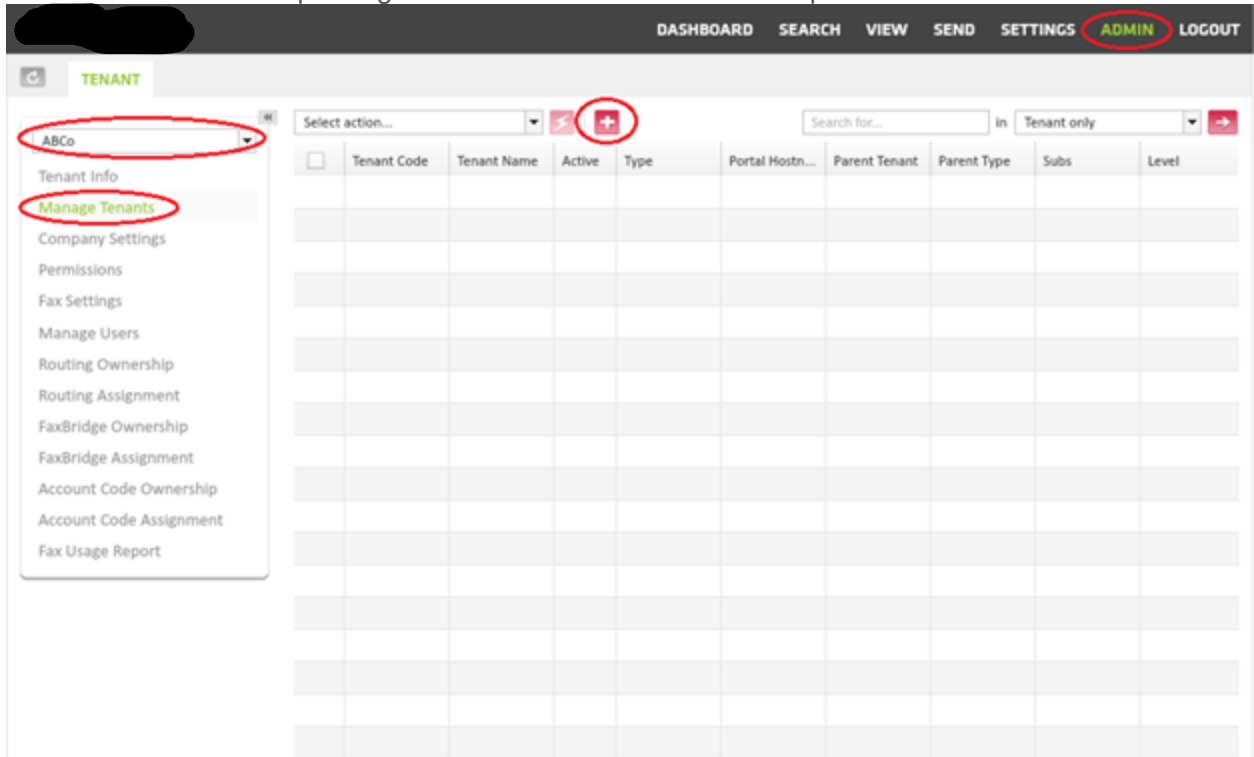


# Creating a Tenant – Fax Service Provider

1. Log in as an [Admin to Fax Service](#)
2. Go to the Admin tab
3. Dropdown should say your Company Name
4. Select “Manage Tenants” from the list
5. And then select the “+” plus sign next to the “Select action...” drop down



6. Complete the info for the new Tenant

- General Info

- Tenant Name:
- Tenant Code:
- User Suffix:
- Parent Tenant: *This should be filled in already with your company name*
- Type:
  - customer – *this should be sufficient for nearly all customers*

- reseller - *this is if you have someone that is reselling your services; it allows them to create Tenants and has more advanced Admin rights*
- Description: *Use for your own purposes*
- Billing Code: *If you have a unique billing code for customer you can use it to track from here*
- Fax Settings
  - Cover Page: *select Cover Page from the drop down*
  - Local CSID: *what the customer wants as their Outbound Caller Send ID*
  - Local Caller ID: *Customers primary fax number that they want shown*
  - Local Number: *Customers primary fax number that they want shown*
  - Country Code: *1 – for US and Canada*
  - Area Code: *Provide local area code number of the customer*
- Administrative User
  - Username: *default is 'admin' and cannot be changed @ default is suffix & cannot be changed*
  - Password: *automatically assigned & cannot be changed here. Click show on the right; can change later*
  - Privilege: *select from drop down. Should be admin for the first user*
  - Display Name: *should be admin for this user*
  - Email: *admin's email*
  - Phone: *admin's phone number*
- Additional Company Information
  - Phone: *complete as needed*
  - Fax: *complete as needed*
  - Email: *complete as needed*
  - Address 1: *complete as needed*
  - Address 2: *complete as needed*
  - City: *complete as needed*
  - State: *complete as needed*
  - Postal: *complete as needed*
  - Country: *complete as needed*

7. When completed click "SAVE"

8. Select the refresh button in the top left hand corner

9. The Tenant will now show in the Tenant drop down list and when you select the see all Sub-tenants and press the arrow key

Tenant Code	Tenant Na...	Active	Type	Portal Hostname	Parent Te...	Parent Type	Subs	Level
ABCO	ABCo	X	RESELLER	dev.faxagent.com	TEST	RESELLER	2	0
ABCUST	ABCust	X	CUSTOMER	dev.faxagent.com	ABCo	RESELLER	0	1
NEWCO	New Compar	X	CUSTOMER	dev.faxagent.com	ABCo	RESELLER	0	2

10. You have now successfully created a Tenant.

