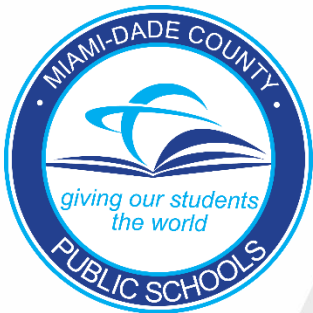


Avaya Cloud Office – User Account Activation

Document created exclusively for:
Miami-Dade County Public Schools
Version 3.0



The process outlined in this document is intended to assist Miami-Dade County Public Schools Users with their Avaya Cloud Office Account Activation.

We do recommend that you review this document in full. To assist with the process of Activating your User Account we have also created a video that steps you through this process and includes answers to some frequently asked questions.

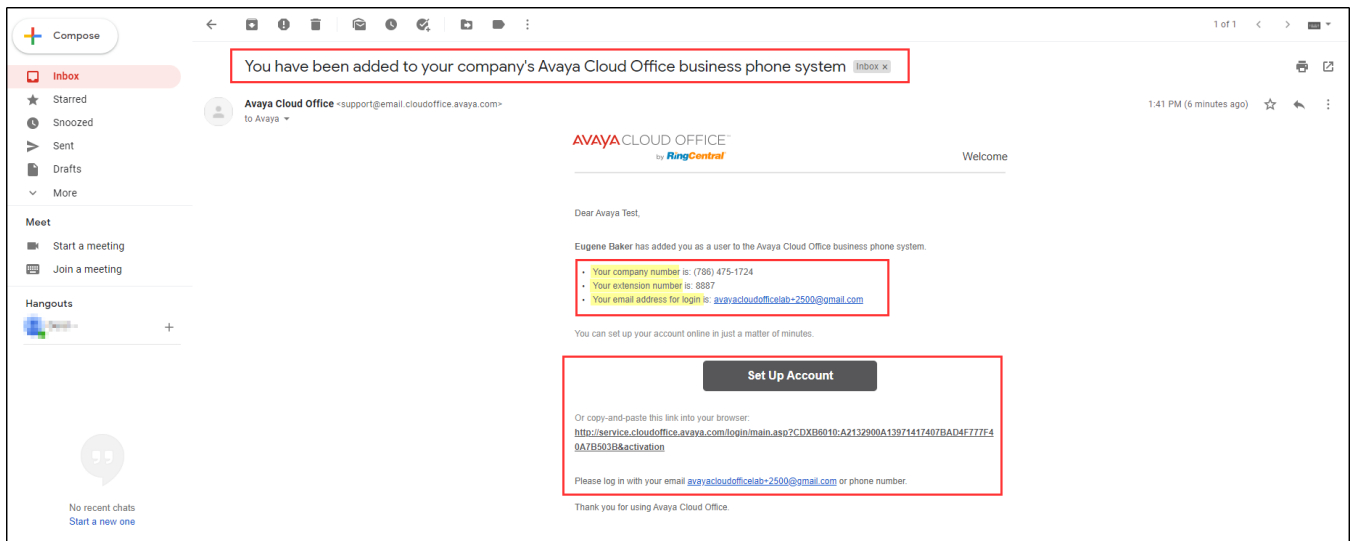
[Click here to launch the video](#) (please note that internet access is required to play the video)

Once a User's account has been created, the User will receive an email to set up their account.

The Account Activation email provides:

- **Your Company Number** – this is the Miami-Dade County Public Schools Automated Attendant phone number that people will use to reach you.
- **Your Extension Number** – this is the extension number people will enter when calling the above phone number.
- **Your email address for login** – this is the email address (**xxxx@dadeschools.net**) you will use to login to applications.

Select the **Set Up Account** button or **Copy and Paste** the link provided into a web browser to proceed with the User Account Activation.



After selecting the **Set Up Account** link, you will be presented with a web page to **Activate Your Account**.

You are prompted to:

- **Create Password** – used to login to your account
- **Create Pin** – used to access your voicemail
- **Select a Security Question and Answer**

The screenshot shows the 'Activate Your Account' page. At the top, there is a session time warning: 'Your session time is limited to 30 minutes. Please complete setup within that time.' Below this is a red icon of two people. The main heading is 'Activate Your Account'. There are three sections, each with a red box around its title:

- Create Password**: 'Use to login to your account'. It has two input fields: 'Password: Please input the password' and 'Reenter New Password: Please input the password again'.
- Create Pin**: 'Used to check your voicemail messages via the phone'. It has two input fields: 'Pin: 6-10 digits' and 'Reenter New Pin: Please enter the pin again'.
- Security Question and Answer**: 'Used to reset your password or to identify your account when contacting customer service'. It has a dropdown for 'Question: Please select one' and an input field for 'Answer: 5 or more characters'.

A 'Continue' button is at the bottom.

Password and **Pin** Criteria is displayed and confirmed as you enter the information.

This is a close-up of the 'Create Password' section. The title is 'Create Password' with the subtitle 'Use to login to your account'. There are two input fields: 'Password:' and 'Reenter New Password:'. A dropdown menu is open, showing the following 'Password Criteria':

- ✓ At least one letter (latin character)
- ✓ At least one number (0-9)
- ✓ One upper case letter or special character (e.g. !, @, \$, #)
- ✓ No sequential (e.g. '1234', '7890', 'Abcd')
- ✓ No repeating (e.g. '222', 'Aaa', '###')
- ✓ No account information (e.g. first/last name, phone number)
- ✓ Length 8-32 characters

This is a close-up of the 'Create Pin' section. The title is 'Create Pin' with the subtitle 'Used to check your voicemail messages via the phone'. There are two input fields: 'Pin:' and 'Reenter New Pin:'. A dropdown menu is open, showing the following 'Pin Criteria':

- ✓ Only digits
- ✓ No sequential (e.g. '1234', '7890')
- ✓ No repeating (e.g. '222', '050505')
- ✓ No account information (e.g. extension number, phone number)
- ✓ Length 6-10 digits

Once you have created your **User Password** and **Pin** you are prompted to select a **Security Question** and then type the **Answer**.

Security Question and Answer
Used to reset your password or to identify your account when contacting customer service

Question: ^

Answer:
Please enter security answer

Please select one

- What was your childhood nickname?
- What is the middle name of your youngest child?
- What is your oldest sibling's middle name?
- What school did you attend for sixth grade?
- What are the last 5 digits of your driver's

Continue

Once the **Activate Your Account** form is completed select **Continue**.

Your session time is limited to 30 minutes. Please complete setup within that time.

Activate Your Account

Create Password
Use to login to your account

Password:

Reenter New Password:

Create Pin
Used to check your voicemail messages via the phone

Pin:

Reenter New Pin:

Security Question and Answer
Used to reset your password or to identify your account when contacting customer service

Question: ^

Answer:

Continue

You are now prompted to Review your **User Information** and **Call Handling**.

- Select **Step 1 – User Info** to continue

Welcome to Avaya Cloud Office

Complete these two easy steps to quickly set up your phone.

STEP 1

User Info
Review your user profile

STEP 2

Call Handling
Specify how you would like to handle incoming calls to your new number

Your **User Info** has been pre-configured.

- Select **Continue**

1 User Info

Company Number: (786) 475-1724

Extension Number: 8887

Avaya

Test

avayacloudofficelab+2500@gmail.com

Continue

Your **Regional Settings** have been pre-configured.

- Select **Continue**

2 Regional Settings

Country: United States (1)

Time Format: 12h (AM/PM) 24h

Time Zone: (GMT-05:00) Eastern Time (US & Cana...)

Continue

Your **Call Forwarding** has been pre-configured.

- Select **Skip**

User Info Call Handling

Please select how you would like to handle incoming calls

1 Call Forwarding

When you receive an incoming call, Avaya Cloud Office will try to locate you on the phones you specify

Skip Add Phones

2 Voicemail

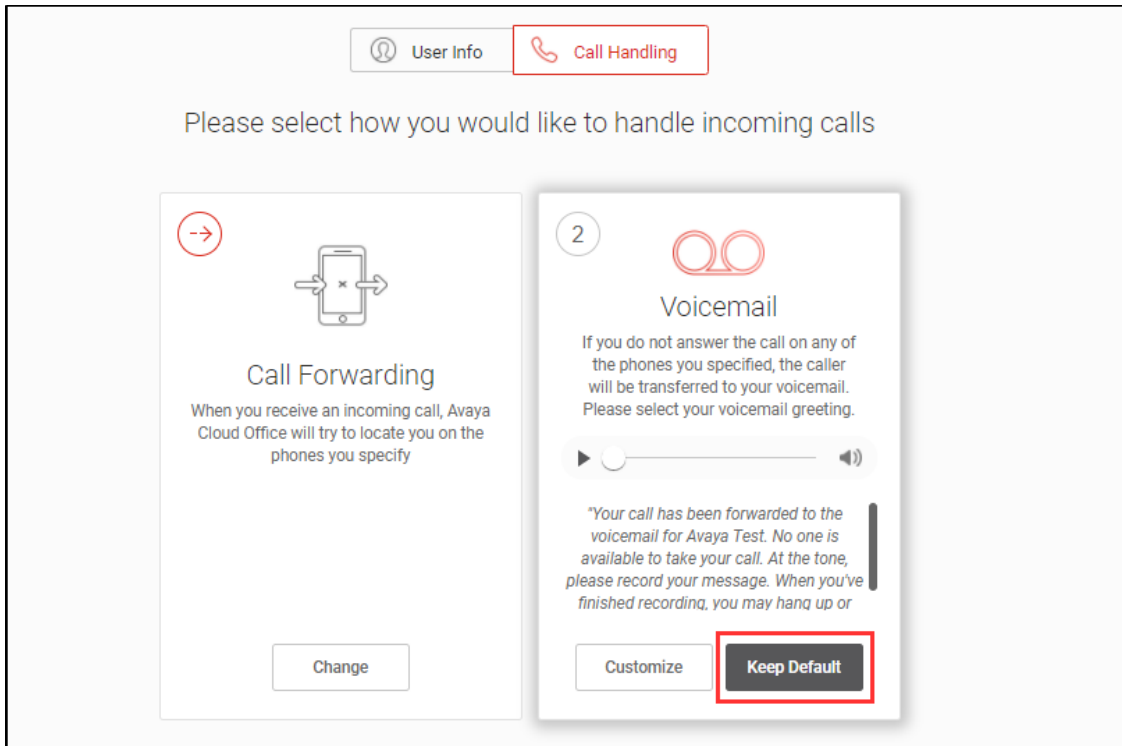
If you do not answer the call on any of the phones you specified, the caller will be transferred to your voicemail. Please select your voicemail greeting.

"Your call has been forwarded to the voicemail for Avaya Test. No one is available to take your call. At the tone, please record your message. When you've finished recording, you may hang up or

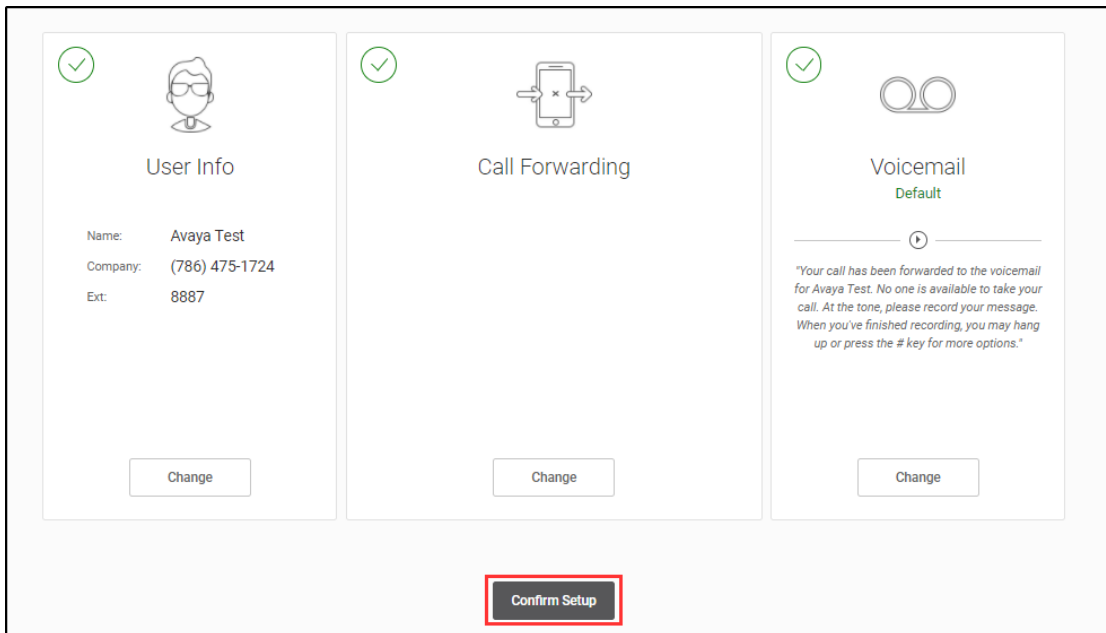
Customize Keep Default

You will be provided additional instructions on how to record your voicemail greeting.

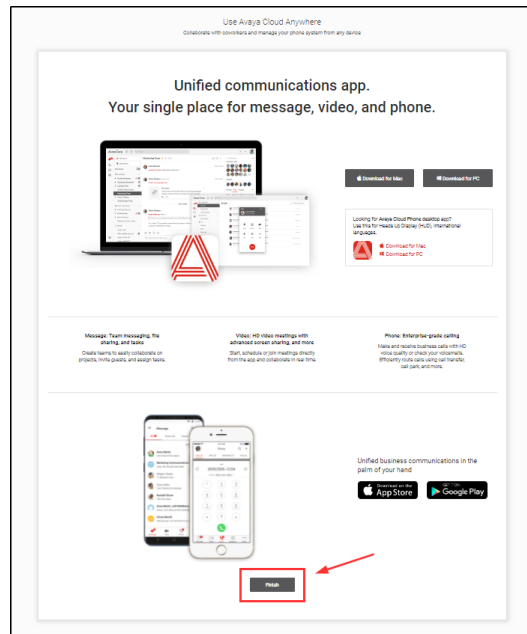
- Select **Keep Default**



Select **Confirm Setup**.

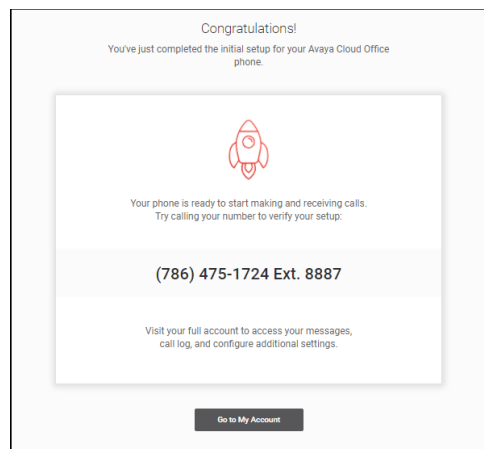


On the page that follows select **Finish**



You are presented with a **Congratulations!** page that provides the **Miami-Dade County Public Schools Automated Attendant phone number** along with your **Extension number**.

Please close your web browser, you have successfully completed your Avaya Cloud Office User Account Activation.



Should you require further assistance please contact your dedicated MDCPS team here at Avaya:
mdacoassist@avaya.com

You can also contact the Avaya Cloud Office Technical Support team by phone 1-866-AVAYA-45
Monday-Friday 8am-8pm