

License Management Admin

4.3



FirstNet[®]
Fusion

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ABOUT FUSION

Welcome to the Fusion License Management Admin Guide, version 4.3. This guide is designed to empower users of the FirstNet® Fusion application, built with AT&T, to navigate its robust suite of features and maximize operational efficiency and communication. Whether you are a first responder, dispatcher, administrator, or team member, Fusion provides secure, real-time collaboration tools tailored for mission-critical environments.

Fusion is designed for Android and iOS. The browser-based version is called Fusion Dispatch, and it is designed for Dispatchers.

OVERVIEW

The **License Management** module provides a centralized interface for overseeing and managing user licenses efficiently.

This module provides admins with access to a list of Push-To-Talk, Video add-ons, and Fusion Link add-ons licenses, as well as statistics on the number of licenses available, assigned, suspended, canceled, and those that are in the process of being suspended or canceled.

License types

Licenses pack

License packs are purchased by the organization and identified by a phone number and an application ID/license number. Add-on licenses cannot be assigned to a user without a Push-To-Talk basic license.

License name	License type	Number
Push-To-Talk	License pack	1
Push-To-Talk	License pack	10
Push-To-Talk	License pack	50
Video add-on	License pack	1
Video add-on	License pack	10
Video add-on	License pack	50
Fusion Link add-on	License pack	1
Fusion Link add-on	License pack	10
Fusion Link add-on	License pack	50

Single licenses

Single licenses are purchased directly by subscribers and associated with the user's phone number.

License name	License type	Number
Push-To-Talk	Single	1
Video add-on	Single	1
Fusion Link add-on	Single	1

Accessibility

The **License Management** module is accessible by the organization admin and department admin.

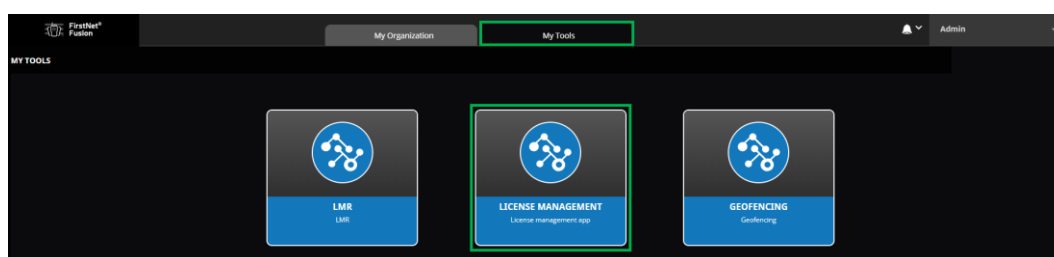
- The organization admin can see the whole list of users with the license status.
- The department admin can only see the list of users belonging to their department/subdepartment.

The **License Management** module can be accessed by any Care role: AT&T Product team agent, FNOM/CAST agent, and Care agent.

This module is associated by default with all the organizations at creation time.

ACCESSING LICENSE MANAGEMENT

From the **Fusion Admin** interface, go to the **My Tools** menu and then click the **License Management** module. You are redirected to the **License Management** home page.

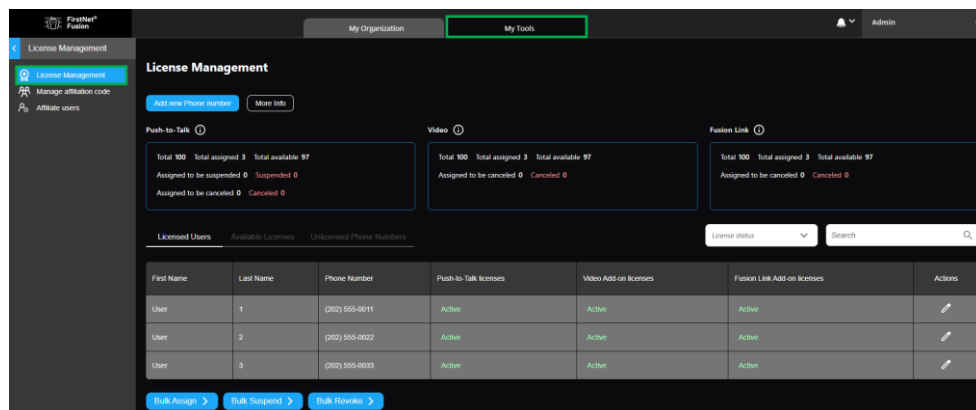


Fusion Admin > My Tools > License management module

LICENSE MANAGEMENT

From this menu, you can monitor license allocations in real time for Push-to-Talk, Video add-on, and Fusion Link add-on. You can view the respective total counts, assigned licenses, and available licenses. At the same time, you can add new phone numbers and perform bulk actions like assigning, suspending, or revoking licenses.

The **License Management** module also includes a user list, allowing you to easily track and manage the license usage across the organization.



License management

License assignment

When a user account is created and saved in the **Fusion Admin** interface, the system looks for the availability of Push-To-Talk and add-on licenses.

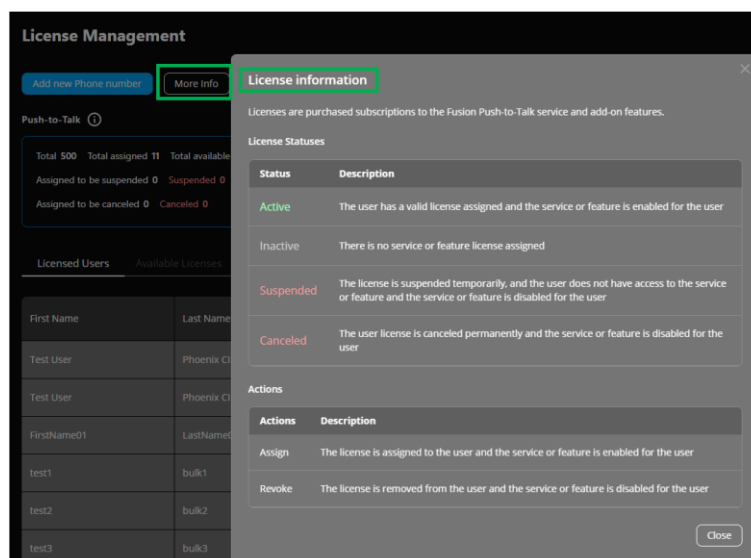
- If no Push-To-Talk license is available, you cannot create a user account.
- If no video add-on or Fusion Link add-on license is available, you cannot create a user account.

In the **License Management** interface, the system checks whether the user already has a single license associated with their CTN.

- If yes, a single license is assigned.
- If not, licenses are automatically assigned from license packs.

More info

To find out more information about licenses, click the **More Info** button from the License Management area. Fusion displays the License information pop-up.



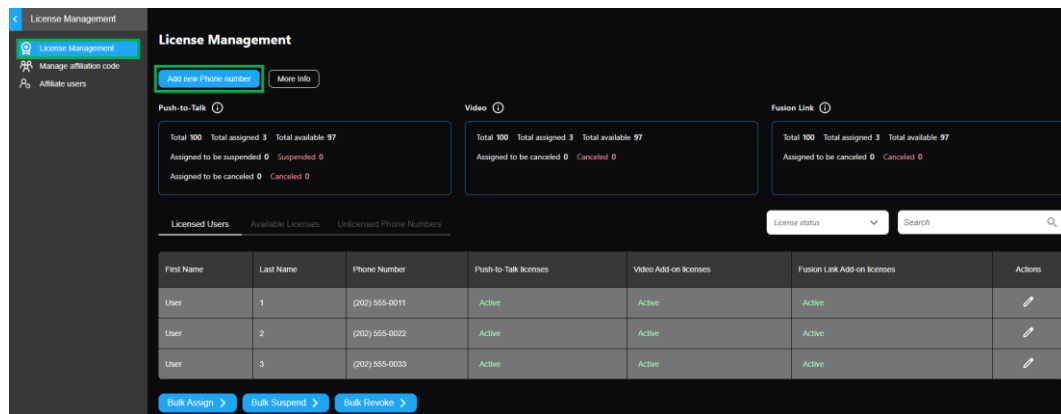
License Management > More Info > License information pop-up

Adding new phone number

You can add phone numbers used for bulk license pack billing. These are non-working numbers.

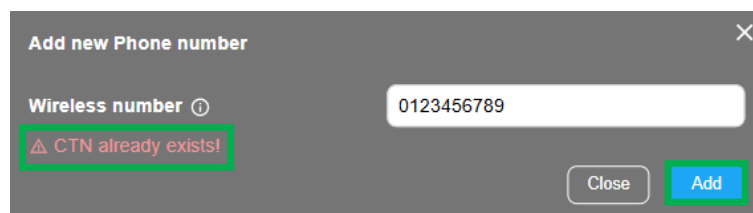
The wireless number supports a maximum of 10 digits.

Click the **Add new Phone number** button.



License management > Add new phone number

Add the wireless number and click the **Add** button. If you add a phone number that another organization already uses, Fusion displays an error message.



License management > Add new phone number > The phone number already exists



License management > Add new phone number > Confirm phone number addition

Fusion displays a confirmation message after you successfully add the phone number.



License management > Add new phone number > Confirmation message

The added phone numbers automatically appear in the **Fusion Admin** interface > Editing an organization > License pack phone numbers for the associated organization.

Displaying license types

As an admin, you get an immediate overview of your organization's or department's license inventory via the counter at the top of the main page, showing the status of various Push-To-Talk, Video add-on, and Fusion Link add-on licenses.

Note: For an organization admin, all counters within each block will reflect the license statuses for the entire organization.

Note: For a department admin, all counters within each block will reflect the license statuses only for users belonging to their specific department.

- **Total** (Push-To-Talk, Video add-on, Fusion Link add-on): The total number of Push-To-Talk, Video add-on, and Fusion Link add-on licenses from all license packs and single lines combined. The default number is 100.
- **Total Assigned** (Push-To-Talk, Video Add-on, Fusion Link Add-on): The number of Push-To-Talk, Video Add-on, and Fusion Link Add-on licenses currently assigned to users, whether from a license pack or a single line.
- **Total Available** (Push-To-Talk, Video Add-on, Fusion Link Add-on): The number of Push-To-Talk, Video Add-on, and Fusion Link Add-on licenses that are currently available and not assigned to any users.
- **To Be Suspended** (Push-To-Talk): The number of Push-To-Talk licenses (from license packs) that are scheduled to be suspended after a grace period.
- **Suspended** (Push-To-Talk): The number of Push-To-Talk licenses (from license packs) that are currently suspended but can still be reactivated.
- **To Be Canceled** (Push-To-Talk): The number of Push-To-Talk licenses (from license packs) that are scheduled to be canceled after a grace period.
- **Canceled** (Push-To-Talk, Video add-on, Fusion Link add-on): The number of Push-To-Talk, Video add-on, and Fusion Link add-on licenses (from license packs) that were permanently canceled and cannot be reactivated.

The screenshot displays the 'License Management' section of the Fusion Admin interface. It features a sidebar with navigation options like 'License Management', 'Manage affiliation code', and 'Affiliate users'. The main content area is titled 'License Management' and includes buttons for 'Add new Phone number' and 'More info'. Below this, there are three summary blocks for 'Push-to-Talk', 'Video', and 'Fusion Link' licenses. Each block shows 'Total 100', 'Total assigned 3', and 'Total available 97'. The 'Push-to-Talk' block also shows 'Assigned to be suspended 0' and 'Assigned to be canceled 0'. The 'Video' and 'Fusion Link' blocks show 'Assigned to be canceled 0' and 'Canceled 0'. Below these blocks is a table titled 'Licensed Users' with columns for 'First Name', 'Last Name', 'Phone Number', 'Push-to-Talk licenses', 'Video Add-on licenses', 'Fusion Link Add-on licenses', and 'Actions'. The table lists three users, all with 'Active' status for all license types. At the bottom, there are buttons for 'Bulk Assign', 'Bulk Suspend', and 'Bulk Revoke'.

License management > Display of license types

The counters in all blocks reflect the current and up-to-date status of licenses.

If there are no Video add-on and Fusion Link add-on licenses, the Push-To-Talk licenses block is still displayed with its counters.

Licensed users

As an organization admin or department admin, you will see a list of users relevant to your role with their information and an **Edit** action. You can quickly identify users, understand their license assignments, and easily initiate user information updates.

The table includes columns for First Name, Last Name, Phone Number, license statuses for Push-To-Talk, Video add-on, Fusion Link add-on licenses, and Actions for each license.

License statuses

- **Active:** The user has a valid license assigned and the service or feature is enabled for the user.
- **Inactive:** There is no service or feature license assigned.
- **Suspended:** The license is suspended temporarily, and the user does not have access to the service or feature and the service or feature is disabled for the user.
- **Canceled:** The user license is canceled permanently and the service or feature is disabled for the user.

Licensed Users

Available Licenses

Unlicensed Phone Numbers

License status

Search

First Name	Last Name	Phone Number	Push-to-Talk licenses	Video Add-on licenses	Fusion Link Add-on licenses	Actions
 User	1	(202) 555-0011	Suspended	Active	Active	
 User	2	(202) 555-0022	Canceled	Active	Active	
User	3	(202) 555-0033	Inactive	Active	Active	

License management > Licensed users > License statuses

Actions

To edit the license statuses, locate the **Pencil** button (in the **Actions** column).

Licensed Users

Available Licenses

Unlicensed Phone Numbers

License status

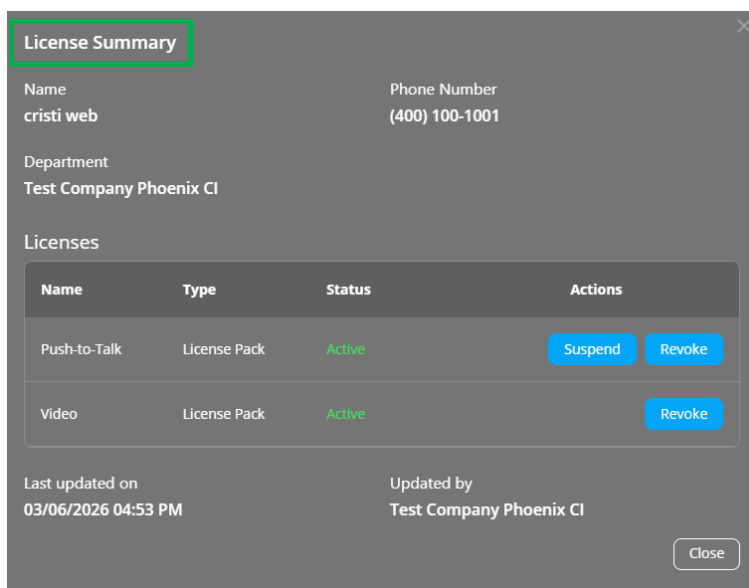
Search

First Name	Last Name	Phone Number	Push-to-Talk licenses	Video Add-on licenses	Fusion Link Add-on licenses	Actions
 User	1	(202) 555-0011	Suspended	Active	Active	
 User	2	(202) 555-0022	Canceled	Active	Active	
User	3	(202) 555-0033	Active	Active	Active	

License management > Licensed users > Actions > Edit license statuses

This form, called **License Summary**, displays information such as: User Name, Phone Number, Department, Licenses, Last Update (date and time), and the person who made the update.

Note: Only license statuses can be edited in this form; the rest of the details are read-only.

A screenshot of a 'License Summary' form. The form has a title bar with a close button. It contains fields for 'Name' (cristi web), 'Phone Number' ((400) 100-1001), and 'Department' (Test Company Phoenix CI). Below these is a 'Licenses' section with a table. The table has columns: Name, Type, Status, and Actions. It lists two licenses: 'Push-to-Talk' and 'Video', both of type 'License Pack' and status 'Active'. The 'Push-to-Talk' row has 'Suspend' and 'Revoke' buttons, while the 'Video' row has a 'Revoke' button. At the bottom, it shows 'Last updated on' (03/06/2026 04:53 PM) and 'Updated by' (Test Company Phoenix CI). A 'Close' button is in the bottom right corner.

Name	Type	Status	Actions
Push-to-Talk	License Pack	Active	<button>Suspend</button> <button>Revoke</button>
Video	License Pack	Active	<button>Revoke</button>

License management > Licensed users > Actions > License summary form

The information available for licenses is:

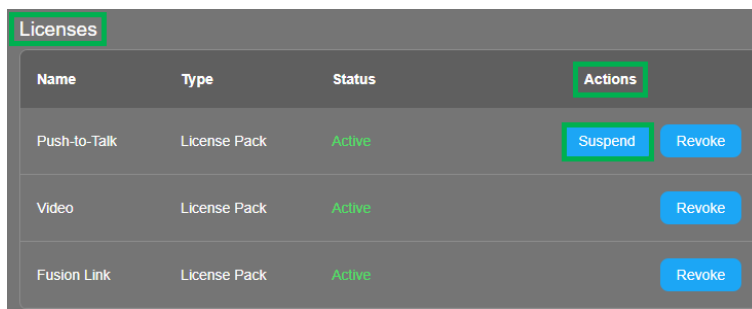
- **Name:** Push-To-Talk, Video add-on, Fusion Link add-on
- **Type:** single license, license pack
- **Status:** Active, Inactive, Suspended, Canceled
- **Actions:** Suspend, Revoke, Activate

Use cases

1. Push-To-Talk license is Active

There are two options: **Suspend** and **Revoke**.

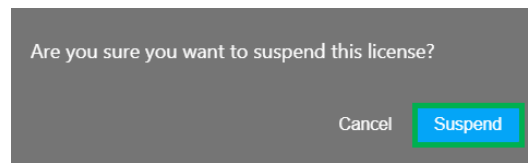
- If you click the **Suspend** button, the status will change to Suspended. The license is still consumed but the user account is blocked.

A screenshot of a 'Licenses' table. The table has columns: Name, Type, Status, and Actions. It lists three licenses: 'Push-to-Talk', 'Video', and 'Fusion Link', all of type 'License Pack' and status 'Active'. The 'Push-to-Talk' row has 'Suspend' and 'Revoke' buttons, while the 'Video' and 'Fusion Link' rows have a 'Revoke' button. The 'Actions' column header is highlighted with a green box, and the 'Suspend' button in the first row is also highlighted with a green box.

Name	Type	Status	Actions
Push-to-Talk	License Pack	Active	<button>Suspend</button> <button>Revoke</button>
Video	License Pack	Active	<button>Revoke</button>
Fusion Link	License Pack	Active	<button>Revoke</button>

License management > Licensed users > Actions > License summary form > Push-To-Talk license > Suspend

A window will open to confirm the action.



License management > Licensed users > Actions > License summary form > Push-To-Talk license > Suspend > Confirm the action

The status is now Suspended.

Licenses			
Name	Type	Status	Actions
Push-to-Talk	License Pack	Suspended	Activate Revoke
Push-to-Talk license has been successfully suspended			
Video	License Pack	Active	Revoke
Fusion Link	License Pack	Active	Revoke

License management > Licensed users > Actions > License summary form > Push-To-Talk license > The license is suspended

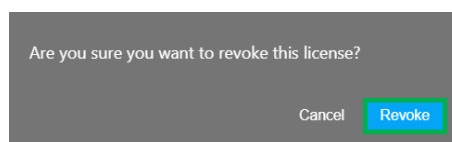
At this point, you can reactivate the license by clicking the **Activate** button. A window will open to confirm the action.

- If you click the **Revoke** button, the status will change to Canceled. The license is not assigned to user anymore and user account is blocked.

Licenses			
Name	Type	Status	Actions
Push-to-Talk	License Pack	Active	Suspend Revoke
Video	License Pack	Active	Revoke
Fusion Link	License Pack	Active	Revoke

License management > Licensed users > Actions > License summary form > Push-To-Talk license > Revoke

A window will open to confirm the action.



License management > Licensed users > Actions > License summary form > Push-To-Talk license > Revoke > Confirm the action

The status is now Canceled.

Licenses			
Name	Type	Status	Actions
Push-to-Talk	License Pack	Canceled	Activate
✔ Push-to-Talk license has been successfully revoked			
Video	License Pack	Active	Revoke
Fusion Link	License Pack	Active	Revoke

License management > Licensed users > Actions > License summary form > Push-To-Talk license > The license is revoked

At this point, you can reactivate the license by clicking the **Activate** button. A window will open to confirm the action.

2. Video add-on license is Active

There is only one option: **Revoke**.

- If you click the **Revoke** button, the status will change to Inactive. The add-on license is not assigned to user anymore and user account is blocked.

Licenses			
Name	Type	Status	Actions
Push-to-Talk	License Pack	Active	Suspend Revoke
Video	License Pack	Active	Revoke
Fusion Link	License Pack	Active	Revoke

License management > Licensed users > Actions > License summary form > Video add-on license > Revoke

A window will open to confirm the action.

Are you sure you want to revoke this license?

Cancel Revoke

License management > Licensed users > Actions > License summary form > Video add-on license > Revoke > Confirm the action

The status is now Inactive.

Licenses			
Name	Type	Status	Actions
Push-to-Talk	License Pack	Active	<button>Suspend</button> <button>Revoke</button>
Video	License Pack	Inactive	<button>Activate</button>
Video license has been successfully revoked			
Fusion Link	License Pack	Active	<button>Revoke</button>

License management > Licensed users > Actions > License summary form > Video add-on license > The license is inactive

At this point, you can reactivate the license by clicking the **Activate** button. A window will open to confirm the action.

3. Fusion Link add-on license is Active

There is only one option: **Revoke**.

- If you click the **Revoke** button, the status will change to Inactive. The add-on license is not assigned to user anymore and user account is blocked.

Licenses			
Name	Type	Status	Actions
Push-to-Talk	License Pack	Active	<button>Suspend</button> <button>Revoke</button>
Video	License Pack	Active	<button>Revoke</button>
Fusion Link	License Pack	Active	<button>Revoke</button>

License management > Licensed users > Actions > License summary form > Fusion Link add-on license > Revoke

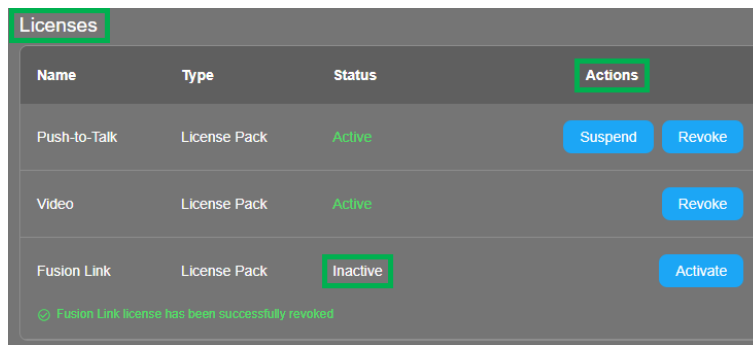
A window will open to confirm the action.

Are you sure you want to revoke this license?

Cancel Revoke

License management > Licensed users > Actions > License summary form > Fusion Link add-on license > Revoke > Confirm the action

The status is now Inactive.



Name	Type	Status	Actions
Push-to-Talk	License Pack	Active	<button>Suspend</button> <button>Revoke</button>
Video	License Pack	Active	<button>Revoke</button>
Fusion Link	License Pack	Inactive	<button>Activate</button>

🟢 Fusion Link license has been successfully revoked

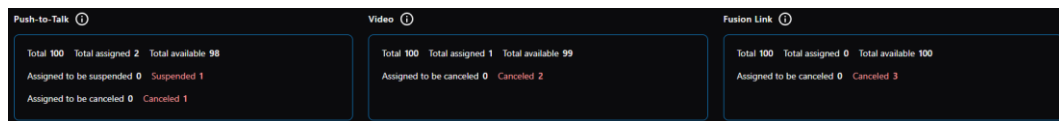
License management > Licensed users > Actions > License summary form > Fusion Link add-on license > The license is inactive

At this point, you can reactivate the license by clicking the **Activate** button. A window will open to confirm the action.

Note: For license pack, these actions are available by bulk.

Note: For single license, no bulk actions are available. Admin can assign Video add-on and IWF add-on licenses to user having single Push-To-Talk.

Any changes to license statuses also appear here:



Push-to-Talk ⓘ	Video ⓘ	Fusion Link ⓘ
Total 100 Total assigned 2 Total available 98	Total 100 Total assigned 1 Total available 99	Total 100 Total assigned 0 Total available 100
Assigned to be suspended 0 Suspended 1	Assigned to be canceled 0 Canceled 2	Assigned to be canceled 0 Canceled 3
Assigned to be canceled 0 Canceled 1		

License management > Display of license types

Grace period

The grace periods for suspension and cancellation apply only to Push-To-Talk license pack and single Push-To-Talk licenses.

The grace periods are configurable. The value selected by default is 5 days.

Suspension flow

Push-To-Talk license pack

In the **License Management** interface, the organization admin is informed of the suspension and the grace period by email and screen notification.

The email and the notification are sent at the beginning and the end of the grace period. The number of licenses that will be suspended when the grace period expires is included in the **Assigned To Be Suspended** counter.

During the grace period, admin can suspend the Push-To-Talk license for a list of users. Suspension can be done individually or by bulk (the **Bulk Suspend** option). The number of users with suspended licenses is included in the **Suspended** counter.

After the grace period, the system suspends unused licenses, including the user's Push-To-Talk license.

Impact on users with suspended licenses:

- They can still use the mobile app but cannot send or receive message or calls.
- Dispatchers cannot use the **Fusion Dispatch** interface.

Video add-on and Fusion Link add-on license pack

No suspension.

Cancellation flow

Push-To-Talk license pack

The organization admin is informed of the cancellation and the grace period by email and notification in the **License Management** interface.

The email and notification are sent at the beginning and the end of the grace period. The number of licenses that will be canceled when the grace period expires is included in the **Assigned To Be Canceled** counter.

During the grace period, admin can cancel the Push-To-Talk license for a list of users. Cancellation can be done individually or by bulk (the **Bulk Revoke** option). The number of users with canceled licenses is included in the **Canceled** counter.

After the grace period, the system proceeds as follows:

- Takes into account the user who had their license canceled by the admin.
- Then it cancels any unused licenses.
- The user's Push-To-Talk license is then canceled.
- Users with canceled Push-To-Talk licenses have their account blocked.
- Their Video add-on and Fusion Link add-on licenses are still Active, even though they cannot be used. It is up to the admin to manually revoke the add-ons.

Impact on users with canceled licenses:

- They can still use the mobile app but cannot send or receive message or calls.
- Dispatchers cannot use the **Fusion Dispatch** interface.

Video add-on and Fusion Link add-on license pack

- No grace period.
- Unused add-on licenses are canceled.
- The user's add-on license is then canceled.
- Users with canceled Video add-on and Fusion Link add-on licenses cannot use the features anymore.
- They can continue to use the Push-To-Talk service as long as their Push-To-Talk license is Active.

Single Push-To-Talk license

- No grace period.
- The system automatically cancels single Push-To-Talk license.
- Associated user account is automatically deleted from the organization.

Video and Fusion Link single add-on

- No grace period.
- The system automatically cancels single add-on.
- User cannot use the features anymore.
- They can continue to use the Push-To-Talk service as long as their Push-To-Talk license is Active.
- Admin has the right to assign add-ons from license pack to these users.

Suspension/cancellation flow scenarios for license pack

Scenario 1: The number of licenses assigned to be suspended/canceled is less than the number of available licenses: No admin actions

For example, the number of licenses assigned to be suspended/canceled is 20 and the number of available licenses is 35.

Following the grace period, the system will automatically suspend/cancel 20 available licenses:

- Total number of available licenses: 15
- Total number of suspended/canceled licenses: 20
- Total number of licenses assigned to be suspended/canceled: 0

Scenario 2: The number of licenses assigned to be suspended/canceled is higher than the available licenses: No admin actions

For example, the number of licenses assigned to be suspended/canceled is 50 and the number of available licenses is 35.

- Total number of assigned licenses: 65

Following the grace period, the system will automatically cancel 35 available licenses and 15 assigned licenses:

- Total number of available licenses: 0
- Total number of assigned licenses: 50
- Total number of suspended/canceled licenses: 50
- Total number of licenses assigned to be suspended/canceled: 0

Scenario 3: The number of licenses assigned to be suspended/canceled is less than the number of available licenses

For example, the number of licenses assigned to be suspended/canceled is 20 and the number of available licenses is 35.

- Total number of assigned licenses: 65

Before the grace period, admin selects 10 users and suspends/cancels their licenses:

- Total number of assigned licenses: 55
- Total number of licenses assigned to be suspended/canceled: 10
- Total number of suspended/canceled licenses: 10
- Total number of available licenses 0

Following the grace period, the system will suspend/cancel first available licenses:

- Total number of assigned licenses: 55
- Total number of suspended/canceled licenses: 20
- Total number of licenses assigned to be suspended/canceled: 0
- Total number of available licenses: 0

Scenario 4: The number of licenses assigned to be suspended/canceled is higher than the number of available licenses

For example, the number of licenses assigned to be suspended/canceled is 20 and the number of available licenses is 0.

- Total number of assigned licenses: 65

Before the grace period, admin selects 10 users and suspends/cancels their licenses:

- Total number of assigned licenses: 55
- Total number of licenses assigned to be suspended/canceled: 10
- Total number of suspended/canceled licenses: 10
- Total number of available licenses 0

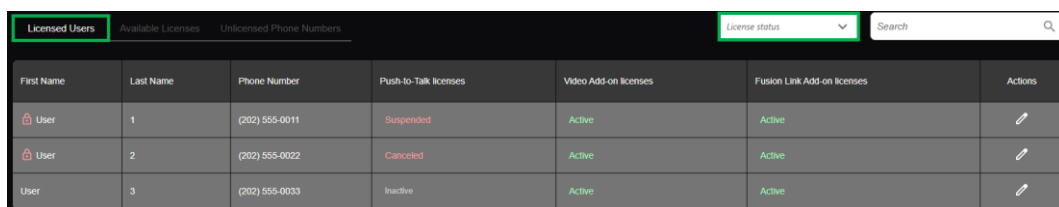
Following the grace period, the system will follow the following logic since there are no available licenses:

- Total number of assigned licenses: 45
- Total number of suspended/canceled licenses: 20
- Total number of licenses assigned to be suspended/canceled: 0
- Total number of available licenses: 0

Filter and search controls

Filter

You can filter users by two license statuses: Canceled or Suspended.

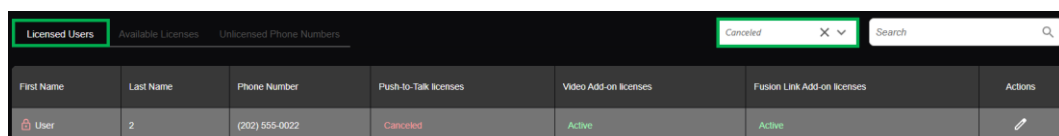


The screenshot shows the 'Licensed Users' table in a web application. The table has columns for First Name, Last Name, Phone Number, Push-to-Talk licenses, Video Add-on licenses, Fusion Link Add-on licenses, and Actions. There are three rows of data. The first two rows have a status of 'Suspended' and the third row has a status of 'Inactive'. The 'License status' filter is set to 'All'.

First Name	Last Name	Phone Number	Push-to-Talk licenses	Video Add-on licenses	Fusion Link Add-on licenses	Actions
User	1	(202) 555-0011	Suspended	Active	Active	
User	2	(202) 555-0022	Canceled	Active	Active	
User	3	(202) 555-0033	Inactive	Active	Active	

License management > Licensed users > Filter users by license status

Select a status from the drop-down list, and the results will be displayed immediately. The Licensed Users table only shows users whose licenses have been Canceled or Suspended.



The screenshot shows the 'Licensed Users' table with the 'License status' filter set to 'Canceled'. Only one row is displayed, showing a user with a 'Canceled' status.

First Name	Last Name	Phone Number	Push-to-Talk licenses	Video Add-on licenses	Fusion Link Add-on licenses	Actions
User	2	(202) 555-0022	Canceled	Active	Active	

License management > Licensed users > Filter users by Canceled status

Licensed Users Available Licenses Unlicensed Phone Numbers Suspended X Search						
First Name	Last Name	Phone Number	Push-to-Talk licenses	Video Add-on licenses	Fusion Link Add-on licenses	Actions
User	1	(202) 555-0011	Suspended	Active	Active	

License management > Licensed users > Filter users by Suspended status

Search

Use the search bar to search for users by name or phone number.

Licensed Users Available Licenses Unlicensed Phone Numbers License status Search						
First Name	Last Name	Phone Number	Push-to-Talk licenses	Video Add-on licenses	Fusion Link Add-on licenses	Actions
User	1	(202) 555-0011	Suspended	Active	Active	
User	2	(202) 555-0022	Canceled	Active	Active	
User	3	(202) 555-0033	Inactive	Active	Active	

License management > Licensed users > Search for users

You can enter both letters and digits. Wait for results to appear after entering at least three characters. There is no need to press the **Enter** key.

The user list table only shows users who match the search query.

Licensed Users Available Licenses Unlicensed Phone Numbers License status 011						
First Name	Last Name	Phone Number	Push-to-Talk licenses	Video Add-on licenses	Fusion Link Add-on licenses	Actions
User	1	(202) 555-0011	Suspended	Active	Active	

License management > Licensed users > Search for users > The results are displayed

Combining Filter and Search features

You can use both filters from the License Status drop-down list and keywords in the search bar at the same time.

Select a status from the License Status drop-down list, and then enter both letters and digits in the search bar.

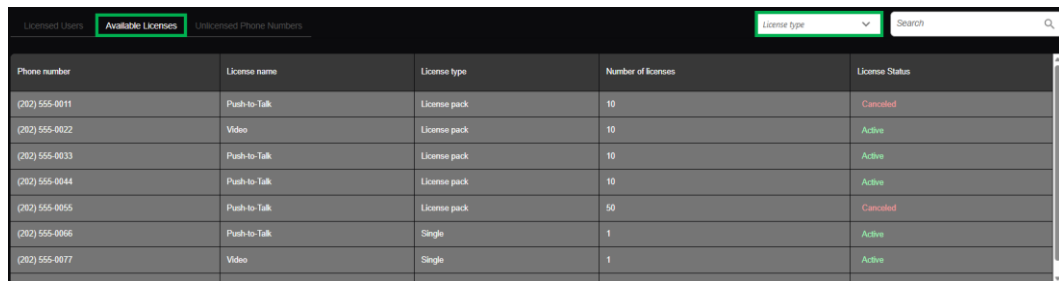
Licensed Users Available Licenses Unlicensed Phone Numbers Canceled X 022						
First Name	Last Name	Phone Number	Push-to-Talk licenses	Video Add-on licenses	Fusion Link Add-on licenses	Actions
User	2	(202) 555-0022	Canceled	Active	Active	

License management > Licensed users > Filter and search for users > The results are displayed

Available licenses

Filter

You can filter licenses by two license types: Single or License pack.

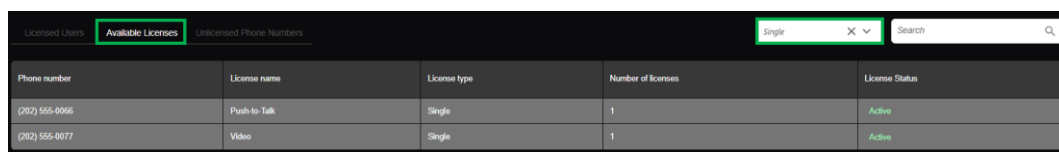


Licensed Users Available Licenses Unlicensed Phone Numbers				
License type Search				
Phone number	License name	License type	Number of licenses	License Status
(82) 555-0011	Push-to-Talk	License pack	10	Canceled
(82) 555-0022	Video	License pack	10	Active
(82) 555-0033	Push-to-Talk	License pack	10	Active
(82) 555-0044	Push-to-Talk	License pack	10	Active
(82) 555-0055	Push-to-Talk	License pack	50	Canceled
(82) 555-0066	Push-to-Talk	Single	1	Active
(82) 555-0077	Video	Single	1	Active

License management > Available licenses > Filter licenses by license types

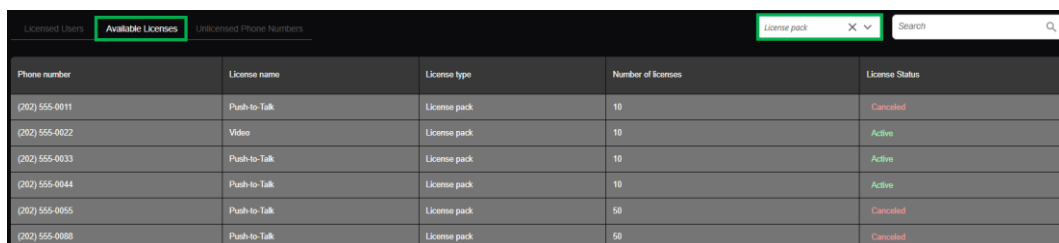
The table includes columns for Phone Number, License Name (Push-To-Talk, Video, Fusion Link), License Type (single or pack), Number of Licenses, and License Status (Active or Canceled).

Select a type from the drop-down list, and the results will be displayed immediately. The license table only shows single licenses or license packs.



Licensed Users Available Licenses Unlicensed Phone Numbers				
Single X Search				
Phone number	License name	License type	Number of licenses	License Status
(82) 555-0066	Push-to-Talk	Single	1	Active
(82) 555-0077	Video	Single	1	Active

License management > Available licenses > Filter licenses > Single licenses

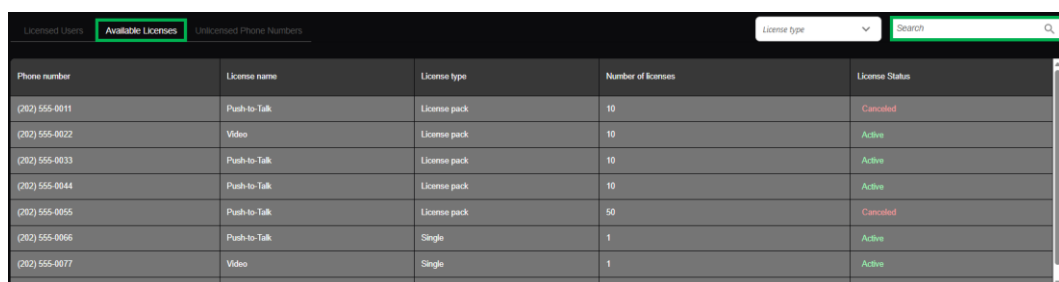


Licensed Users Available Licenses Unlicensed Phone Numbers				
License pack X Search				
Phone number	License name	License type	Number of licenses	License Status
(82) 555-0011	Push-to-Talk	License pack	10	Canceled
(82) 555-0022	Video	License pack	10	Active
(82) 555-0033	Push-to-Talk	License pack	10	Active
(82) 555-0044	Push-to-Talk	License pack	10	Active
(82) 555-0055	Push-to-Talk	License pack	50	Canceled
(82) 555-0088	Push-to-Talk	License pack	50	Canceled

License management > Available licenses > Filter licenses > License pack

Search

Use the search bar to search for licenses by phone number.

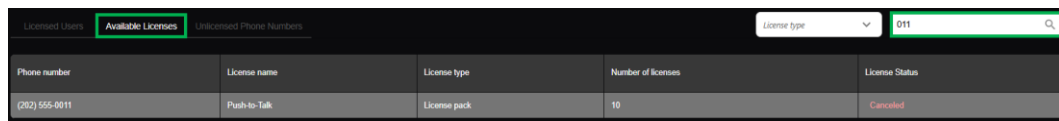


Licensed Users Available Licenses Unlicensed Phone Numbers				
License type Search				
Phone number	License name	License type	Number of licenses	License Status
(82) 555-0011	Push-to-Talk	License pack	10	Canceled
(82) 555-0022	Video	License pack	10	Active
(82) 555-0033	Push-to-Talk	License pack	10	Active
(82) 555-0044	Push-to-Talk	License pack	10	Active
(82) 555-0055	Push-to-Talk	License pack	50	Canceled
(82) 555-0066	Push-to-Talk	Single	1	Active
(82) 555-0077	Video	Single	1	Active

License management > Available licenses > Search for licenses

You can enter digits only. Wait for results to appear after entering at least three characters. There is no need to press the **Enter** key.

The license table only shows licenses that match the search query.



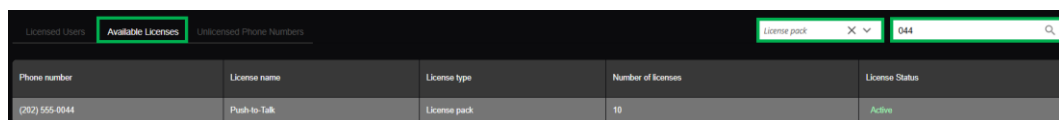
Phone number	License name	License type	Number of licenses	License Status
(202) 555-0011	Push-to-Talk	License pack	10	Canceled

License management > Available licenses > Search for licenses > The results are displayed

Combining Filter and Search features

You can use both filters from the License Type drop-down list and keywords in the search bar at the same time.

Select a type from the License Type drop-down list, and then enter digits only in the search bar.



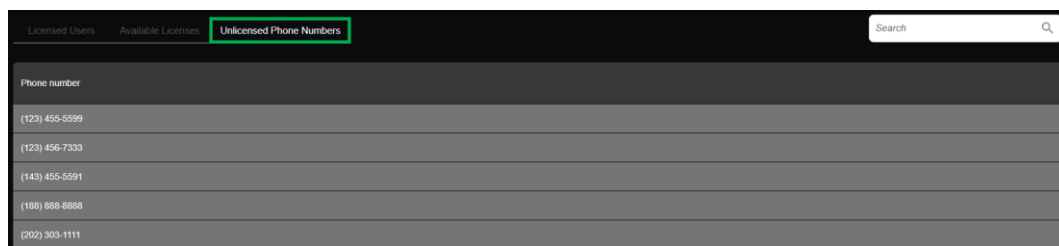
Phone number	License name	License type	Number of licenses	License Status
(202) 555-0044	Push-to-Talk	License pack	10	Active

License management > Available licenses > Filter and search for licenses > The results are displayed

Unlicensed phone numbers

It refers to CTNs that were provisioned by the admin but are not yet linked to a license pack (the association between the CTN and the license pack is not done in NEO).

Once this association is completed on NEO, the CTN is added to the **Available Licenses** tab.

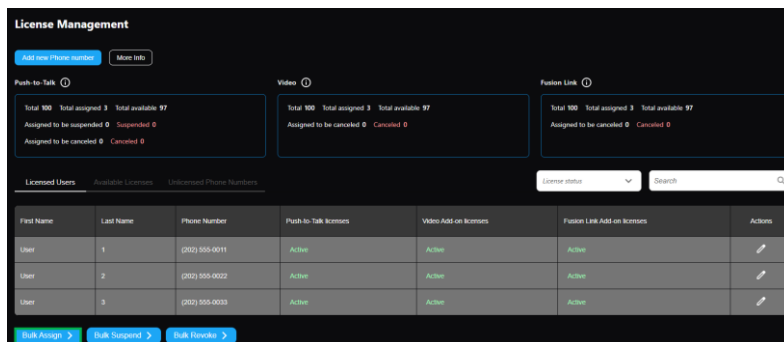


Phone number
(123) 455-5599
(123) 456-7333
(143) 455-5591
(188) 888-8888
(202) 303-1111

License management > Unlicensed phone numbers

Bulk Assign

To assign multiple users at once, click the **Bulk Assign** button.



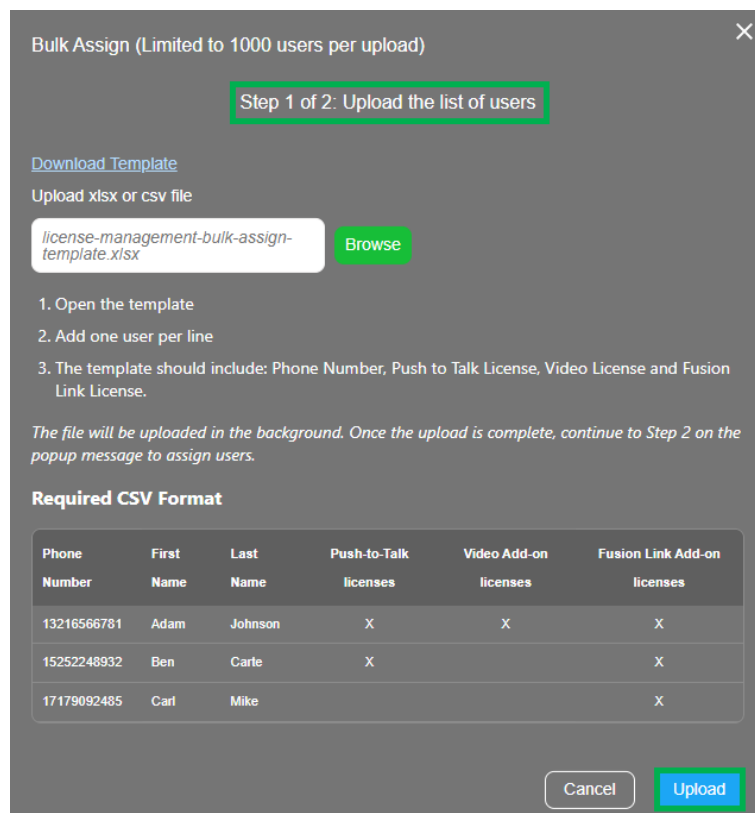
License management > Bulk assign

1. The first step is to upload a list of users with their details. There are two methods to upload a user list: download the Excel template (recommended) or create a XLSX/CSV file (use the same columns as the Excel template).

Add one user per line. The template must include: Phone Number, Push-To-Talk, Video add-on, and Fusion Link add-on licenses. To activate one of the licenses, enter YES in the dedicated option field. If you enter NO or leave the field empty, the license will not be activated for this user.

Note: The limit is 1,000 users per upload.

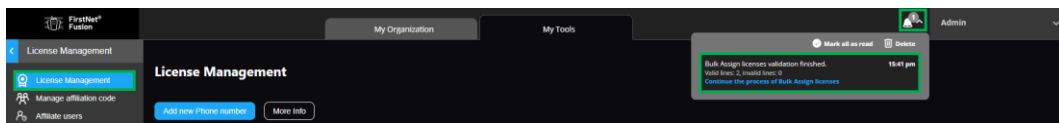
Click the **Upload** button.



License management > Bulk assign > Step 1: Upload the list of users

The file will be uploaded in the background.

Once the validation is finished, a notification is displayed in the **Account Notifications** section. Click **Continue the Process of Bulk Assign Licenses**.



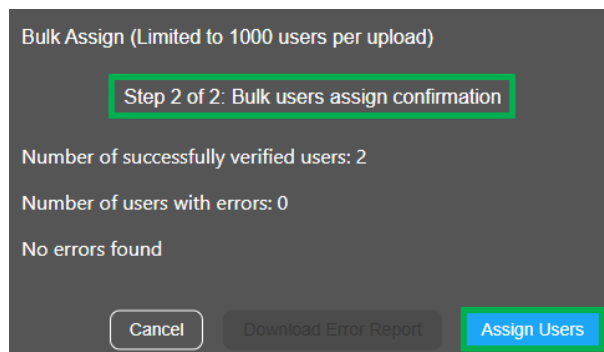
License management > Bulk assign > Account notifications

2. The second step consists of assigning users.

A confirmation message is displayed indicating the number of successfully verified users, the number of users with errors, and if there are errors.

Note: If there are errors, you can download a report with the errors.

Click the **Assign Users** button.

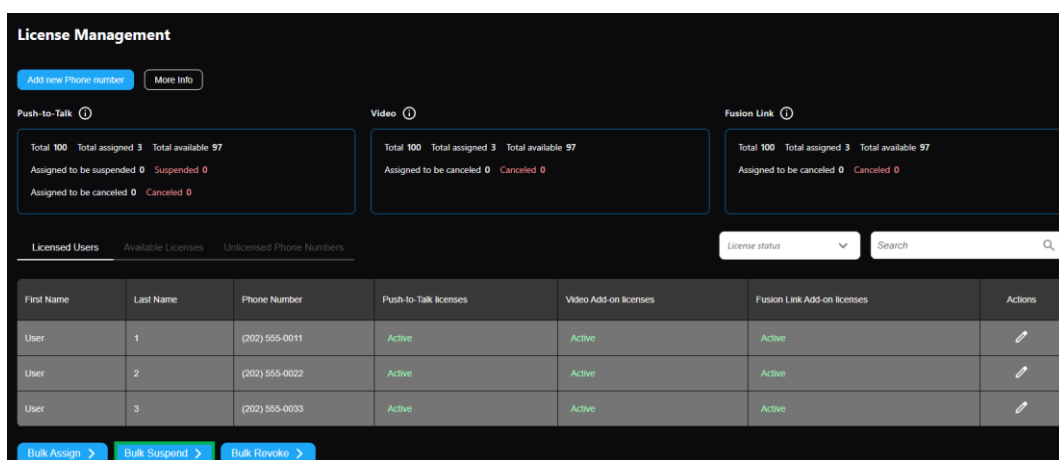


License management > Bulk assign > Step 2: Assign users

Once the Bulk Assign is finished, you can check the results. Users are added to the **Licensed Users** tab.

Bulk Suspend

To suspend multiple users at once, click the **Bulk Suspend** button.



License management > Bulk suspend

1. The first step is to upload a list of users with their details. There are two methods to upload a user list: download the Excel template (recommended) or create a XLSX/CSV file (use the same columns as the Excel template).

Add one user per line. The template must include the Phone Number.

Note: The limit is 1,000 users per upload.

Click the **Upload** button.

The screenshot shows a modal window titled "Bulk Suspend (Limited to 1000 users per upload)". It has a close button (X) in the top right corner. The main heading is "Step 1 of 2: Upload the list of users". Below this, there is a link "Download Template" and the text "Upload xlsx or csv file". A file input field shows "license-management-bulk-suspend-template.xlsx" with a "Browse" button next to it. Below the file input, there are three numbered instructions: "1. Open the template", "2. Add one user per line", and "3. The template should include: Phone Number." A note states: "The file will be uploaded in the background. Once the upload is complete, continue to Step 2 on the popup message to suspend users." Below this is a section titled "Required CSV Format" with a table showing the required columns and example data.

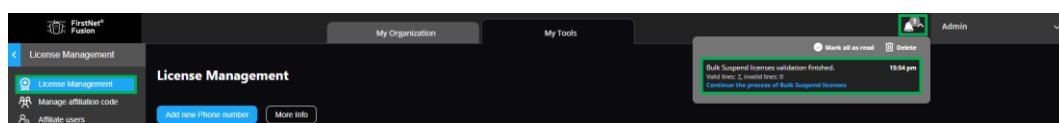
Phone Number	First Name	Last Name
13216566781	Adam	Johnson
15252248932	Ben	Carle
17179092485	Carl	Mike

At the bottom of the dialog, there are "Cancel" and "Upload" buttons.

License management > Bulk suspend > Step 1: Upload the list of users

The file will be uploaded in the background.

Once the validation is finished, a notification is displayed in the **Account Notifications** section. Click **Continue the Process of Bulk Suspend Licenses**.



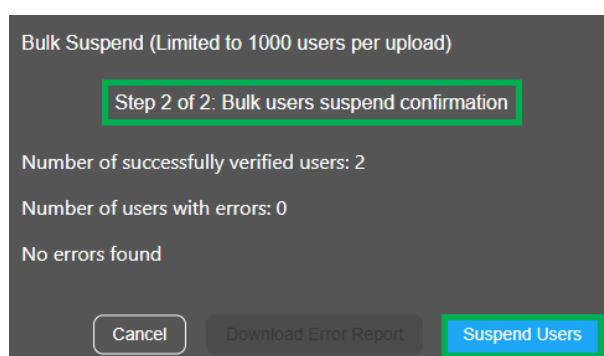
License management > Bulk suspend > Account notifications

2. The second step consists of suspending users.

A confirmation message is displayed indicating the number of successfully verified users, the number of users with errors, and if there are errors.

Note: If there are errors, you can download a report with the errors.

Click the **Suspend Users** button.

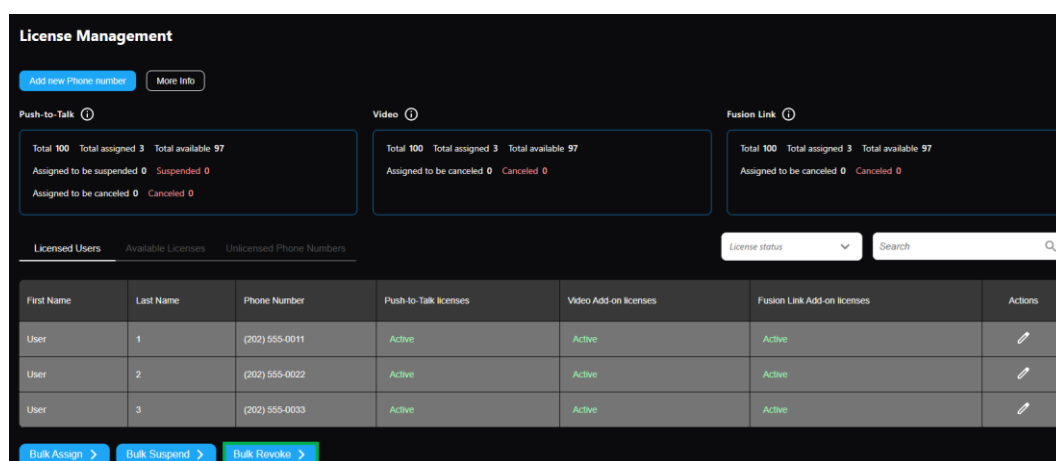


License management > Bulk suspend > Step 2: Suspend users

Once the Bulk Suspend is finished, you can check the results. The Push-To-Talk licenses are suspended, and the users are blocked in the **Licensed Users** tab.

Bulk Revoke

To revoke multiple users at once, click the **Bulk Revoke** button.



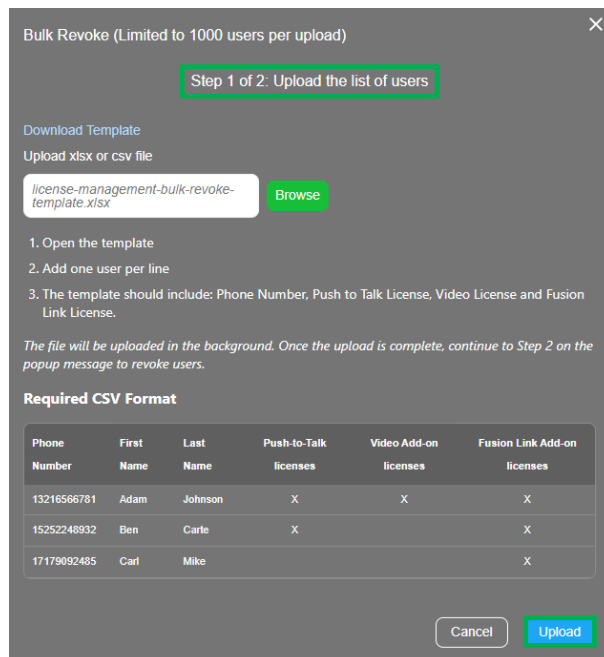
License management > Bulk revoke

1. The first step is to upload a list of users with their details. There are two methods to upload a user list: download the Excel template (recommended) or create an XLSX/CSV file (use the same columns as the Excel template).

Add one user per line. The template must include: Phone Number, Push-To-Talk, Video add-on, and Fusion Link add-on licenses. To activate one of the licenses, enter YES in the dedicated option field. If you enter NO or leave the field empty, the license will not be activated for this user.

Note: The limit is 1,000 users per upload.

Click the **Upload** button.



Bulk Revoke (Limited to 1000 users per upload)

Step 1 of 2: Upload the list of users

Download Template

Upload xlsx or csv file

license-management-bulk-revoke-template.xlsx **Browse**

1. Open the template
2. Add one user per line
3. The template should include: Phone Number, Push to Talk License, Video License and Fusion Link License.

The file will be uploaded in the background. Once the upload is complete, continue to Step 2 on the popup message to revoke users.

Required CSV Format

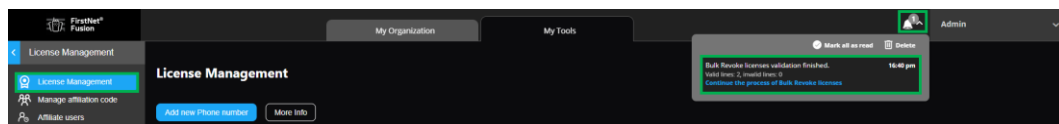
Phone Number	First Name	Last Name	Push-to-Talk licenses	Video Add-on licenses	Fusion Link Add-on licenses
13216566781	Adam	Johnson	X	X	X
15252248932	Ben	Carle	X		X
17179092485	Carl	Mike			X

Cancel **Upload**

License management > Bulk revoke > Step 1: Upload the list of users

The file will be uploaded in the background.

Once the validation is finished, a notification is displayed in the **Account Notifications** section. Click **Continue the Process of Bulk Revoke Licenses**.



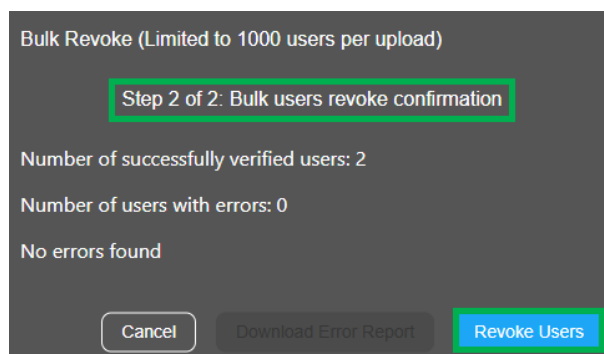
License management > Bulk revoke > Account notifications

2. The second step consists of revoking users.

A confirmation message is displayed indicating the number of successfully verified users, the number of users with errors, and if there are errors.

Note: If there are errors, you can download a report with the errors.

Click the **Revoke Users** button.



Bulk Revoke (Limited to 1000 users per upload)

Step 2 of 2: Bulk users revoke confirmation

Number of successfully verified users: 2

Number of users with errors: 0

No errors found

Cancel **Download Error Report** **Revoke Users**

License management > Bulk revoke > Step 2: Revoke users

Once the Bulk Revoke is finished, you can check the results.

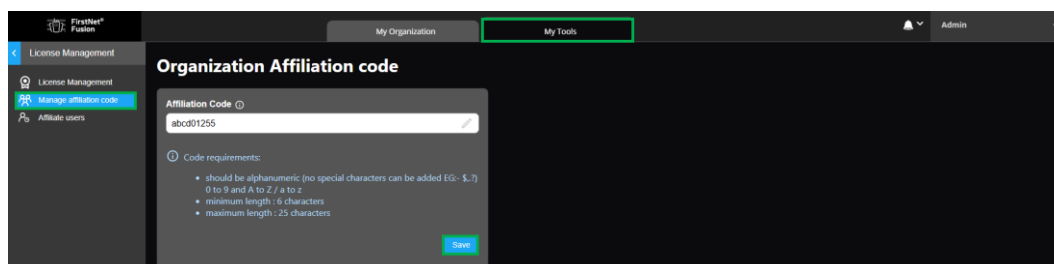
MANAGING AFFILIATION CODE

From this menu, you can edit the Affiliation Code added at organization creation.

It is a unique alphanumeric code. No special characters can be added.

Note: A minimum of 6 characters is recommended to prevent overly short and non-unique codes. A maximum of 25 characters is recommended to allow flexibility without being excessive.

Click the **Save** button.



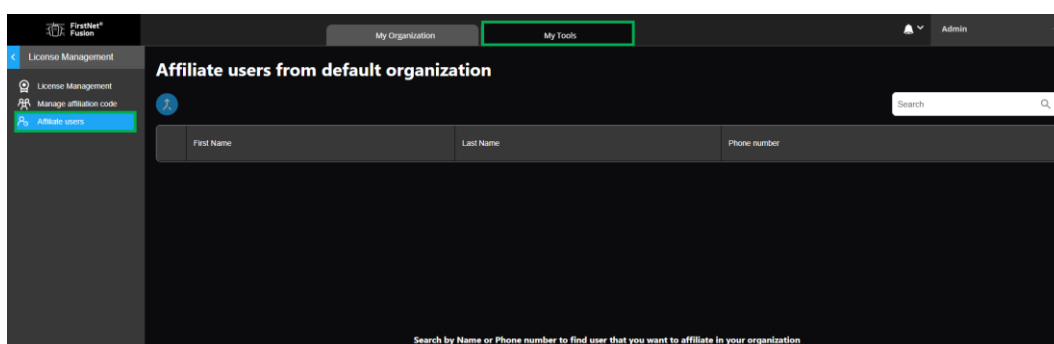
Manage affiliation code

AFFILIATING USERS

You can easily identify and affiliate users who are not yet fully integrated into your organization by searching for those who are either in a default organization or remain unassigned (stored in VSL), and then ensuring they are correctly linked to your organization.

Note: By default, the page does not display a list of users.

Note: The **Affiliate** button is displayed but inactive by default.



Affiliate users

Search

Use the Search bar to search for users by name or phone number.

Affiliate users from default organization

Search

	First Name	Last Name	Phone number
--	------------	-----------	--------------

Search by Name or Phone number to find user that you want to affiliate in your organization

Affiliate users > Search for users

You can enter both letters and digits. Wait for results to appear after entering at least three characters. There is no need to press the **Enter** key.

The user list table only shows users who match the search query.

The table includes columns for First Name, Last Name, and Phone Number.

Affiliate users from default organization

dan

	First Name	Last Name	Phone number
☐	Anvid	Daniel	13054283315
☐	Daniella	Hermiston	12020055300
☐	Daniella	Hermiston	12456421575
☐	Daniella	Hermiston	12456421610
☐	Daniella	Hermiston	12456421593
☐	Randy	Keeling	2176509744

Affiliate users > Search for users > The results are displayed

Select the user you want to affiliate and then click the **Affiliate** button.

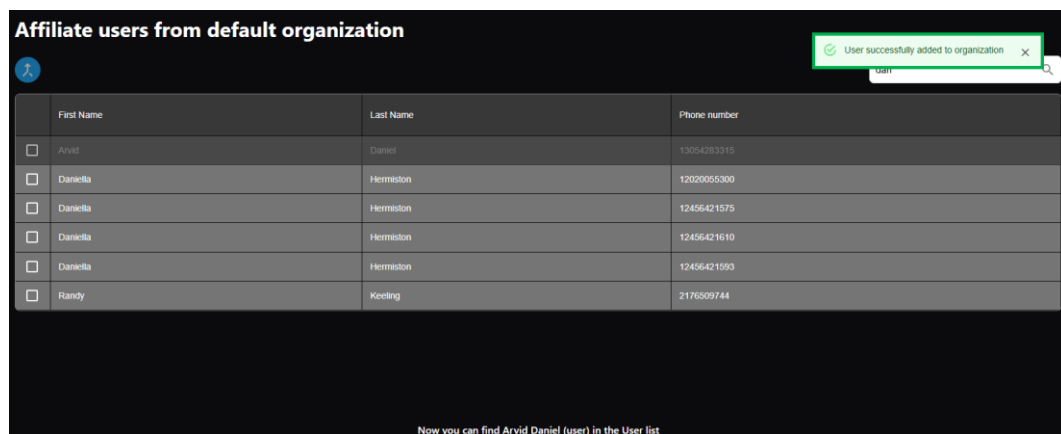
Affiliate users from default organization

dan

	First Name	Last Name	Phone number
☒	Anvid	Daniel	13054283315
☐	Daniella	Hermiston	12020055300
☐	Daniella	Hermiston	12456421575
☐	Daniella	Hermiston	12456421610
☐	Daniella	Hermiston	12456421593
☐	Randy	Keeling	2176509744

Affiliate users > Search for users > The results are displayed > Select user and then affiliate

A confirmation message appears after you successfully add the user.



Affiliate users > Confirmation message

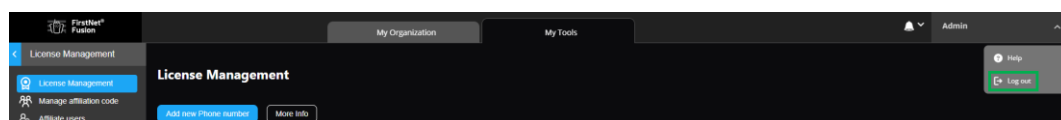
The added users automatically appear in the **Licensed Users** tab (License Management).

Licensed Users Available Licenses Unlicensed Phone Numbers						
License status Search						
First Name	Last Name	Phone Number	Push-to-Talk licenses	Video Add-on licenses	Fusion Link Add-on licenses	Actions
User	1	(202) 555-0011	Suspended	Active	Active	
User	2	(202) 555-0022	Canceled	Active	Active	
User	3	(202) 555-0033	Active	Active	Active	
Arvid	Daniel	(305) 428-3315	Active	Inactive	Inactive	

License management > Licensed users > Affiliated user

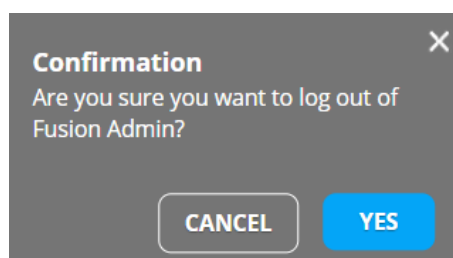
LOGGING OUT

If you want to log out from your account, click the **Log Out** button at the top right corner.



Log out

A confirmation pop-up will appear. After confirming the action, the logout will be complete. The logout action will not take place if you click the **Cancel** button.



Log out > Confirmation pop-up



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Fusion