

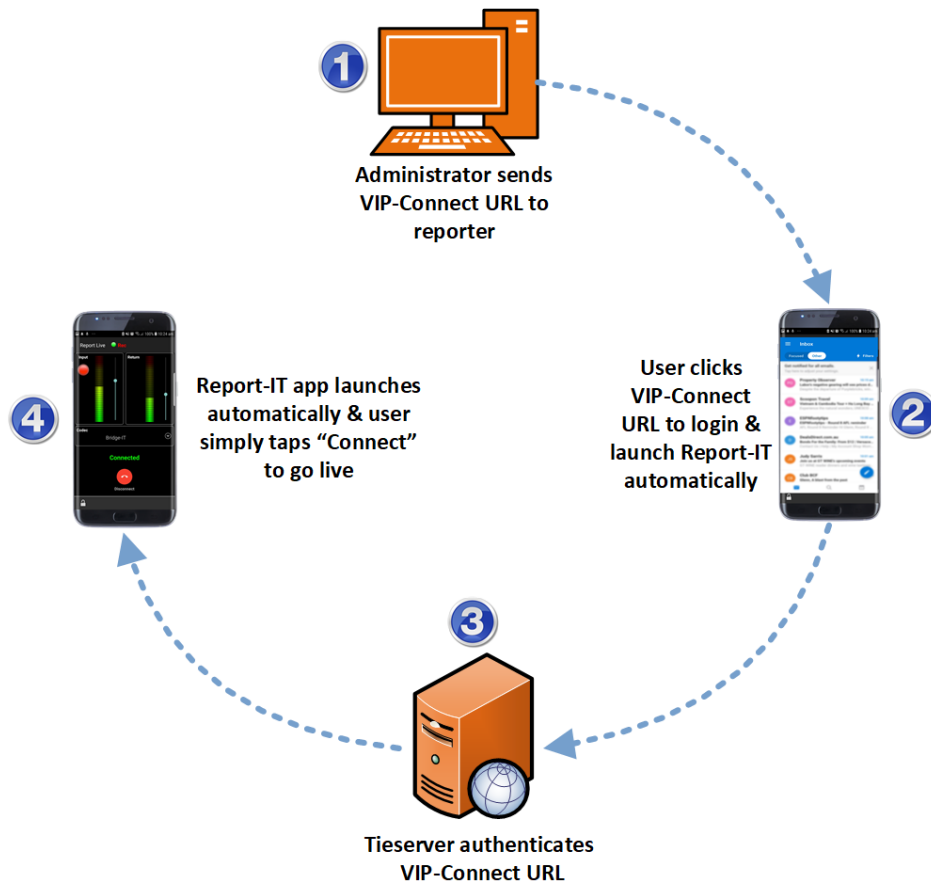
HOW TO USE REPORT-IT ENTERPRISE VIP-CONNECT

A Report-IT Enterprise account with TieServer Management enabled can use an automated login authentication process to assist talent and/or guests to log in with the click of a VIP-Connect URL link. This document describes how to create a VIP-Connect URL using the TieServer Web Management System. Note: VIP-Connect cannot be configured using the TieServer Console apps, only the PC/Mac Web TieServer Management Console accessed via www.tieserver.com.

PRE-REQUISITES

1. Report-IT Enterprise subscription
2. Report-IT Enterprise PC/Mac TieServer Console Web Management Add-on subscription
3. Existing Report-IT Enterprise account to link to the VIP-Connect Login

How does it work?



CONFIGURE A VIP-CONNECT URL AS A SYSTEM ADMINISTRATOR

Follow these steps to configure a VIP-Connect login URL:

1. Login to your TieServer Administrator account on Tieline's web portal for TieServer (www.tieserver.com).
2. Once logged in, access the **Users** section, and select the specific Report-IT account username you want to configure VIP-Connect for.
3. Just above **Report-IT Settings** is the **VIP Login** section. Click **Change** to view settings.

VIP Login: Not Specified [change](#)

4. Configure a specific expiry duration in days and hours within the VIP-Connect login settings. Select the **Never** checkbox if the URL should never expire. Next, select **Reset** to configure the URL and other settings.

VIP Login: Not Specified [hide](#)

Expires: Days Hours

☒ Never

[Reset](#) [Remove](#) [Cancel](#)

5. After clicking **Reset** the VIP login link is displayed. Right-click the URL link to display two options:
 - a. **Copy to Clipboard** – copies the existing link to the clipboard on your PC. Paste this link into an email, text message, messaging app and send to the Report-IT user.
 - b. **Email to user** – this option generates an email using the default mail program on your PC.



Final Notes:

1. You can generate a new VIP-Connect URL login at any time for any Report-IT user. When a new URL is generated for a user account any older URL for that user becomes unusable.
2. The minimum expiry timeout is set for one hour.

3. The expiry timeout does NOT kick out users who are already logged in to Report-IT. The timeout will prevent new logins thereafter.
4. VIP-Connect is considered a secondary login system to assist users and protect usernames and passwords. Expiry Timeouts will NOT prevent users from logging in with the user ID or password.

HOW TO LOGIN AS A USER WITH REPORT-IT VIP-CONNECT

PREREQUISITES:

1. A Report-IT Enterprise VIP-Connect Login URL Link: Supplied by your contact at the studio or a system administrator via text message, email, or messaging app.
2. Mobile device: Android or iOS
3. Internet access using cellular or Wi-Fi.

To sign into a VIP-Connect login account for Report-IT Enterprise:

1. Navigate to the VIP-Connect Login link on your mobile device sent by text, email, or messaging app.
2. Click the VIP-Connect URL and then one of two things will occur:
 - a. If the Report-IT Enterprise app is not installed it will open a browser on your device and prompt you to download the app from Google play or the iTunes App Store. Once downloaded, simply press the URL link a second time to launch Report-IT and log in automatically.
 - b. If the Report-IT Enterprise app is already installed on your device, when you click the link it launches the app and opens the login screen. The login screen will be auto populated and bypassed by the app.
3. Once automatically logged into Report-IT, simply press the **Connect** button to dial back to the studio codec using the preconfigured connection settings.