AT&T Office@Hand

Desktop App Admin Guide

V21.2

CONTENT

Introduction

Administrators, or admins, have the highest level of permissions within the app. When a user is given these permissions, they will have access to the **Administration** page via Settings, where they can add new admin users and configure their company account settings.

Users are assigned as an admin by other admin users. In order to be assigned as an admin, you must be a co-worker in the AT&T Office@Hand app — that is, you must be an employee of your company and not added to the desktop app as a guest user. By default, the first person in your company to sign up for the AT&T Office@Hand app becomes an admin, and they can then invite and assign other users as admins.

Admin permissions

Administrators will have the following permissions:

- Viewing all guests (i.e., people not on your company's private email domain) in the Contacts menu. Non-admins, on the other hand, can only see guests that they are in a conversation with
- Deleting posts made by other people. Note that admins can't delete posts from conversations in which they aren't a participant
- Assigning admin privileges to other co-workers

Managing your admin users

Adding an admin user

1. Navigate to **Settings** via the left-hand navigation bar.
2. Select the **Administration** tab in the left pane.
3. Select the **Manage** button at the far right of the **Manage admins** setting.
4. Click **Add admin**.
5. Enter the name(s) or email address(es) of the existing app user(s) you'd like to add, separated by commas or semicolons.
6. Click **Add** to add those users as admins.

Note: If you'd like to add an admin user, that person must already be an existing app user in your company account.

Removing admin users

1. Navigate to **Settings** via the left-hand navigation bar.
2. Select the **Administration** tab on the left pane.
3. Select the **Manage** button at the far right of the **Manage admins** setting.
4. Hover over the name of the admin and select the **Delete** trash can icon that appears at the far right of the name.
5. Click the **Remove** button to confirm removing that user as an admin.

Configuring administration settings in AT&T Office@Hand app

Configuring your company account settings

The **Administration** page is separated by the following categories:

- **Company settings**
- **Data retention settings**
- **Integration settings**
- **Message data export**

Company settings

- **Manage admins**: Select the **Manage** button at the far right to open a window with a list of all admins added to your company account. This is also where you can add new admins to your company account.
- **Manage app super admins**: This is where you can add new super admins to your company account. Super admins can request data exports and manage teams.
- **Change company name**: Allows admins to change the company's name on the AT&T Office@Hand Desktop app (the name you see in the top left-hand corner of the app).
- **Allow conversation with guests**: Control whether users can have message conversations with anyone outside your account (external guests).
- **Allow external guests to start conversations**: Select whether external guests outside of your account can initiate message conversations with users in your account.
- **Manage Giphy sharing**: Select the dropdown menu to determine whether or not users can share GIFs from Giphy and, if so, what maximum rating you'd like to allow. Select *No* to disable Giphy sharing or one of the ratings (ranging between *Max rating of G* to *All, including unrated*) to enable Giphy sharing

Data retention settings

- **Manage data retention policy**: Adjust settings to determine the duration of time before messages get deleted. By default, all messages and content on the AT&T Office@Hand app is kept forever, but data retention policies allow you to have messages automatically deleted after a certain period of time.

Integrations settings

- **Manage file sharing**: Select which file-sharing sources employees can use.

Message data export

- **Enable message data export**: Toggle on to enable designated admins to export all of your company's data from the Office@Hand app.
- **Request export**: Download data from the entire account or specific teams and users within a specified date range.

  Note: Only app super admins can request data exports.

Changing your company name in the AT&T Office@Hand app

Your company name is always displayed in the top left corner of the AT&T Office@Hand app. If you're an app admin, you will have the option to change your company name at any time in the desktop app.

1. Navigate to **Settings** via the left-hand navigation bar.
2. Select the **Administration** tab on the left pane.
3. Under the **Company settings** section, select the **Rename** button at the far right of the **Change company name** setting.
4. Make any necessary name changes in the **Company name** field.
5. Click the **Save** button to confirm your changes.

Once you've made those changes, this name change will reflect in the app for all your AT&T Office@Hand company account users.

Managing file sharing in the AT&T Office@Hand app

Admins in your company account can manage the type of file sources they'd like all app users to share, including whether they want to shut off file sharing entirely or only limit sharing to certain services. If file sharing is limited to certain services, only those sources will appear wherever file sharing is available in the app.

Managing file sharing

1. Navigate to **Settings** via the left-hand navigation bar.
2. Select the **Administration** tab on the left pane.
3. Under the **Integrations settings** section, select the **Manage** button at the far right of the **Manage file sharing** setting.
4. In the **Manage file sharing** window, check or uncheck the box next to each service of which you'd like to enable or disable.
5. Click the **Save** button to confirm your changes.

File sharing sources

When you're managing file sharing sources, you will have the option to enable or disable the following sources:

- **Upload from computer/mobile**: Check or uncheck this box to enable/disable file sharing via computer or mobile local files
- **Google Drive**: Check or uncheck this box to enable/disable file sharing via Google Drive

Managing message data export

The message data export feature in the Office@Hand app brings over all of the compliance export's features like chats, events, files, guests, members, and posts, but allows you to request message histories of only a selection of teams or users. Admins can export the history of their entire account or the history of a team or user.

Enabling message data export

1. Navigate to **Settings** via the left-hand navigation bar.
2. Click the **Administration** tab on the left pane.
3. Under **Message data export**, ensure the **Enable message data export** toggle is set to on.

Requesting export

1. Navigate to **Settings** via the left-hand navigation bar.
2. Click the **Administration** tab on the left pane.
3. Under **Message data export**, click **Request** at the far right of **Request export**.
4. In the **Request export** window, select the type of data you want to export: *All conversations*, *Selected users*, or *Selected teams*.
   - If you choose *Selected users*, begin typing the name(s) of the user(s) and select from the suggested names.
   - If you choose *Selected teams*, begin typing the name(s) of the team(s) and select from the suggested teams. You can add up to 10 users or teams.
5. Select a timeframe of the data you'd like to export: *Last 7 days*, *Last 30 days*, *Last 90 days*, or *Custom range*.
6. If you chose *Custom range* from the previous step, select the **Start date** and **End date**. You can request for a maximum of up to 999 days worth of data for the account.
7. Click **Request**.

Downloading export

1. Navigate to **Settings** via the left-hand navigation bar.
2. Click **Administration** on the left pane.
3. Under **Export history** on **Message data export**, click the down arrows under **Download** to download the data you've requested.