# Change Usage / Line Type

For OC Teams account Admins who have been granted access to manage line type changes within this portal, the Usage Type field in the Manage/Edit dialog for a Teams account in the Phone List can be used to make these changes. Use Caution.

These changes are billing impacting.

1. Important: Before making any changes to the line type here, the Admin must ensure that any user/account add-ons (e.g.; fax, call reporting, call recording, etc.) have already been removed from this Teams line/account in **TAC** prior to switching usage types in this dialog. This ensures appropriate billing and functionality changes are made as expected without negative impacts to usage, functionality, or access.
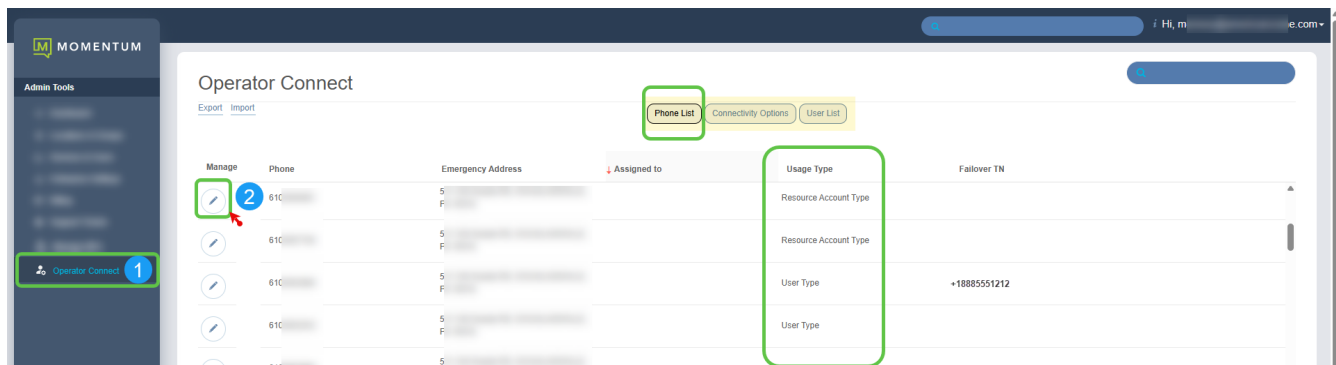
2. Open the Manage/Edit dialog for the OC account in the Phone List by clicking on the adjacent ✎ icon.

3. Click on the drop-down menu in the Usage Type field.

4. Select an alternate usage type option from the drop-down menu selection tool.
   The options can include: User Type, Reserve/Parked Type, Shared Type, Resource Account Type

5. Once you have chosen a new type, click on the **Save Updated Usage** button that now displays top left and then Confirm your change by clicking **Yes** when prompted, or click No to halt and modify or exit.
   Once the system receives confirmation of the change, the system begins the 10-15 minute process of automatically changing the license type, updating billing, and connecting with your Teams account to update the usage type there, and the Phone List page view updates to show the new change once complete, as well.

6. Wait 10-15 minutes for full propagation across all services and systems before attempting to make changes to the account for alternate usages in your TAC.

Important Note: If the Admin was granted access by the Service Provider to see the View All Service Changes list in the Service Changes section, the Admin can look there for status updates. When the status updates to Complete, the account type changes are finished and the Teams Admin may proceed to the **TAC** to complete any additional work or changes for that Teams account.