



User Management User Guide

Note: This is only available for admin users.

With User management, you can easily manage user access and user permissions anytime and anywhere.

- Create new users
- Manage existing user's details and permissions
- Deactivate users

February 2025

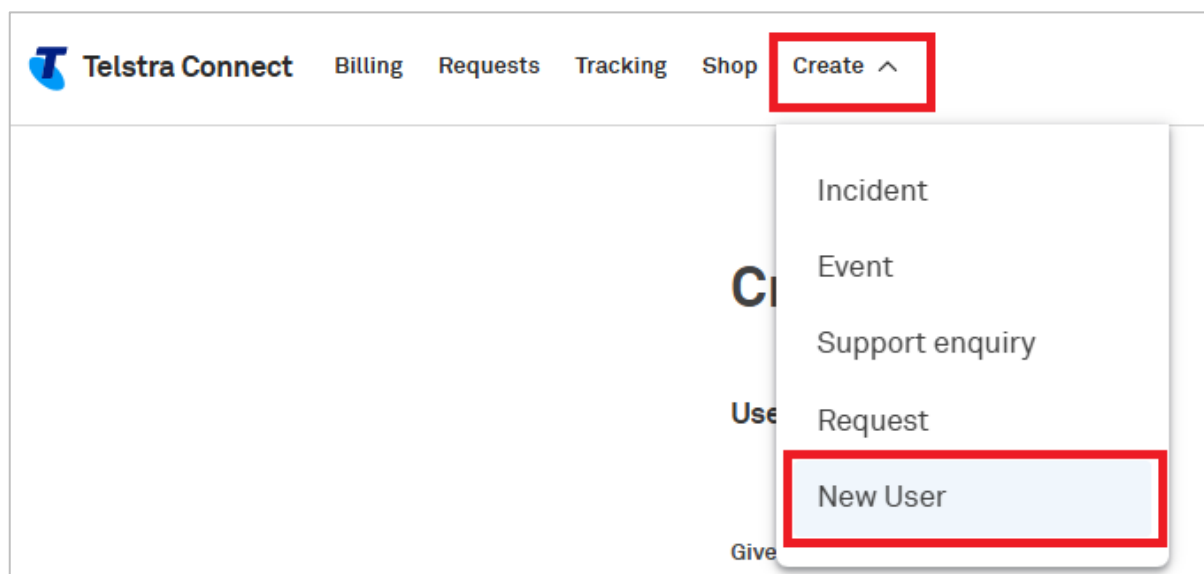


Table of Contents

Create new users	2
Manage existing user's details and permissions	4
Deactivate users	6

Create new users

1. From the side menu, select **'Create'** then **'New User'** to add an additional user.



2. Complete the form with the new user's details and select **'Next'**. All fields are mandatory in this page.

A screenshot of the 'Create new user' form. The form is divided into two main sections: 'User details' on the left and 'Office address' on the right. The 'User details' section is highlighted with a red rectangle and contains the following fields: 'Given name/s', 'Family name', 'Email address', 'Business number', and 'Mobile number'. The 'Office address' section contains the following fields: 'Street Address', 'Building name / level / suite (optional)', 'Suburb / town / city', 'State / province', 'Country', and 'Zip / postcode'. At the bottom right of the form, there are two buttons: 'Cancel' and 'Next'. The 'Next' button is highlighted with a red rectangle.

Note: All fields are mandatory in this page

3. You can choose what type of role and permissions this user can access on Telstra Connect for the following features:

- Multi-factor authentication
- User management
- Submit and track
- Billing

When the form is complete, select **'Submit'**.

Permissions for Test Test

Which of the following do you want this person to be able to do?

Multi-factor authentication

Off ☐ On

Are passwords not enough? Add extra layers of security with multi-factor authentication. We will email Test Test a code each time they sign-in or when higher security changes are made.

User management

Provide Telstra Connect access to others in your company.

☐ Create and edit users

Submit and track

Do you want this user to be able to submit and track the progress of any of the following?

☒ Incidents

☒ Service requests

☒ Planned maintenance

☒ Orders

Billing


☐ View and download invoices

This includes credit and debit notes, where applicable.

[Back](#)

[Submit](#)

4. The new user has now been created and they will receive an email with login details. You have the option to close the window or create another user.



Test Test has been created

An email has been sent to test@example.com with login details.

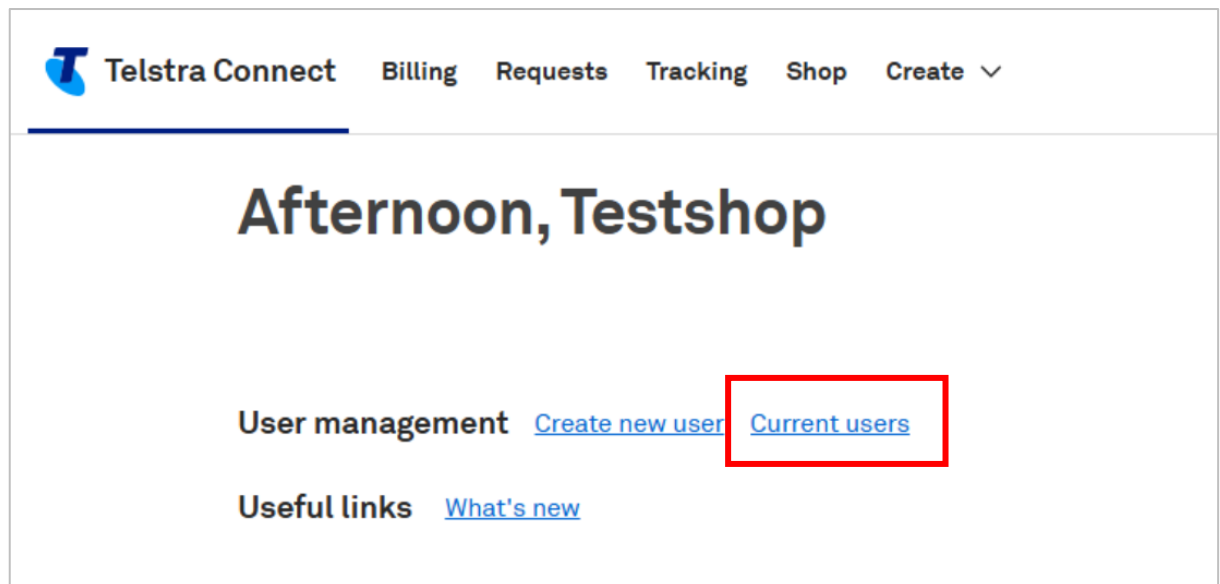
[Close](#)

[Create another user](#)

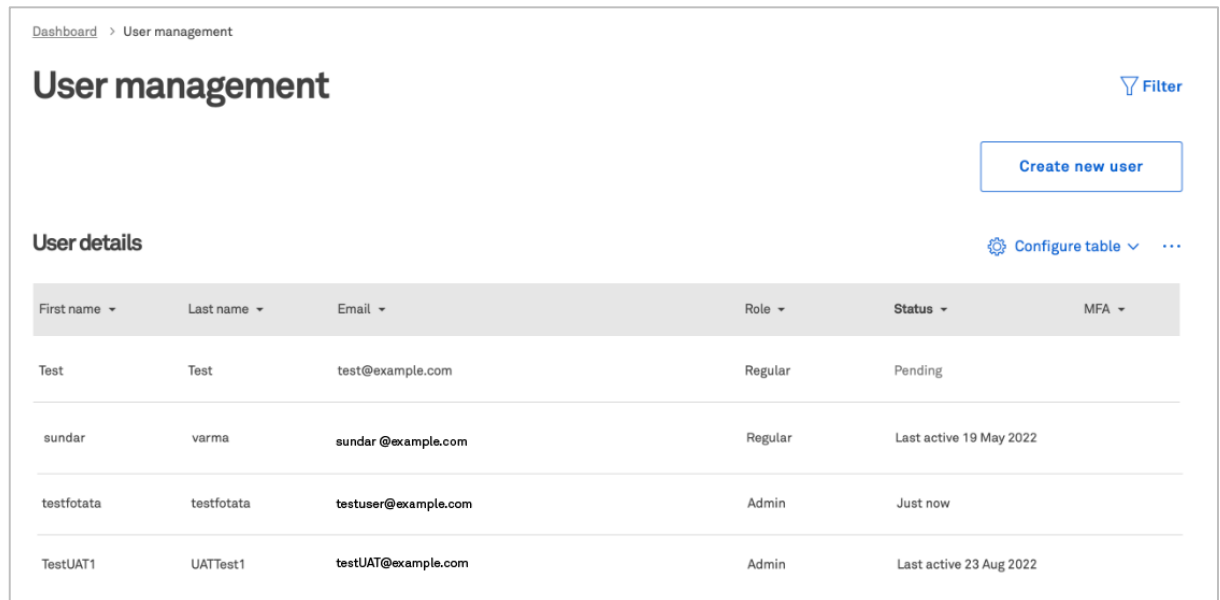
Manage existing user's details and permissions

1. From the side menu, select '**Current users**'.

Note: This is only available for admin users.



2. Select the user you wish to manage.



3. You can then edit their details.

[Dashboard](#) > [User management](#) > [User details](#)

Regular

newrelic testuser [Edit](#)

[Details](#) [Permissions](#) [Notifications](#)

Email address
newrelictest85@b2btestlabs.com

Business number
0401234566

Mobile number
0469921356

Business address
242 Exhibition St, Melbourne, Melbourne, VIC, Australia, 3000

Deactivate users

You can manage a user's permissions or deactivate user, in this screen.

Details

Permissions

Account controls and permissions

Deactivated ☒ Active

Multi-factor authentication

Off ☐ On

Are passwords not enough? Add extra layers of security with multi-factor authentication. We will email Test Contact67 a code each time they sign-in or when higher security changes are made.

User management

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☐ Create and edit users

Submit and track

Do you want this user to be able to submit and track the progress of any of the following?

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☐ Planned maintenance

☒ Orders

Billing

☒ View and download invoices

This includes credit and debit notes, where applicable.

Submit

Sign in to Telstra Connect: <https://connectapp.telstra.com/>

If you have any questions or feedback, please contact your Telstra International representative.

<https://www.telstrainternational.com/en/telstra-connect>