

FEDERATIONS

Version 1 – updated: Monday, March 9th, 2020

FEDERATIONS

A federation is a series of accounts that receive individual invoices, but are linked together under an umbrella account. This area is only relevant if your account is linked to other accounts in a federation.

Along with individual billing, it allows some inter-company features such as calling by internal extension. A federation administrator can be set who will have full control over all federated accounts with each individual account still having their own customer administrator.

CREATING A FEDERATED ACCOUNT

Federations can be found in the Accounts **'i'** section, followed by the **'Tiered'** tab, directly beside the contact details' envelope icon.

A

Click on the **'Create Federation +'** button – this creates an access code – which allows other accounts to join this federation. The account that creates this code owns the federation.

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B To add a second account to this federation, access the federation tab on said account and click on the **'Join Federation'** button which reveals the Join Federation pop-up.

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C Enter the access code into the free-text box of the federation you wish to join, followed by the **'Join'** button. This will send a join request to the owner of the federation.



D Then go to the federation owner account to accept the request.

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E To accept the secondary account to the federation use the '√' button. All federated accounts will appear in the Federations tab as members.

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Federations can only be created by Westcoast Cloud Voice staff and partners.



USEFUL CONTACTS

To set up partner or customer accounts on Westcoast Cloud Voice portal please email: admin@westcoastcloud.co.uk

For sales info: **voice@westcoastcloud.co.uk**, or support: **support@westcoastcloud.co.uk**