

Request for VirtualTone System Administrator



REQUEST SYSTEM ADMINISTRATOR INSTRUCTIONS

Should you have any questions regarding this form, please contact your VirtualTone Sales Manager.

VirtualTone REQUEST APPLICATION **Is used by Customers to** establish at least one individual at the company level as the System Administrator. This form must be prepared when the Administrator changes. Once established, an Administrator can add, remove or change to your VirtualTone phone system; this may alter call flow and many other functions in the company without the need to contact VirtualTone technical support.

Please note: Actions performed by the System Administrator that causes unexpected failures in your system that then creates a support request to repair such failures will be subject to hourly billable support time.

The VirtualTone web interface implements client-side SSL certificates for authentication. The VirtualTone Security Group will provide exactly one certificate per System Administrator. One User-level certificate may be issued upon request. The System Administrator is solely responsible for the security and safeguarding of these certificates. As such if the System Administrator suspects a certificate has been compromised, he/she is responsible for notifying VirtualTone immediately in order to have the existing certificate revoked and a new one(s) issued.

SYSTEM ADMINISTRATOR INFORMATION Please provide System Administrator's Full Name, email address, and telephone number.

SYSTEM ADMINISTRATOR'S COMPANY INFORMATION Please provide the System Administrator's company information for security setup. Also, provide the Supervisor's contact information for verification purposes.

SYSTEM ADMINISTRATOR'S REQUEST TYPE

Check One:

- **New Application** is checked when this is a first time request and the System Administrator does not have system access.
- **Cancellation** is checked when the System Administrator or company no longer has a need to access VirtualTone Systems.
- **Information Update** is checked when the System Administrator has a name change, the company has moved to a new location, or the company has a new name.
- **Agent for:** is checked when the applicant is acting as an agent for another company. A Letter of Agency must be on file from the represented company with the VirtualTone Service Manager before access can be granted and the company issuing the LOA must appear in the space provided.

Once the System Administrator's information has been completed, the System Administrator emails the request to their VirtualTone support team at sales@virtualtone.net. Your Sales Manager completes their section then forwards it to the VirtualTone Security Group. **If the form is incomplete, the Security Group will send the application back to the Sales Manager for completion.** This will delay the process of your request. The Security Group will coordinate with the appropriate groups to have security and system access established. System Administrator will be set up in VirtualTone within 48 - 72 hours.

Under no circumstances, should the originator send the form directly to the Systems Security group.

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REQUEST FOR VIRTUALTONE SYSTEM ADMINISTRATOR ACCESS

Please read the instructions at the beginning of the form, and then complete the following Information:

BY COMPLETING THIS REQUEST TO ACCESS VIRTUALTONE'S SYSTEMS, YOU AGREE TO VIRTUALTONE'S SECURITY POLICIES. VIOLATION OF THIS POLICY WILL RESULT IN THE TERMINATION OF ACCESS TO VIRTUALTONE'S SYSTEMS. ACTIONS PERFORMED BY THE SYSTEM ADMINISTRATOR THAT CAUSES UNEXPECTED FAILURES IN YOUR SYSTEM THAT THEN CREATES A SUPPORT REQUEST TO REPAIR SUCH FAILURES WILL BE SUBJECT TO HOURLY BILLABLE SUPPORT TIME.

SYSTEM ADMINISTRATOR INFORMATION

System Administrator's Name (First MI Last):	
Email Address:	
Telephone Number:	Extension Number:

SYSTEM ADMINISTRATOR'S COMPANY INFORMATION

Company Name:		
Company Address:		
City:	State/Province:	Postal Zip Code:
Supervisor's Name:		
Supervisor's Telephone Number:		Supervisor's Email Address:

SYSTEM ADMINISTRATOR'S REQUEST TYPE

Check One:

<input type="checkbox"/>	New Application	<input type="checkbox"/>	Cancellation	<input type="checkbox"/>	Information Update
<input type="checkbox"/>	Username 22 character limit, do not use Admin or Maint:				
<input type="checkbox"/>	Username:	Password:			
<input type="checkbox"/>	Agent for: (enter company name)				
<input type="checkbox"/>	Username:	Password:			

COMPLETION AND SIGNATURE OF THIS FORM SIGNIFIES ACKNOWLEDGEMENT OF LIABILITY FOR SYSTEM ACCESS AND SECURITY.

Authorized Signature _____ ***Title*** _____ ***Date*** _____

Print Name _____

THANK YOU FOR CAREFULLY COMPLETING THIS FORM