



AVAYA IX™ spaces

Frequently Asked Questions (FAQs)

You've got questions. We've got answers. And if you don't find what you're looking for, we're here and happy to help. Reach out to product management (or your Avaya partner) if you have any questions that aren't answered below.

Navigate the FAQ using the links below.

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Logging In	Messaging	Voice + Video
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Overview

What is Avaya IX™ Spaces?

Avaya IX™ Spaces (or just “Spaces”) is a cloud-based team collaboration and meeting app with messaging, audio and video conferencing, file sharing, and more in an easy-to-use application that you can access from anywhere. Use it on your laptop at work, your tablet at home, or your phone on-the-go. It was designed for teams that need an effective way to enable communications, manage tasks, and be more productive without being overwhelmed by email; Spaces provides you with just the right balance of simplicity and the features you use every day.

Check out this [user manual](#) to get the most out of Spaces!

How are people using Spaces?

Spaces is an app you can use for hosting meetings and organizing projects. If you’d like to find some new uses for Spaces, then check out our [site](#).

How do I sign up?

Signing up for Spaces is super simple. Registering for a Spaces account is free and all it takes is visiting our signup page [here](#). Just enter your email into the area above the “Get Started” button.

You can also get started [here](#) today and receive a 3-month Spaces “Business” license for free*. The “Business” user includes unlimited file sharing, group tasks, and enhanced voice/video functionality.

Additionally, users can be added by your site administrator via the admin view. Learn more about configuring Spaces for your domain [here](#). **OR** if you sign up for an individual account, contact your Avaya partner to be added to your company’s domain.

*Excludes, existing “Enterprise” accounts.

How do I sign in?

Signing in to Spaces is also simple. You can log in with existing credentials from other apps (Google, Office 365, or Salesforce), if they match the email you used to sign up.

Or, you can enter the email and password for the Spaces account that you’ve already created. Enter the email address you used to sign up (the one where you received the welcome email) and the password you created, also during the signup process.

You can also use your company’s SSO (or SAML), if your Spaces domain administrator has enabled the feature.

Is it free?

Yes. Spaces is free to use at the “Essential” tier. We also offer additional licenses, in case you want to get even more out of Spaces. You can find more about them [here](#). As a free user you get both the web and mobile apps, unlimited audio/web conferencing, persistent chat, 1-on-1 video calls, and file sharing (up to 1GB). There are additional paid licenses, which include additional benefits. The “Business” tier adds video collaboration, and the “Power” tier enables users to dial-in from regular phones. Contact your Avaya representative to learn more about paid tiers.

How is my data secured?

The Spaces application is built on the Google Cloud; data is stored on the Cloud back-end application.



- Data required by Spaces is stored in encrypted form via Google Cloud.
- Data required by the browser client is stored in the browser itself (i.e. cookies, cache).
- Data required by the mobile application is stored on the mobile application container service provided by the OS. Recent OS versions support encrypting application container data.
- When data is being transmitted over a network, it is encrypted.

Additionally, personally identifiable information is stored on the Google Cloud. The “at Rest” encryption controls for data stored on the Google Cloud are provided via Google storage services.

- All stored data is encrypted.
- All client-server data connections are encrypted “in-Transit” via TLS 1.2 or higher.
- External participants may be invited to connect to an audio conference by dialing from the PSTN. In these cases, the Spaces application cannot assure end-to-end encryption of the voice / signaling path across global server provider networks.

How do I send feedback? Or seek technical support?

“Houston, I have a problem!” Well, no worries—we only have solutions. Visit support.avaya.com if you’ve got any feedback or support needs.

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Getting Started

What do I need to know to get started?

Everything you need to know is contained in our *User Manual* – [check it out here](#).

Which browsers are supported?

Use Google Chrome to access Spaces and don’t forget to allow Spaces to access your microphone and camera (if you’d like to use video and/or voice chat). It will pop up near your address bar, the first time you create or join a space.

How do I add the Outlook Add-On/ Chrome Extension?

From your dashboard (on the right-hand side), there’s a “Downloads” section where you can find the following:

- Avaya Spaces Mobile Application ([iOS](#) and [Android](#))
- [Avaya Spaces Chrome Extension](#) (required for screen sharing)
- [Avaya Spaces Google Calendar Scheduler](#)
- [Avaya Meeting Scheduler](#) (Outlook calendar scheduler)

Is Spaces available on Android and iOS?

Yes. Spaces is available as a mobile app on both the [App Store](#) and [Play Store](#). Those same versions will also work for your tablet!

Does Spaces support Mac and Windows?

Yes. Spaces is supported on both Mac and Windows.



What features are Included in Avaya Spaces?

For a complete list, check out our feature chart below:

Feature	ESSENTIAL	BUSINESS	POWER
Personal Meeting Room in the Cloud	Yes	Yes	Yes
Team space Creation and Management	Yes	Yes	Yes
Single Sign On (O365, Google, Salesforce)	Yes	Yes	Yes
Technical Support with a purchase or deployed with Avaya Equinox and either Avaya Aura or Avaya IP Office support contract	Yes	Yes	Yes
Web Application Access Google Chrome (Web RTC)	Yes	Yes	Yes
Mobile Application Access Available for Android and Apple iOS mobile devices	Yes	Yes	Yes
Launch from Avaya IX Workplace (/Equinox) soft client	Yes	Yes	Yes
Team space Messaging	Yes	Yes	Yes
Direct Messaging (1:1)	Yes	Yes	Yes
File Sharing Up to 1 GB at Essential tier and Unlimited at Business and Power tiers.	Up to 1 GB	Unlimited	Unlimited
Online Voice Conference Up to 50 simultaneous participants at Essential tier, 200 at Business, 500 at the Power tier.	Yes	Yes	Yes
Desktop Sharing	Yes	Yes	Yes
Direct Online Video Chat 1-on-1 video calling with other Avaya Spaces users.	Yes	Yes	Yes
Application Programming Interface	Yes	Yes	Yes
Application Integrations Agenda, Outlook Plug-in, Google Calendar extension, Slack, Microsoft Teams & more.	Yes	Yes	Yes
Group Task Management	Yes	Yes	Yes
Online Video Conference Up to 200 simultaneous participants at Business, 500 at Power tier. See up to 15 simultaneous participants at Business, 35 at Power. Note: Can only see 1 person currently. Multi-view is in Beta and will be deployed system wide shortly.		Yes	Yes
Share File Previews		Yes	Yes
Recording			Coming Soon
Transcription			Coming Soon (Pricing TBD)
API Support			Yes
Dial-in Local dial-in not available in every country.			Yes



Can I access my Spaces account from anywhere?

Yes, Spaces is a public cloud solution, which means all you need is your username (email) and password, and you can sign in from anywhere, across any device.

How do I download Avaya Spaces?

Well, you don't. Once you have an account, all you need to do is open your Chrome browser, visit spaces.zang.io, and create an account. The only item you might have to download is the Spaces extension for Google Chrome; this extension enables screen sharing.

Can I upload and share my files on Spaces?

You sure can! Spaces allows you to share and upload your files. The amount of your allocated cloud storage depends on your license level (don't worry you still get this feature with the "Essential" license). Check out the feature chart above (on the previous page), to learn what's included with your license.

Can I invite people from outside my organization to join a space/meeting?

Of course. Spaces allows you to invite anyone (via their email address) to your space/meeting without forcing them to create an account. When you invite someone, they will receive an email with a link to your space; that user will have to accept the invite to become a "member", otherwise if they join the space another way, they will enter as a "guest" with limited access.

As a Spaces domain admin, can I manage and provision my users?

For sure. If you decide to upgrade from a free account to either a "Business" or "Power" license, an administration portal is available for user management. If you are a Spaces domain admin, you can find the Administrator Portal by clicking on the downward arrow by your name inside of Spaces (top right corner) > "PROFILE & ACCOUNT", then "MANAGE USERS".

How do I onboard everyone?

When users are added (either by signing up individually or when added by a domain administrator) they will get an email to kickstart the process and provide helpful information. Additionally, Spaces includes onboarding tool tips/hints to guide first-time users through the app.

What's the difference between a personal and company account?

There are two classes of accounts; personal and company. To make it easy to collaborate across organizational boundaries, users can sign up to participate in Spaces without requiring their company to purchase licenses.

By default, all users will be given an "Essential" license. It is also possible to manage access at the domain level or "company". An IT Service manager (or Avaya business partner) can manage domain specific functions. User account management is provided on Avaya Accounts (<https://accounts.zang.io/account/login>). There may be situations when users have previously signed in with their company email address before any company specific details were configured. In this case, once the company configuration has been completed, all user accounts within the same domain will absorb the new company settings and policies.



What's the difference between a private and public space?

By default, all created spaces are private. This means that they can only be accessed by participants whom you have invited, or those with the direct link. At any point, the admin of a space can choose to make a space public, by clicking on the option menu next to the space name and enabling the "PUBLIC SPACE" option.

The purpose of a public space is to allow any user to connect and collaborate without any special access rights, other than being a registered and authenticated user of Spaces. Admin and member rights are unchanged, but the following privileges are made available to a guest:

A guest of a public space has the following modify, view, and delete rights:

- View all content (i.e. Text, Files, Images, Tasks) created in the space by any user of any type at any time.
- Delete content (i.e. Text, Files, Images, Tasks) created by themselves.

What's the difference between an admin, member, and guest?

The admin of a space has the following modify, view, and delete rights:

- Invite users into the space as an admin, member or guest;
- Modify a member of a space to be an admin or a guest of the space;
- Modify a guest to be a member or admin while that user is connected to the space;
- View and delete all content (Text, Files, Images, Tasks) created in the space by any user of any type at any time;
- View and modify all settings of a space;
- Archive a space;
- Delete a space;
- Configure a space to be public.

Note: The "admin" permission level for a space (or meeting room), which can vary space-by-space, does not necessarily align with the domain administrator, who is the only individual (or Avaya partner) who can add or modify user licenses.

A member of a space has the following modify, view, and delete rights:

- Invite another user into the space as a guest only;
- View all content (Text, Files, Images, Tasks) created in the space by any user of any type at any time;
- Delete content (Text, Files, Images, Tasks) created by themselves;
- View and modify some settings of a space.

A guest of a space has the following modify, view, and delete rights:

- View content that was created ONLY while active in the current session within a space (no historical data);
- Delete content (Text, Files, Images, Tasks) created by themselves while in the space during that session only.

Are there any limits on space (or room) size?

There is no limit to the amount of people that can enter a space (this is subject to "reasonable use") – but there is a limit on the amount of people that can be on a voice or video call.

- Essential: Voice conference up to 50 people or 1-on-1 video chat.
- Business: Voice conference up to 200 people or video up to 200 (see 15 at a time).
- Power: Voice conference up to 500 people or video up to 500 (see 35 at a time).



How do I upgrade my account?

The domain administrator (or Avaya partner) can upgrade licenses from the Administrator Portal and purchase more licenses through their original method of purchase. You can find the Administrator Portal by clicking on the downward arrow by your name inside of Spaces (top right corner) > “PROFILE & ACCOUNT”, then “MANAGE USERS”.

When will I get billed?

You will be billed either monthly or annually. The billing cycle depends on your initial purchase terms.

How do I call in/use my phone for audio?

There is a phone icon and text (“Join by phone”) in your space (or a space that you’ve joined) that will provide you with dial-in info.

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Ordering

How can Spaces be ordered?

Any individual with a valid email address can sign up for a free account. Although, in order to purchase a paid license, a user must reach out to their Avaya representative or Avaya partner, or visit the Avaya storefront (in the US and Canada).

Currently, Spaces can be ordered via **Avaya One Source** (A1S) in the “Conferencing” configurator model. This option makes it easy for Avaya partners to bundle Spaces with a full range of other offerings through a **single partner** invoice to the customer.

Spaces can also be purchased via the Avaya Storefront (in the [US](#) and [Canada](#) only). Additional country support is currently being investigated.

Are there any volume discounts?

Yes. As a SaaS offer, Spaces applies the 8S MPG Avaya discount code. Specific pricing is subject to regional currency, volume, term discounts (if applicable) and monthly versus annual billing options (if applicable).

When will I get billed?

You will be billed either monthly or annually. The billing cycle depends on your initial purchase terms.

As an Avaya partner or employee, where can I find more information about ordering Spaces?

More information can be found at the Avaya Sales Portal: sales.avaya.com. Accessing this content requires Avaya credentials.

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Logging In

Quick guide to logging in

After you've signed up, it's time to log in to Spaces! There are a few ways to do this, but they all rely on visiting: spaces.zang.io.

Now, the first time you sign up for an account, you'll be taken directly to Spaces, so make sure to bookmark that URL. Although, if you didn't do that, you can also follow the link in your welcome email. These links will take you to the app or to the login page, depending on whether you're already signed in.

Let's take a quick look at what it takes to log in to Spaces.

First, you must be logged out and then visit spaces.zang.io. You'll notice a few different options for logging in to Spaces. You can log in with existing credentials from other apps (Google, Office 365, or Salesforce), if they match the email you used to sign up.

Or, you can enter the email and password for the Spaces account that you've already created. Enter the email address you used to sign up for the app (the one where you received the welcome email) and the password you created, also during the signup.

How do I quit/archive a space?

To quit/archive a space (if you are an admin for that space) hover your cursor over the name of the space and on the right-hand side three dots will appear, click on them to open the menu. Then click on "ARCHIVE" and confirm you want to archive it.

Can I enter a space while I'm already in a space?

Yes! Once you're inside a space you can see what other spaces you are a part of (on the left-hand side of the app) and by clicking on your various spaces you can hop back and forth. Never losing any data. Although, you can only participate in a one voice/video call at a time and clicking out of an active call to enter another space may disconnect you from that call.

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Messaging

Quick guide to messaging

The “Chat” tab is the first thing you’ll see, the first time you enter a space. It catalogues the entire public conversation for that space, including general messages, task progress, and any ideas or files that were shared.

Sending a message is done by typing your thoughts in the area labelled “Share Something.” Attaching files to your posts can be done by clicking on the paperclip icon and selecting something to share from your device. The plus icon (+) is where you can post ideas or assign tasks—clicking on either of these options opens a new menu where you can drag and drop files, add descriptions, and in the case of “tasks”, assign them to individuals and attach due dates.

Finally, you can direct message people in your organization from the “DIRECT MESSAGES” area towards the bottom left of the app. Just search for people (***within your domain or external contacts that you’ve previously invited to Spaces***) by their name or email address and start chatting privately, regardless of what space you’re currently in.

Direct messaging vs public/group messaging

A direct message is private and only goes to a specific person; no one else can see it. In a public or group chat, all users can see the messages.

For direct messaging, each member can:

- Delete content (Text, Files, Images, Tasks) created by themselves.
- Hide the messaging session from their view, without deleting the content. The session is no longer visible in the UI, but the data remains in the database.
- Delete a messaging session, including all the content created by either member. The information is permanently deleted for both parties.

How do I send a Direct Message?

From your dashboard, look to the bottom right of the app and click on the “+” button in the “DIRECT MESSAGES” tab. You can then enter the name or the email of the person you are trying to send a message to, and press start to begin writing your message. You can direct message members under your domain or external contacts that you’ve previously invited into Spaces.

How do I start a group message?

Once you enter a space the “CHAT” tab at the top of the page automatically starts a group chat with all the members of your space. Send your message when you’re ready and all the members in your space will be able to see it.

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Voice + Video

Quick Guide to voice + video

It's recommended that for an individual wanting to use voice and video capabilities, you do so by accessing Spaces from within a Google Chrome browser.

The first time you enter a space, your Chrome browser will launch a pop-up near the top of your screen (where the address bar is located) asking for access to your device's microphone and video camera. You'll need to allow this access, in order to use the voice and video features within Spaces.

Next, when you create or join a space, your video feed will begin by default and you'll also be able to see/hear everyone else that also has enabled the video and/or voice chat functionality. Whenever you hover over the video, you'll find options to disable/re-enable your camera and microphone, hang up, or even share your screen*.

The last option is called "Expand video" and enables an alternate view, where video becomes prominent and the chat menu shrinks. It's another way to see Spaces and you can swap between this view and the default view anytime you'd like!

*Currently only available via the Chrome browser or Spaces mobile apps.

Where is the dial-in info?

There is a button that is included in the calendar invite if you have scheduled the meeting via the Avaya Meeting Scheduler add-on. Additionally, there is also a phone icon and text ("Join by phone") in your space that will provide you with dial-in info. This feature is only available for "Power" users.

Which countries have support for local dial-in numbers?

Local dial-in numbers are not supported for every country. Please see the list of supported countries below:

US/CANADA Toll Free: +1 855-378-8822
US: +1 513-912-0606
PANAMA: +507 838-7620
CANADA: +1 647-799-6626
AUSTRALIA (Albury): +61 2 6064 2002
AUSTRALIA (Sydney): +61 2 7201 8692
ARGENTINA: +54 221 513-8029
ARGENTINA (Buenos Aires): +54 11 2040-0104
DEUTSCHLAND (GERMANY): +49 89 21094 347
DOMINICAN REPUBLIC: +1 829-954-7994
BELGIUM: +32 58 68 01 64
BRAZIL: +55 51 3500-0709
CZECH REPUBLIC: +420 558 080 005
HONG KONG: +852 5808 0551
IRELAND: +353 49 389 3007
ISRAEL: +972 4-374-1359
JAPAN: +81 476-66-2279
MALAYSIA: +60 3-9212 6821
MEXICO: +52 81 5030 7403



NETHERLANDS: +31 318 728 477
POLAND: +48 82 888 10 71
SOUTH AFRICA: +27 23 004 0314
SWEDEN: +46 570 48 09 09
SWITZERLAND: +41 22 518 77 02
UK: +44 20 3514 6828
UK: +44 800 088 5585

How do I start a new space?

From your dashboard you can either click on the “NEW SPACE” button in the top left or in the recent Spaces tab, click on the button with a “+” on it.

From there you can name your new space and invite anyone via their email address. When you invite someone, they will receive an email with a link to your space; that user will have to accept the invite to become a “member”, otherwise if they join the space another way, they will enter as a “guest” with limited access.

Handy Keyboard Shortcuts:

- Enable/disable video with Ctrl + Shift + V (Windows) OR ⌘ + V (Mac)
- Mute/unmute audio with Ctrl + Shift + A (Windows) OR ⌘ + A (Mac)
- Share your screen/stop sharing your screen with Ctrl + Shift + S (Windows) OR ⌘ + S (Mac)
- Hang up with Ctrl + Shift + H (Windows) OR ⌘ + H (Mac)
- Expand video with Ctrl + Shift + E (Windows) OR ⌘ + E (Mac)

How do I start a video chat in my space?

When you first enter your space, your video chat will automatically start running. You can change your preferences in the settings tab (next to the space name) to join your space with a blocked camera and muted mic.

In the main dashboard (top right, next to your picture), select “PREFERENCES” and then the option to prevent your camera automatically from turning on and muting your mic will appear here. This can also be accessed from inside a space.

How do I mute my mic?

To mute your mic, press the mic icon next to your name on the far right or press the mic icon on the video display screen.

To mute your mic automatically when you join a space, click on the downwards arrow on the right by your name and then select “PREFERENCES”. Under “CONFERENCE DEFAULTS” check “MUTE MY MICROPHONE WHEN JOINING” and then hit “SAVE” to keep your changes.

How do I turn off my camera when I join my space?

To turn off your camera press the camera icon next to your name on the far right or press the camera icon on the video display screen. To turn your camera off automatically when you join a space click on the downwards arrow on the right by your name and then select “PREFERENCES”. Under “CONFERENCE DEFAULTS” check “BLOCK MY CAMERA WHEN JOINING” and then hit “SAVE” to keep your changes.

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Sharing

Quick guide to sharing

Sharing is caring, so show your teammates you care by sharing files and documents from within Spaces. From the “Messages” view, you can share documents by attaching them to your comments. They’ll show up as regular messages and can be accessed by everyone else in the space.

You can also share your screen while you’re chatting over video—just enable it by hovering over the video chat and clicking “Share Screen.”

Next, the “Posts” tab is where all the documents and files are housed—the ones shared by you and your teammates. Clicking on any of the posts enables you to make comments, download the file, or attach more items, perhaps a revised version, if you’re editing a document.

How do I share my screen?

To share your screen press on the share screen icon in the tool bar in the video display screen. In Google Chrome, you must download the [Avaya Spaces Chrome Extension](#) to enable this feature.

How do I expand my screen into full screen mode?

To expand your screen press on the box icon with arrows in the corner off the screen, in the video display screen. This will expand your screen into full screen mode, and to exit press escape or the same button to condense the view.

How do I end a call?

To end a call press on the red phone icon in the video display screen and it will end the call. You will remain online (in the space), and to start another call press the video icon in the display screen to launch your video again!

How do I create a Post/Task?

To create a post navigate over to the “POST” section at the top of the middle of the page > Press “CREATE POST” down at the bottom > Here you can share a new File, Post or Task in any Space you want > Add a Post name > Give a description of the post > Add any attachments > and conclude by pressing “POST”.

Your post will now be able to be viewed by all members in the Post section of your space.

How do I edit a post/task?

To edit a Post, click on the “POSTS” section at the top of the middle of the page > Double click on the post you would like to edit > Make the changes you want > Press “SAVE” to update your changes.

How do I invite people?

To invite someone into the space, first enter the space and then on the far right under the video screen is a “+ INVITE PEOPLE” bar. Press the on the bar and enter the name or email of the person you want to join the space. Your guest will get an email asking them to join the meeting. You can also copy the link that is provided in the window and send it off to your guest that you want to join the meeting.

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Tasks

Quick guide to tasks

Tasks are simply things that need to get done and Spaces enables you to assign tasks to other members of your space. From the “Messages” view, you can assign tasks, which will show up as regular messages and at the same time this action will email the person(s) that the task was assigned to them.

Tasks can also be managed via the “TASKS” tab. From here you can assign tasks for individuals, as well as determine due dates, make additional comments, and post related documents. This view also enables you to manage the tasks that are assigned to you. All it takes to notify others of your progress is updating the status of the item as you complete it.

We recommend you use “TASKS” to track items that need to get done among your team members or as the result of a meeting. It’s an easy way to merge your individual ‘To-Do’ lists into one, simple view that’s shared between teammates.

How do I create a Task?

To create a Task, navigate over to the “TASKS” section at the top of the middle of the page, then press “CREATE A TASK” at the bottom of the screen. Here you can give the task a name, due date, attach files, and assign it to one or multiple people.

How do I edit a Task?

To edit a Task, click on the “TASKS” section at the top of the chat, then double click on the task you’d like to edit.

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Mobile

Quick guide to mobile

You can download the Spaces mobile app on [iOS](#) or [Android](#) for free. This means you can access Spaces on your laptop at work, your tablet at home, your phone on-the-go, or even from the dark depths of outer space (well, that last one could be an exaggeration).

Once you've downloaded the app, log in with your Spaces account details and you can pick up from exactly where you left off on your computer. The mobile app enables you to chat, meet over audio and video, create tasks, and post documents, just like you can from your browser.

Is Spaces available on Android and iOS?

Yes. Spaces is available as an app on both the [App Store](#) and [Play Store](#). Those same versions will also work on your tablet.

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Notifications

How do I enable my notifications?

To set your notifications preferences, click the bell in the top left of the space. You can also set your notifications by clicking the downwards arrow to the right of your space name, then select "PREFERENCES". Under "NOTIFICATIONS" you can enable or disable push (or desktop notifications).

Do my notifications vary per space?

Yes. You can enable/disable notifications (by clicking the bell icon) for each of your individual spaces.

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Preferences

How do I change my meeting startup preferences?

To change your meeting startup preferences, click on the downward arrow to the right of your name/picture and then select "USER PREFERENCES". Under "CONFERENCE DEFAULTS" you can turn on/off the various launching features like auto-starting your voice/video meeting, blocking your camera when joining, and muting your microphone when joining.

How do I auto-start my meetings?

To set your conferences to automatically start click on the downward arrow on the right by your name and then select "USER PREFERENCES". Under "CONFERENCE DEFAULTS" you can check "AUTO-START MY CONFERENCES" to start your conferences automatically and then press "SAVE" to save your changes.



How do I change my email?

To change your email, click on the downward arrow by your name inside your space > “MY ACCOUNT” > “USER SETTINGS” > “EMAILS”> enter your new email in the bar and press “+ADD” > Verify this new email > go back to your account and press “SET AS PRIMARY” to finally change your email address!

How do I add an email address?

To add an email, click on the downward arrow by your name inside of Spaces (top right corner) > “PROFILE & ACCOUNT” > “USER SETTINGS” > “EMAILS” > enter your new email in the bar and press “+ADD” > Verify this new email and you’re done!

How do I change my password?

To change your password, click on the downward arrow by your name inside of Spaces (top right corner) > “PROFILE & ACCOUNT” > “USER SETTINGS” > “SECURITY” > “CHANGE PASSWORD” > then enter your current password and press “CHANGE PASSWORD”; enter your new password finalize the change.

How do I view my account permissions?

To view your account permissions, click on the downward arrow by your name inside of Spaces (top right corner) > “PROFILE & ACCOUNT” > “USER SETTINGS” > “SECURITY” > “ACCOUNT PERMISSIONS” > “VIEW ALL” > then you can see and control your account permissions across all your devices.

How do I add/change my picture?

To add/change your profile picture, click on the downward arrow by your name inside of Spaces (top right corner) > “PROFILE & ACCOUNT” > “USER SETTINGS” > “GENERAL” > then click on the picture box and proceed to add a picture from your local device.

How do I edit my username?

Your username is your email and cannot be changed unless you change your email; the process to change your email can be found [here](#).

How do I edit my name?

To edit your name, click on the downward arrow by your name inside of Spaces (top right corner) > “PROFILE & ACCOUNT” > “USER SETTINGS” > “GENERAL” > proceed to changing your first or last name and once you’re finished press “SAVE” to keep all your changes.

How do I change my time zone?

To change your time zone, click on the downward arrow by your name inside of Spaces (top right corner) > “PROFILE & ACCOUNT” > “USER SETTINGS” > “GENERAL” > “TIME ZONE” > Select your new time zone and click on “SAVE” to keep all your changes.

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