today by navigating to <https://audability.tcconline.com>.

CREATE YOUR USERNAME

The first time you visit our online Customer Self Serve tool, you will need to create a username.

1. Start by choosing the **First-time user?** option in the upper right corner of the site.
2. Next you will be prompted to enter your **Owner Number** and **Web PIN**, both pieces of information can be found at the bottom of your welcome email.
3. Now you can create your personalized user name and secure password. Select **Add User**.
4. Once this step is complete, email your Account Manager at support@audability.com and we can upgrade your access to the appropriate heirarchy.

ADD A NEW USER

After logging in to the online Customer Self Serve tool, you can add new users to your group by selecting the **Manage Account** tab. From there you will select the **Owner** tab, and then click on the **Add Owner** button.

ENTER NEW USER INFORMATION

To begin, input your **Account Number** and select **Continue**. You can then proceed to enter all information for your new user on the profile screen. Fields marked with a red asterisk are mandatory.

Once you have completed the user information, you need to assign products. Select the **Viewing** dropdown, and select **Product Details**. Check the boxes for **On Demand Audio / Toll-Free** and **On Demand Audio Toll**. Scroll to the bottom of the page, and check the **Unified Meeting** box.

Now you can select the **Save Changes** button. Your new user will automatically receive a welcome email with all their account information.