Clearlogin - Manage Authorized Contacts

In This Article

Overview

Authorized contacts are individuals within your organization that you have authorized to contact **Evolve IP** with technical, billing, or support issues.

Authorized contacts are determined by assigning a user profile one or more predefined Access Rules, which gives them access to the **Help Center** application connector in their dashboard. The Help Center application connector gives a user access to the Evolve IP ticketing system to submit support requests.

Access Rule	Description
Billing User	This access rule is meant for users in your finance department and can contact Evolve IP on billing and account questions or issues.
Executive Contact	This access rule is meant for users in your executive team that may wish to contact Evolve IP on general questions. This can include, but is not limited to, managers, directors, and owners.
Service User	This access rule is meant for users in your support or help desk teams that will need to contact Evolve IP about technical questions, and for troubleshooting any issues.
Site Admin	This access rule is meant for users that are admins in your Clearlogin tenant.

Add an Authorized Contact

- Sign into the **Clearlogin Admin Console:** https://admin.clearlogin.com
- In the left navigation bar, browse to: **User Profiles**
- On the User Profile page, **search for the user profile** you wish to make an authorized contact, and click on the **Edit** button
- On the **Edit** page, scroll down to the **Access Rules** section and add one or more of the predefined access rules to their profile
- Click the **Update Access Rules** button to save the changes

Remove an Authorized Contact

- Sign into the **Clearlogin Admin Console:** https://admin.clearlogin.com
- In the left navigation bar, browse to: **User Profiles**
- On the User Profile page, **search for the user profile** you wish to remove as an authorized contact, and click on the **Edit** button
- On the **Edit** page, scroll down to the **Access Rules** section and remove one or more of the predefined access rules in their profile
- Click the **Update Access Rules** button to save the changes