

Adding Users - Overview

When you Add/Assign a user to an available number, you can then set up their profile to add their contact details, assign them a device and select the feature set or Station type each user requires.

Signing In

1. Enter the url <https://loop.optus.com.au/rep>
2. Enter your **Username** and Password (provided to you by Optus)
3. Click **Sign In**

Username
Solutions

Password

Language
English (Australia) ▼

Sign In

[Forgot Password](#)

Add User

1. Go to the **Numbers** menu option
2. Select a Site from the dropdown menu
3. Go to an available number and click the **Actions** dropdown
4. Click **Assign User**

The screenshot shows the 'Numbers' page in the Optus Loop interface. The left sidebar contains navigation options: Dashboard, Numbers (23), Devices (35), Users (5), Advanced Services, Analytics, Reports, and Profile. The main content area displays a table of numbers. The 'Site' dropdown menu is set to 'All Sites'. The table has columns for Phone Number, Station, Extension, Device, MAC Address, Name, Site, Country, and Location Code. The first four rows are highlighted in grey. The first row shows a number starting with +6, a station named 'Call Queue', and a name ending in '5'. The second row shows a number starting with +6, a station named 'Hunt Group', and a name ending in 'ch'. The third row shows a number starting with +612, a station named 'Optus Loop Premium', an extension of 577, and a name ending in 'ch'. The fourth row shows a number starting with +6, a station named 'Call Center DNIS', an extension of 578, and a name ending in 'ch'. The fifth row shows a number starting with +612, a station named 'Call Queue', and a name ending in 'ch'. The 'Actions' dropdown menu for the first row is open, showing options: Assign User, Assign Phone, and Assign Service. The 'Assign User' option is highlighted with a yellow circle and an arrow pointing to it.

Phone Number	Station	Extension	Device	MAC Address	Name	Site	Country	Location Code
+6	Call Queue				+6 5	newte ch	AUS	
+6	Hunt Group				+6	newte ch	AUS	
+612	Optus Loop Premium	577			M	newte ch	AUS	
+6	Call Center DNIS	578				newte ch	AUS	
+612						newte ch	AUS	

Assign New User – Info

Complete the following mandatory fields:

5. Enter user **First Name**
6. Enter user **Last Name**
7. Enter user **Email** address (*This is used to send notifications about user ID's and Password updates*)
8. Enter **User ID** (*This will be the Login/Username for the MyPhone portal. The MyPhone portal allows a user to manage their phone setup*)
9. Click **Next**

Set Up a User

Progress: 1 Get Started (✓) | 2 User Details | 3 Assignments

First Name *
Kate

Last Name *
Smith

Email *
kate@ntech.com

User ID *
kate@ntech.com

Required fields are marked with *

Email will be used as the main method of communication with the user.

User ID must be in the format of an email address (example@gmail.com).

Buttons: Cancel, Previous, **Next**

Assign New User – Device

You will now assign a device to the new user

1. The **Phone Number** field displays the number you have assigned
2. Click the dropdown at the **Select Station** field and choose the license type you are assigning to this user
3. Tick the **Business Communicator-PC** check box if required
4. Tick the **BroadCloud Connect and BroadCloud Meet** check box if required
5. Add the extension number
6. From the **Device** dropdown, select the MAC address of the device you are assigning to this user
7. Choose the port number from the dropdown list (*The port should normally be 1 with phones*)
8. Click **Save**

Set Up a User

Get Started ☒ User Details ☒ **3 Assignments**

Phone Number *
 List of available phone numbers.

Station *
 Optus Loop Premium Choose soft clients.

☐ Business Communicator - PC

☐ BroadCloud Connect and BroadCloud Meet

Extension
 579 Optional.

Device
 00: Optional: choose a physical device with its MAC address.

Port
 1 A phone typically has only one port. It's the line that plugs into the wall.

Cancel Previous Save

A pop-up message will confirm User Information has been saved

- Click **Done**

Set Up a User

User Successfully Set Up

✓ Saved: User details.

✓ Added: Station.

✓ Added: User ID.

Done

View User

The user you have created will now appear in the **Users** menu option

Users Site: All Sites

First Name Starts With Search

+ Add Search Parameter

Set Up a User

Show 10 entries per page Showing 1 to 6 of 6 results **Export**

First Name	Last Name	Phone Number	Extension	Primary Device	Site	Country	Location Code	
D		+6	585	00 (Yealink T46S)	newtech	AUS		Actions
H	y	+6	566		newtech	AUS		Actions
K		+6	569	0 (Yealink T46S)	newtech	AUS		Actions
Kate	Smith	+612			newtech	AUS		Actions

Actions

Click on the **Actions** dropdown to access further options

- **Edit** – Click here to make changes to a user's profile
- **Reset Voicemail PIN** – Click here to reset a user's voicemail PIN
- **Reset Password** – Click here to reset a user's password
- **Alternate Numbers** – Click here to add additional numbers to a user's profile

Edit

Reset Voicemail PIN

Reset Password

Alternate Numbers

Additional Devices

Remove User

Additional Devices

If a user requires the Loop UC soft phone and they have a Plus or Premium license, this is where you will apply their soft phone device to the profile.

1. Click **Additional Devices**

2. From the **Available** field select **Optus Loop PC Client**, **Optus Loop Tablet Client** and **Optus Loop Mobile Client**
3. Click the  arrow to add to the **Assigned** list
4. A pop-up message will confirm the additional device have been successfully assigned
5. Click the **X** in the top right to close this window

Additional Devices

Available

Filter

☐	Device	MAC Address
☐	YealinkT46S	001565CBB254
☐	BroadCloud Connect and BroadCloud Meet	EAED00053946
☒	Optus Loop PC Client	FFAA00065277
☒	Optus Loop Mobile Client	FFAD00065274

Assigned

Filter

☐	Device	MAC Address
☐	Optus Loop Tablet Client	EAAD00065280

<

>

Success Assigned

Cancel

Remove User

Selecting **Remove User**, deletes the user's profile, along with any associated feature assignments, voicemails, call logs and call settings.

1. Click **Remove User**
2. From the confirmation pop-up, click **Remove**

Remove User

You are about to remove the user :

Kate Smith

Doing this will remove the user and any associated voicemails, call logs, and call settings for this user.

This user also has one or more feature assignments that will be removed.

Are you sure you want to remove the user?

Cancel

Remove