

AMP User Guide - Organiser Access

Redback's Account Management Portal lets you manage and track your usage quickly and effortlessly. It's remarkably simple to use, yet it's the most sophisticated interface in the industry, providing an unprecedented degree of instant control over configurations and access to information. Isn't it about time you got to know your Account Management Portal?

Secure Access

- Each organiser can only view their own information.

Customise Your Conference Settings in Real Time

- Change organiser or participant passcodes
- Customise all organiser conferencing settings
- Set your conferences to auto-record
- Allow participants to have meetings without you present

Access Your Teleconference Recordings

- All teleconference recordings are uploaded to your Account Management Portal within 24 hours and are available for 30 days
- Download your recordings, host them and even track who listens to them!

Access Billing and Usage Reports

- View individual usage displayed in minutes and dollars
- All reports contain the start/finish times of every participant and the total cost of each item
- Export all reports into a variety of files

It's also your one-stop shop for...

- User Guides
- Toll-Free Lists
- Support Trouble Tickets

To access your Account Management Portal go to the Redback home page, www.redbackconferencing.com.au and then click on the icon in the upper right hand corner titled My Account.



Enter your user ID and password, and then click on Submit.

Sign In

User Id
youremail@company.com.au

Password

[Forgot password?](#)

Sign In

If you have misplaced or forgotten your user ID and password, click on Forgot Password.

My Account

The Account Manager section allows you to update your profile and view and edit all organiser codes assigned to you. Here you have access to your Profile and Conference Settings.

Profile

Click on the Profile link to access your personal information. Here you are able to change your login details and update your personal information.

Profile my details Home > My Account > Profile

User Name: youremail@email.com

Password: YourPassword123 [Change Password](#)

Email Address: youremail@email.com

Phone #: 1800 733 416

Address: Level 11, 301 George Street

City: Sydney

State: New South Wales

Country: Australia

Postal Code: 2000

Submit

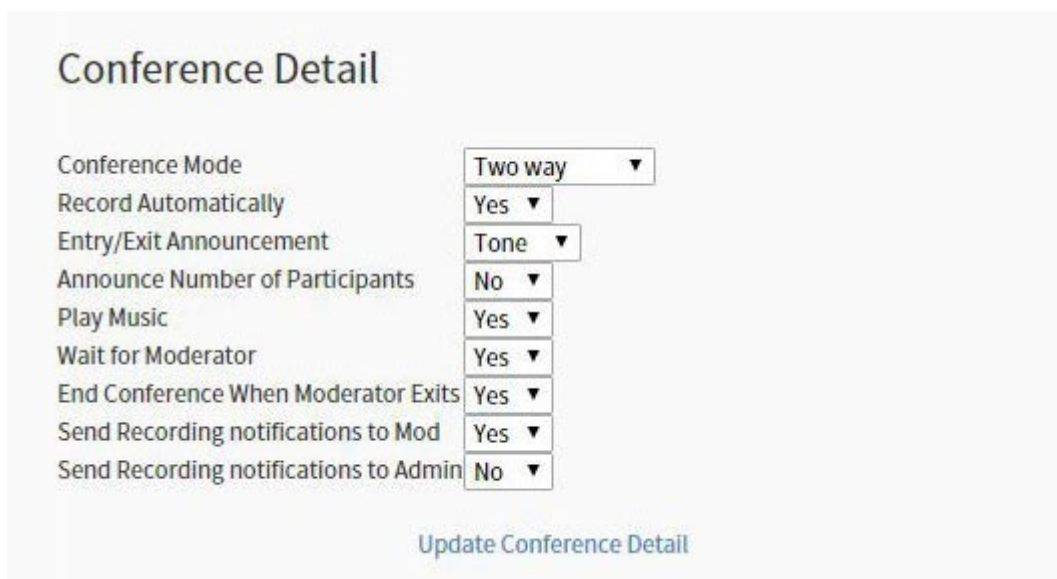
Conference Settings

The Conference Settings section allows you to add and access all conferences setup under your name. Click on the link to view a list of all conferences based upon the following:

- Conference Name
- Organiser Code
- Pass Code

Conference Detail: Here you can view all conference settings associated with your organiser code. Use the drop down boxes to edit and then click on Update Conference Detail. Please see below for an explanation of features.

Clicking on the Select link allows you to view your setup details and edit your settings.

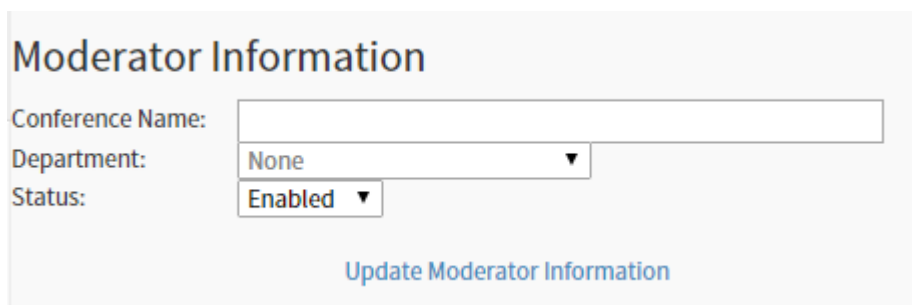


The screenshot shows a form titled "Conference Detail" with several settings, each with a dropdown menu:

Conference Mode	Two way ▼
Record Automatically	Yes ▼
Entry/Exit Announcement	Tone ▼
Announce Number of Participants	No ▼
Play Music	Yes ▼
Wait for Moderator	Yes ▼
End Conference When Moderator Exits	Yes ▼
Send Recording notifications to Mod	Yes ▼
Send Recording notifications to Admin	No ▼

At the bottom of the form is a blue button labeled "Update Conference Detail".

Moderator Information allows you to view and edit your name, department and status.



The screenshot shows a form titled "Moderator Information" with three fields:

Conference Name:	<input type="text"/>
Department:	None ▼
Status:	Enabled ▼

At the bottom of the form is a blue button labeled "Update Moderator Information".

Teleconference Information provides your dial in details and access codes.