ENTERPRISE ADMINISTRATION CONSOLE:

With ICE Chat’s Enterprise Administration Console (EAC), designated administrators can oversee and manage the interactions of ICE Chat users. All actions are on a permissioned basis, so administrators are provided with specific rights to perform actions necessary to their role.

USER MANAGEMENT DASHBOARD

View all ICE Chat users in your firm via the User Management Dashboard. The screen displays the following for each user:

- ICE Chat username
- First and last name
- Email Address
- The Desk the user belongs to
- Other IM accounts the user is linked to
- If the account is enabled or disabled
- If the user is online or offline
- Last sign on date
- First sign on date
- User’s client version number

Click on a user’s name to view user details or perform an action for that account.

USER DETAILS

On the User Details screen you can:

- Edit user AIM or Yahoo! Account password
  To edit a user’s AIM or Yahoo account password, click the link on the user details page and enter in a new password in the following page. The changes will take effect the next time the user logs in.

- Reset a User’s Password
  To reset a user’s password, click on “Reset Password”. On the following screen, enter in the user’s new password and confirm the update. It will be changed immediately.

- View Each User’s Buddy Lists
  Click on “View Buddies” to view a user’s contacts, along with each contact’s nickname and IM accounts (AIM, Yahoo, ICE Chat) linked to each contact. You may also see if this contact is a desk contact, individual contact, or both.

  You can also block contacts from this screen by clicking on the “Block Buddy” column. This will bring you to a screen showing the lists of blocked contacts organized by network. You may also unblock contacts from this screen, or block additional contacts by entering in an IM username (AIM, Yahoo, or ICE Chat).
DESK MANAGEMENT

Enterprise users are subdivided into Desks. A Desk is typically made up of a group of ICE Chat users who trade similar products.

To view your Desk configuration, click “Desk Management”. To change your Desk configuration, contact ICE client support at icehelpdesk@theice.com.

On the Desk management screen, you can view each desk and the users in each desk via a dropdown menu. Desks can be setup with a shared IM name, displayed in the “Linked AIM/Yahoo account” column. You can also use this screen to configure an IM Disclaimer or block contacts across the entire desk.

INSTANT MESSAGE LEGAL AND OTHER DISCLAIMERS

Custom-configure legal or other disclaimers and associate them with each ICE Chat account. Disclaimers are sent once every 24 hours to everyone who communicates to an ICE Chat user.

To configure this disclaimer, click the “Modify Disclaimer” for the Desk you wish to modify. On the following screen, you will see the current disclaimer. Edit the disclaimer in the text box, (note that certain wildcards are available) and check or uncheck “Enable IM Disclaimer” to set it as active.

Setting it as Enabled turns on disclaimers for all users on the Desk.

BLOCK BUDDIES ACROSS THE DESK

To block a contact for all users on your desk, click “Block Buddies Across the Desk”, type in a username and select the network you wish to block. This will block that contact for ALL users on the specified desk. You can also unblock contacts that have previously been blocked from this screen.

VIEWING YOUR PERMISSIONS

Click on the “Permissions” link to view the permissions you are set up for. To change permissions, you must contact ICE Chat Support.
VIEW MESSAGE LOGS

Click on “Message Management” to view message logs for all users in your enterprise.

Click the “Search Messages” link to search logs by keyword. Note that you can enter multiple keywords or create a Boolean search phrase. Choose the search timeframe and users to search across, then click the search button to run the search.

You can also search by preconfigured searches in the “Saved Searches” link. Click that link to view previously created searches.

To create a saved search, click on “Add new Saved Search” at the bottom of the screen. Give your search a name and enter in the search terms. Once created, it will appear when you click the “Saved Searches” link. Note that you can also see other user’s saved searches who are part of your enterprise. To add other user’s saved search to your saved search list, activate them in the “Manage Alerts” section by clicking on the “Click to Activate” link. You can view the terms of their search by clicking on the link name. You can remove that search by clicking the “click to deactivate” link.

EXPORT SEARCH RESULTS

You can export your search results to a CSV file which can be viewed in Excel. After running a search, scroll down to the bottom of the search results and click the link to export Conference or Non-Conference messages.