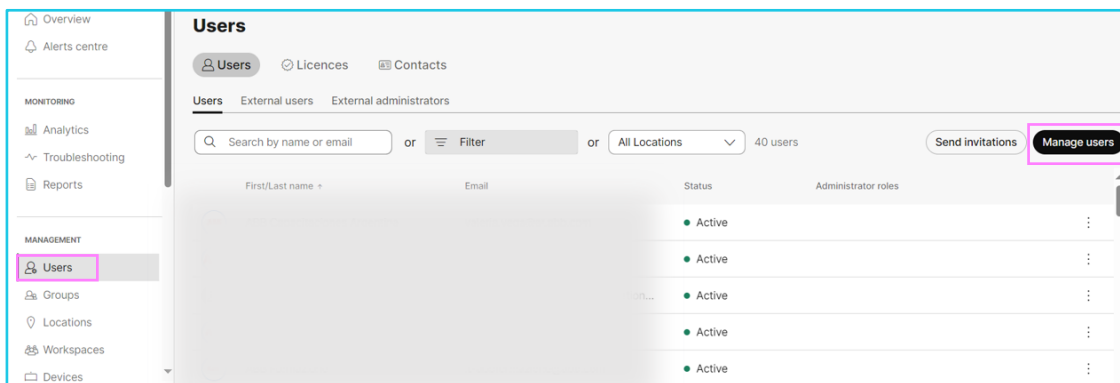




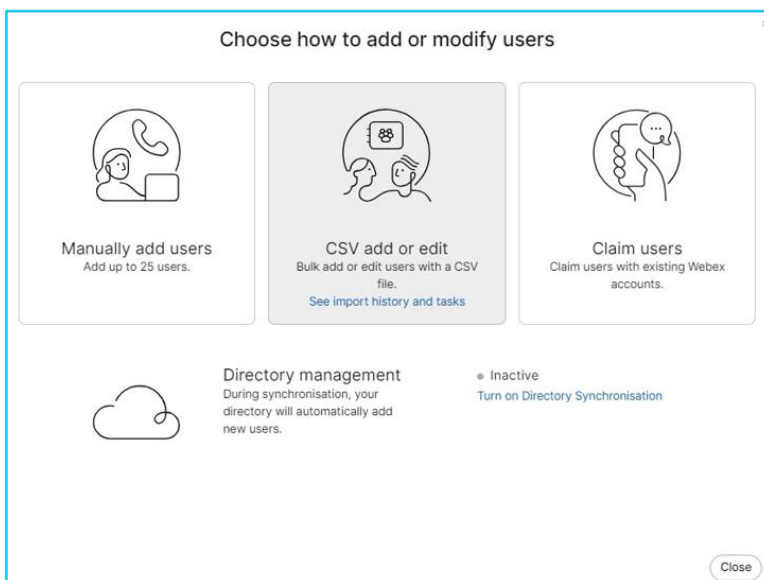
Site administrators can add and modify users from Webex Control Hub.

### Add a user in Webex Flex/Enterprise license environment.

1. Login to [Webex Control Hub](#), using the advanced credentials.
2. Locate your organisation and launch Webex Control Hub.
3. Go to Users menu, on the left.
4. Click **Manage users**.



5. Select to add users manually or by uploading the details in a CSV file.



**Note:** Some steps, screenshots and options may differ slightly depending on the application, browser, operating system, and software version you are using.

6. Select **Name** and **email address** option and enter basic information.

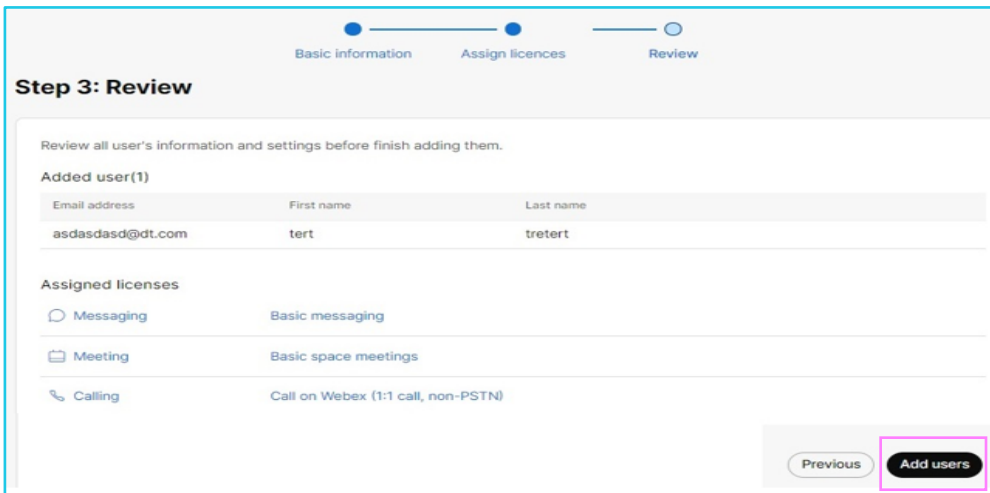
The screenshot shows a three-step progress bar at the top with 'Basic information' selected. Below the title 'Step 1: Basic information', there are two radio button options: 'Names and Email address' (selected) and 'Email address'. A warning message states: 'You cannot add existing users in your organisation or users that already have a Webex account. [Learn more](#)'. Below this are input fields for 'First name', 'Last name', and 'Email address'. A text area below contains the text 'test test test@testtesttest.co x' and a note 'Enter user emails separated by commas'. At the bottom left, it says '1/25 Items' and at the bottom right, there is a 'Clear All' button.

7. Assign licenses for users and click **Next**.

The screenshot shows a three-step progress bar at the top with 'Assign licences' selected. Below the title 'Step 2: Assign licences for users', there is a heading 'Select the services that you want to provide to users.' On the left, there are three service categories: 'Messaging', 'Meeting', and 'Calling', each with a '1' in a blue circle. On the right, under the heading 'Subscription: Basic messaging', there is a checked checkbox for 'Basic messaging'.

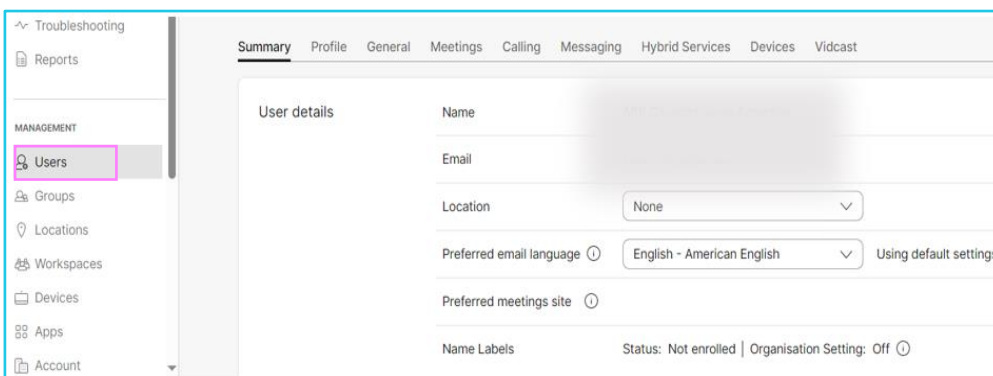
**Note:** For Webex Calling, you will have to add the number or the extension to the user and complete the creation.

8. On the review page, click **Add users**.



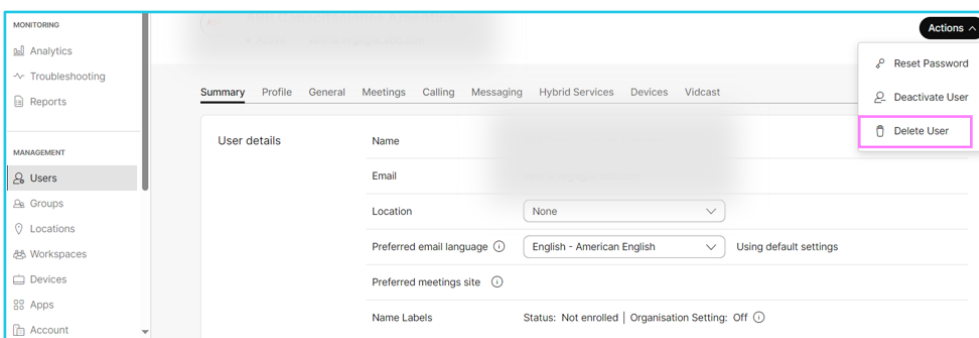
## Modify an already created user.

Click on user's name from the users list on Webex Control Hub and make any necessary changes.



## Delete a user.

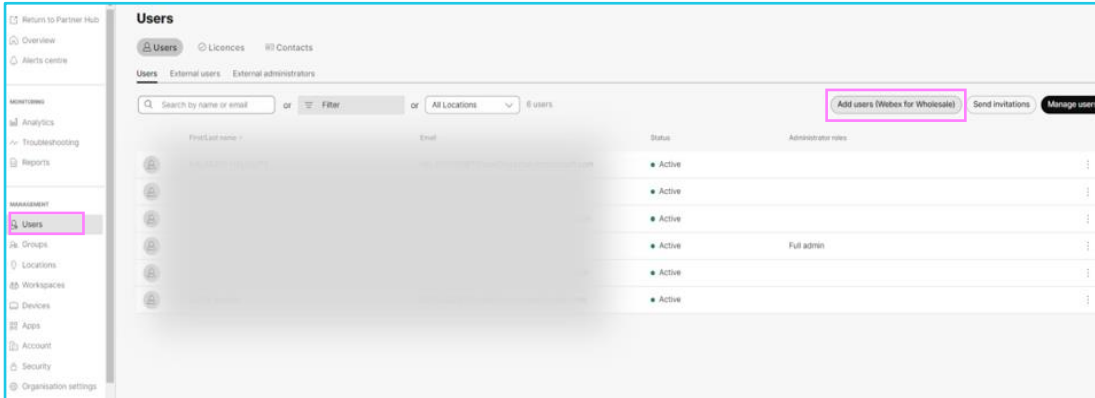
Click on the user, go to **Actions**, and select **Delete user** from the drop-down menu. This will automatically free up the assigned licenses, devices, or phone numbers.



**Note:** Some steps, screenshots and options may differ slightly depending on the application, browser, operating system, and software version you are using.

## Add a user in Webex Wholesale environment.

1. Login to [Webex Control Hub](#), using the advanced credentials.
2. Locate your organisation and launch Webex Control Hub.
3. Go to Users menu, on the left.
4. Click **Add users (Webex for Wholesale)**.

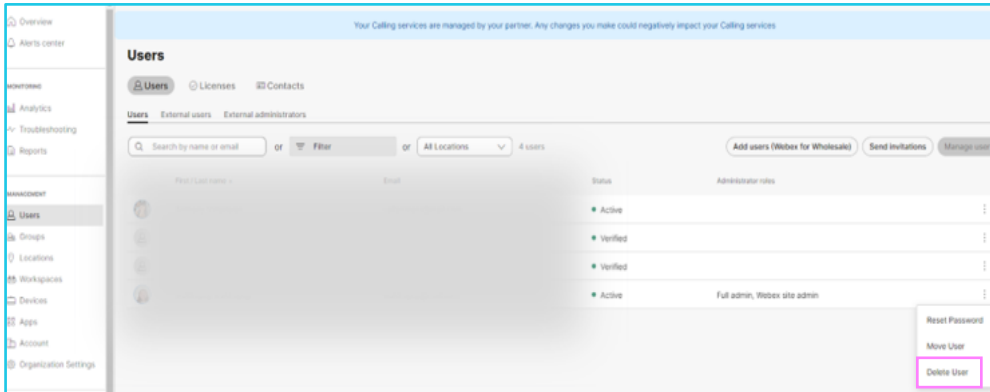


5. Select **Name** and **email address** option and enter basic information.

6. Assign service from the Package dropdown.
  - Webex Meetings – for Meetings only service.
  - Webex Calling – for Calling only service.
  - Webex Suite – for Meetings and Calling as well.

7. Once done, add the number and the extension to the user.

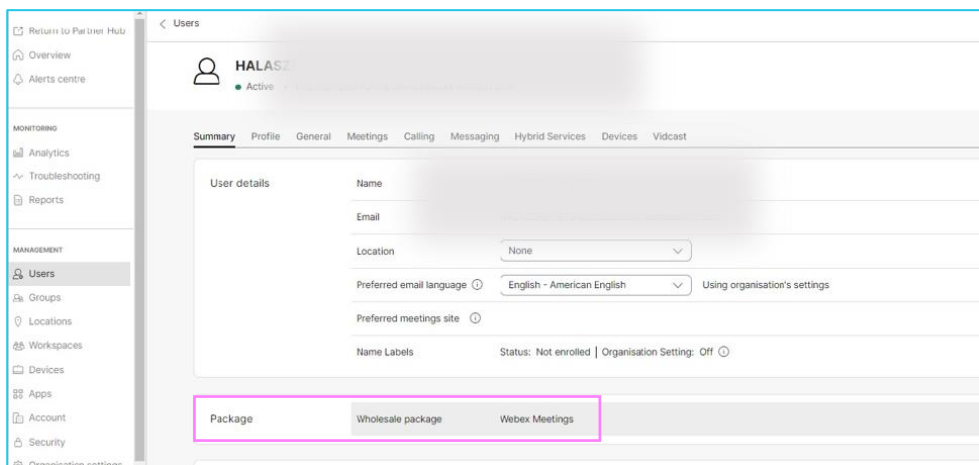
## Delete a User



1. Click on the 3 dots in front of the user and select **Delete user**.

## Change or add a package.

1. If an account is already set - On Users menu, select an account to Modify.
2. On the Summary tab, select Wholesale package and change as required.



## Learn more!

- [Manage Webex Meetings Users in Webex Control Hub](#)>
- [Configure and manage your Webex Calling users](#)>

Discover more at the [BT Support Centre](#) >



**Note:** Some steps, screenshots and options may differ slightly depending on the application, browser, operating system, and software version you are using.