



BroadData Conferencing

Getting Started With broaddata.tconline.com

<http://broaddata.tconline.com/> is a **free** service that makes it easy to access all of your conferencing services. From a single point of entry you'll be able to:

- View your domestic and international dial-in numbers
- Manage your audio conference settings
- Optionally schedule audio conference calls and generate audio conference call invitations (if you do not want to use audio conferencing on demand and invite participants yourself)
- Manage audio conference calls in real-time
- Download recorded audio conference calls

The site also provides product information, basic service information and support contact information.

Logging Into broaddata.tconline.com

- 1 Go to <http://broaddata.tconline.com/>
- 2 If you are a **Returning User**, enter your username and password and click **Login**.

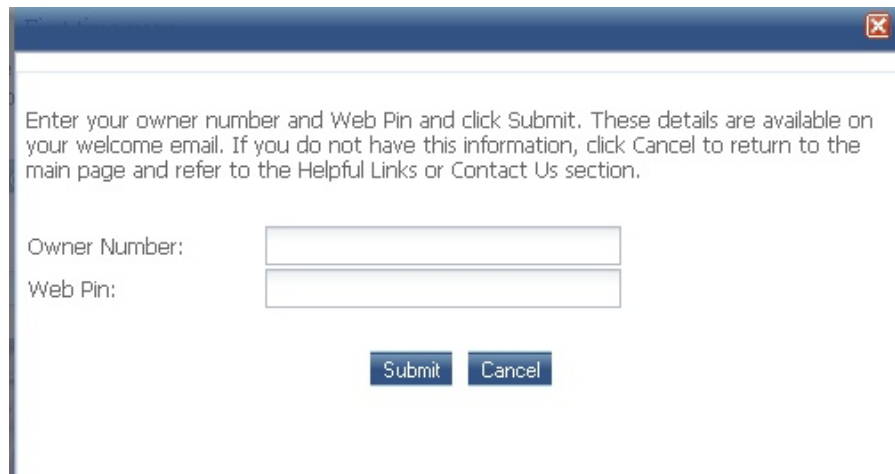
The screenshot shows a login form titled "Returning user". It contains two input fields: "Username:" and "Password:". Below the password field is a blue "Login" button. Underneath the button are two links: "Forgot Your Username?" and "Forgot Your Password?". At the bottom of the form is a checkbox labeled "Remember username".

- 3 If you are a **First-Time User**, click **Go** under **First Time User**

The screenshot shows a registration form titled "First time user". It contains the text "Owner Number and Web Pin required" and a blue "Go" button.

- 4 Enter your **Owner Number** and **Web PIN** and click **Submit**.

You received your Owner Number and Web PIN in your welcome email. If you or your users are a First Time User at <http://broaddata.tcconline.com/> and you can't find or were never provided your Owner Number(s) and Web PIN(s), you will not be able to create your account. Please contact us at 877-321-2255 or support@broaddata.com and we can provide this information to you.



The screenshot shows a web form with a blue header bar containing a close button (X). Below the header, there is a text instruction: "Enter your owner number and Web Pin and click Submit. These details are available on your welcome email. If you do not have this information, click Cancel to return to the main page and refer to the Helpful Links or Contact Us section." The form contains two input fields: "Owner Number:" and "Web Pin:". Below the input fields are two buttons: "Submit" and "Cancel".

- 5 You will be prompted to create a unique username and password which you will use to log into the site going forward.
- Username:
 - We recommend you use your email address for your Username (unless it has already been used, the username must be unique on our system)
 - Needs to be at least six characters long.
 - May contain letters, numbers, one of the special characters as shown (@, \$, %, &, +, -, ., _,) or any combination of these.
 - Password:
 - Needs to be at least eight characters long.
 - Must contain three of the following attributes:
 - A number (0-9).
 - A special character as shown (@, \$, %, &, +, -, ., _,).
 - A lower case letter (a, b, c, etc).
 - An upper case letter (A, B, C, etc)

You will also be prompted to provide a secret question and answer that will be used should you ever forget your password. Click **Add User** to complete this step.

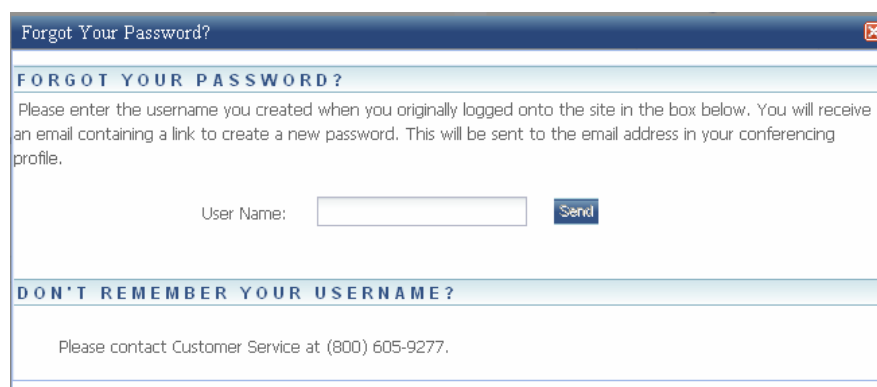
You will receive a confirmation on the screen that you have successfully created your new username and password. Return to the Home page and enter your new username and password in the appropriate fields. You will be taken to your personal welcome page that lists the services available to you, your dial-in numbers and any meetings you have scheduled for that day.

Please note: If your password expiration is set to ON, you will need to change your password every 30 days. Ten days prior to your password expiration, a reminder message will display at the top of your Conferencing Center Welcome page once you have logged into your account.

Forgot Your Password or Username

If you forget your password or username, choose the relevant option on the Home page. Please note: You can only use these options if you have already created an username and password.

- + For forgotten passwords, enter your username and click **Send**. An email will be sent to the email address in your owner profile with a link to a web page where you can reset your password.



The screenshot shows a web browser window titled "Forgot Your Password?". The page has a blue header with the text "FORGOT YOUR PASSWORD?". Below the header, there is a paragraph of instructions: "Please enter the username you created when you originally logged onto the site in the box below. You will receive an email containing a link to create a new password. This will be sent to the email address in your conferencing profile." Below this text is a form with a label "User Name:" followed by a text input field and a blue "Send" button. At the bottom of the form, there is a section titled "DON'T REMEMBER YOUR USERNAME?" with the text "Please contact Customer Service at (800) 605-9277."

- + If you forget your username, enter the email address associated with your owner profile. The web page will display the username(s) associated with that email address. If you then want to reset your password, click on the relevant username. An email will be sent to the email address in your owner profile with a link to a web page where you can reset your password.

Usernames and passwords are not sent via email nor are they available to reservationists. They are encrypted for security reasons and held in a secure database.

Reservationless Audio Conferencing Dial-In Numbers

You can view your all of your dial-in numbers (domestic and international dial-in numbers) with or without logging into the site. To view dial-in numbers yourself without logging in or if you want to give participants an easy way to look up your dial-in numbers:

LEADERS AND PARTICIPANTS (LOGIN NOT REQUIRED)

- 1 Go to <http://broaddata.tcconline.com>.
- 2 Enter your Conference Code in the **Reservationless Plus** box on the bottom right hand side of the page.

- 3 As you enter your Conference Code a link will appear above that field to view your dial-in numbers.
- 4 Click **View Dial-In Numbers**. A new window will appear with a list of your designated dial-in numbers.

To view dial-in numbers after logging in:

LEADERS ONLY (LOGIN REQUIRED)

- 1 Go to <http://broaddata.tcconline.com>.
- 2 Enter your username and password under **Returning User** (if you have not previously logged in, see instructions beginning on Page 1 of this document).
- 3 Click **Login**.
- 4 After Login, click on the **Reservationless Plus** link in the **My Dial In Information** box on the right hand side of the page. A new browser window will open with a list of your designated dial-in numbers.