Table of Contents

Product Summary 3
Product Requirements 3
Logging In 4
Navigating Cospace Admin 4
Inviting Users 7
Managing Users: Changing Information 9
Managing Users: Password Resets 11
Managing Users: Deactivating 11
Set login frequency 11
Product Summary

Cospace is a team messaging and collaboration application featuring video conferencing, screen sharing, task management, and much more. Teams can stay in sync, no matter where everyone is located. Instantly hold meetings or send meeting invites to schedule ahead.

This document covers the following Administrator functions:

- Logging in to Cospace
- Basic Navigation
- Inviting Users
- Managing Users
- Security Settings

Product Requirements

Cospace requires:

- An active internet connection
- Access to a web browser such as Google Chrome, Internet Explorer, or Mozilla Firefox
- An active Cospace account
Logging In

Visit cospace.app, and enter your email address to log in to Nextiva Cospace.

Navigating Cospace Admin

Once you are logged in, you’ll arrive at the main dashboard, which allows you to use Cospace as a User would, as well as add new Users, set security standards, and control your personal settings.

NOTE: The Administrator dashboard is similar but not the same as the User dashboard. Admins have added permissions.
**Left Panel:** Here are the User functions for Cospace, including adding spaces, creating meetings, and searching the company directory.
**Lower Left Panel:** Users can access all functionality in one, convenient spot. Cospace lets you manage all appointments and tasks, as well as reference files shared with other Users.

**Middle of Dashboard:** There are three primary functions an Administrator can perform.

1. **Invite users:** Add name/email address to invite new Users to join the Cospace account.
   
   **NOTE:** This is different from adding a User to a Space. Invite users will activate their ability to login. Then, Users may join any Space they prefer.

2. **Set login frequency:** For security purposes, it is always good to require Users to periodically re-login to Cospace. This option lets you set the amount of time before re-login is requested.

3. **Assign Admin roles:** More to come! At this time, only one Administrator can be assigned to an account.

![Welcome to Cospace, Julie](image)

Remember to visit your app or play store to download Cospace for full mobility.
Inviting Users

Create a collaborative environment by adding Users from your organization to Cospace. You will only be able to communicate with Users on your account.

All you’ll need is their full name and email address.

**NOTE:** Only Administrators can add Users to join Cospace.

1. **Click Invite users.**

**NOTE:** This will open a new browser tab for creating invitations to Cospace.
2. Click **Create users**.

3. Fill in the form required fields:
   - First Name
   - Last Name
   - Email Address
   - Primary Team: Select “General”
   - Time Zone: This should be selected for teams located in multiple zones, to ensure meeting times are set properly.

4. Click **Create**. *You will only be able to select this button if the fields listed above are filled in.*

**NOTE:** No other fields are required. Also, you will not need to assign a License. To return to Cospace, close the tab or browser window or select the Cospace tab.
Managing Users: Changing Information

Once a User is created, to manage the User setup or make changes to their information, select **Invite Users** from the main Cospace dashboard.

Next, instead of clicking the **Creating users** button, search for the User you want to change by utilizing the search box or scrolling through the list.

**TIP:** The settings cog on the top-right of the list of Users may help search efforts by allowing you to choose fields such as **User Status** and **Location** for more information.
To change the User’s name, add a phone number for security purposes, or alter the time zone:

Next to the correct User, select **Actions** on the right > **Edit Profile**.

**NOTE:** Email Addresses and Assigned Team cannot be changed after the User is created.

**TIP:** There is a Reset password option at the top of the User Information. To reset multiple passwords at the same time, see the next section.
Managing Users: Password Resets

If the check box to the left of the User’s name is selected, additional options appear, including the **Password Reset** option.

*TIP: Select multiple Users at the same time to reset all passwords instead of one at a time.*

A password reset email will be sent to the User, where they will be asked to establish a new, secure password.

Managing Users: Deactivating

If the check box to the left of the User’s name is selected, additional options appear, including the **Deactivate** option.

*TIP: Select multiple Users at the same time to deactivate Users in bulk instead of one at a time.*

Set login **frequency**

With Cospace, you decide how often Users should be required to re-login or authenticate. This is used for added security and account protection.

**NOTE:** User and Admin authentication timelines can be set separately.

From the Cospace dashboard, Select **Set login frequency** > then click **Security** at the top left of the pop-up window.
NOTE: There is an option to **Re-authenticate all users**, which may be useful in the event of an organizational breach or as part of a regular security cadence.