



UC Self-Service Portal User Guide

February 2023



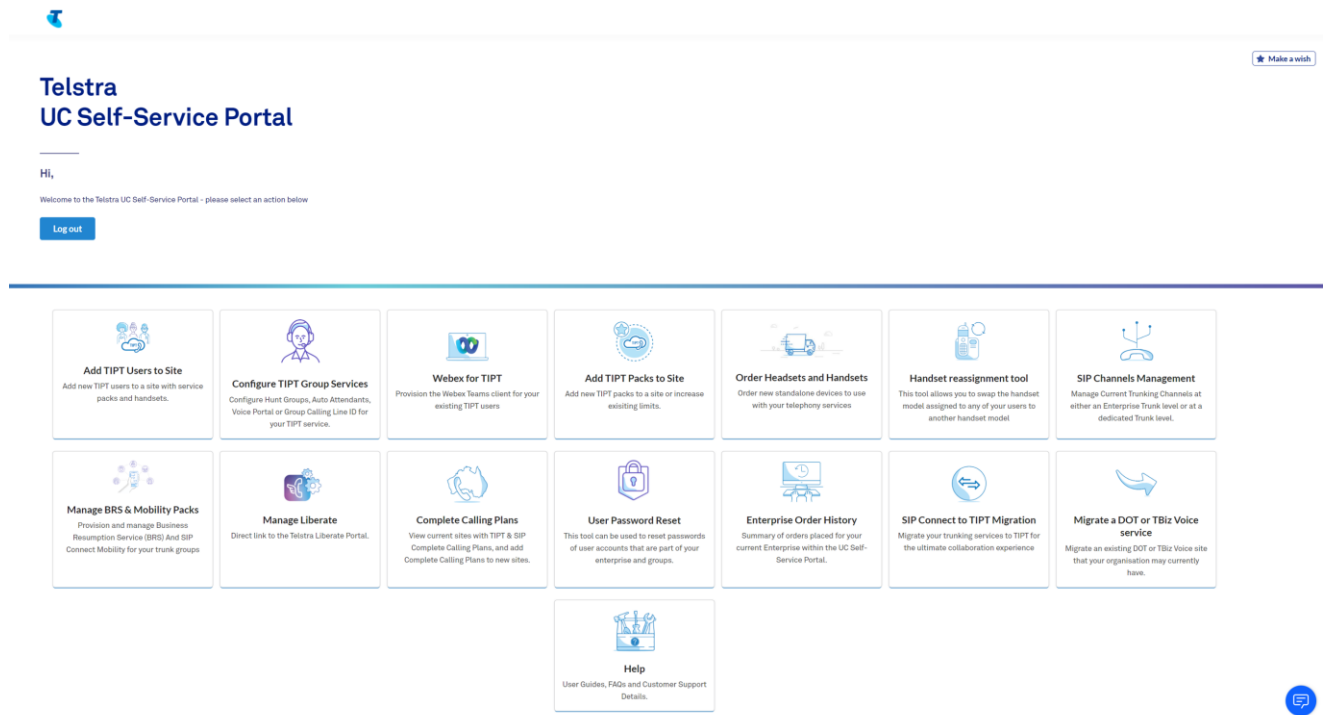
Contents

1.	UC Self-Service portal	3
2.	Accessing the Portal	4
3.	Add TIPT users to existing site	5
4.	Add Webex for TIPT.....	8
5.	Add TIPT packs to an existing TIPT site	9
6.	Manage existing Webex users.....	10
7.	Manage Liberate	13
8.	SIP channel management	15
9.	Handset re-assignment tool	17
10.	Enterprise order history	18
11.	Manage BRS & SIP Connect Mobility Packs.....	19
11.1	Adding BRS Pack:.....	19
11.2	Adding Mobility Pack:	24
12.	User Password Reset	27



1. UC Self-Service portal

Telstra's new UC Self-Service portal for our TIPT and SIP Connect customers, which implements your change requests in near real-time.



The UC Self-Service portal will allow customers to:

- Add new TIPT Users with handsets (existing or new).
- Add Webex for TIPT to existing users
- Manage existing Webex users
- Add additional TIPT packs to a site to assign to users.
- Order headsets and handsets
- Swap handset types for a user
- Undertake migration of SIP Connect to TIPT
- Add capacity to an existing SIP trunk service.
- Add Business Connect to all users at a site if not already assigned.
- Link through to the Liberate portal.
- See their order history.
- Add BRS & SIP Connect Mobility Packs



2. Accessing the Portal

The UC Self-Serve Portal is accessible via the internet and is found at:

<https://ucp.tipt.telstra.com/login>

Customer Access – authorised representatives can request access for themselves or others in their organisation by emailing tiptprovisioning@team.telstra.com with the following details:

- Enterprise ID
- First and Last name of account holder.
- Email address and phone number of account holder.

Enterprise Partner Access

- Customer authority form found at: [Authority Form](#)
- Have the customer return and sign form
- Submit signed form and relevant details to TIPT Provisioning
- Access will be created and emailed out

UCSS portal access will provide access to:

- UC Self-Serve Portal
- Liberate Portal
- TIPT Administration Portal - VPN and internet access (It does not provide access to the administration portal for SIP)

The UCSS portal access username will be in the format of enterprise number_UCPPA_username.

EG: N3000XXR_UCPPA_Richard



Sign in to the UC Self-Service Portal

USERNAME

PASSWORD

Login

Don't have access?
Please contact your Telstra representative



3. Add TIPT users to existing site

- Create new TIPT users complete with packs and Business Connect.
- Create multiple users at one time.
- Create Liberate Mobile users – ready to be assigned Liberate.
- Order a selection of handsets and IADs.
- Login credentials for Business Connect sent to you after your request has been submitted.
- Handsets shipped out straight from the warehouse.

To create new TIPT users with service packs and handsets please use the **Add TIPT Users to Site icon**. Select the site in the drop down to add additional users.

Add TIPT Users

New TIPT Users can be added to any sites within the current enterprise.
Start by searching for a specific site, followed by entering the customer contact details as well as the new users and any shipping details if required.
A confirmation of any orders made will be sent to the email provided.

Current site

No site selected

Site Search

Search for your site either by site name or site ID below.

Complete your details in the **Customer Contact Details** section.

Customer Contact Details

First Name... Last Name... Phone Number... Email Address... Additional Email Address...

Non-standard billing required

If nonstandard billing required, please select the check box, and enter details.



Complete the **User Details** section to create new users

- Add username and choose the number range – then select the number for the user and a user pack.
- Users can add additional packs such as call centre – please complete the **supplementary pack** section.
- Users can add a handset - either existing, purchased or rented.
- Business Connect soft client only can be selected.
- Liberate Mobile-only user can be selected.
- Additional users can be added by selecting the **add row** button.
- Choose if handsets are to be used over the internet or on Telstra Next IP MPLS network.
- Note: Newer firmware for Poly and Cisco devices supports registration over MPLS or Internet.

Add New TIPT Users

New user details

*All prices displayed are standard TIPT rates ex GST and may not reflect any contracted or discounted rates applicable to your account.

Number range	Availability
0282404700 - 0282404799	Total of 97 numbers Available
0295092000 - 0295092099	Total of 20 numbers Available
0282407700 - 0282407799	Total of 66 numbers Available
0282404800 - 0282404899	Total of 100 numbers Available
0282404900 - 0282404999	Total of 100 numbers Available

5 rows | < > 1-5 of 5 >>

First name: User | Last name: TIPT | Available Phone Numbers: +61282404715 | User Pack: Standard Pack - \$14.00 per month | First supplementary pack: Call Centre Standard Agent Pack - \$25.00 per month | Second supplementary pack: Second supplementary pack... | Handset (Install \$0): Polycom VX 250 - Existing

Add User | Maximum of 30 users per single request.

Configure your service for:

TIPT Over MPLS/Next IP
 TIPT Over Internet

If a new handset or IAD is requested – the customer delivery details section will open.

Please complete your delivery address details.

Shipping Details

Shipping Contact Details

First Name... Last Name... Phone Number... Email Address...

Shipping Address

Street Number... Street Name... Suburb... State... Postcode...



New TIPT Users information

Site Details

Site ID

Customer Contact Details

First Name	
Last Name	
Phone Number	
Email Address	
Additional Email Address	

Edit

Shipping Details

First Name	
Last Name	
Phone Number	
Email Address	
Street Address	
Suburb	Sydney
Postcode / State	2000 New South Wales

Edit

New TIPT Users

Full Name	Phone Number	User Pack	Supplementary pack	2nd Supplementary pack	Handset	TOTI/MPLS
Brad Kelly	+61295092402	Basic Pack - \$8.00 per month			Polycom VVX 250 - Purchase \$190.00	mpls

Edit

Submit Details

Review the order – if you need to change any details press edit

Once complete – **press submit.**

- Your users will then be built on the platform and be visible in the TIPT Administration portal.
- You will receive an email confirming your order with login details for Business Connect and activation credentials for the user's handset.
- Users can immediately login to Business Connect once you have the confirmation email.
- Liberate can now be added to a user if required via the Liberate portal.
- Hardware such as IAD and handsets will be shipped out.



4. Add Webex for TIPT

This section will allow customers to:

- Add the Webex for TIPT client to existing TIPT users
- To add the Webex client to existing users please use the **Webex for TIPT icon**.

For detailed information on deploying Webex for TIPT – please see the Webex for TIPT deployment guide located [here](#).



5. Add TIPT packs to an existing TIPT site

This section will allow customers to:

- Manage existing packs – increase as required.
- Add new service packs to a site.
 - Packs are applied to the platform in near real time.
 - Packs are available to assign to users in the TIPT Administration portal shortly after submission.

To add new TIPT service packs please use the **Add TIPT Packs to Site icon**.

To add additional packs to your existing packs – please use the **Manage TIPT Packs** section.

Select the site in the drop down to add additional packs.

Complete your details in the **customer details** section.

Site Search

Search for your site either by site name or site ID below.

TEG Sydney Demo Kit (N2026526R) ▼

Customer Contact Details

First Name... Last Name... Phone Number... Email Address... Additional Email Address... ?

Non-standard billing required

Manage TIPT Packs

*All prices displayed are standard TIPT rates ex GST and may not reflect any contracted or discounted rates applicable to your account.

Service Pack Name	Packs In Use	Total Existing Packs	Order Additional Packs
Liberate Mobile - \$8.00 per month	3	3	1 <input type="button" value="+ Add"/>
Basic Pack - \$8.00 per month	4	5	<input type="text"/> <input type="button" value="+ Add"/>
Call Centre Premium Agent Pack - \$50.00 per month	6	6	<input type="text"/> <input type="button" value="+ Add"/>
Call Centre Premium Supervisor Pack - \$75.00 per month	2	2	<input type="text"/> <input type="button" value="+ Add"/>
Call Centre Standard Agent Pack - \$25.00 per month	4	4	<input type="text"/> <input type="button" value="+ Add"/>

To add packs simply enter the number of additional packs you require next to the existing pack licences.

Press **Add packs**

- Your additional packs will then be built on the platform and be available to assign in the TIPT Administration portal.
- You will receive an email confirming your order of additional TIPT packs.



6. Manage existing Webex users

This section allows you to manage existing Webex users. You can remove, upgrade, or downgrade a user's Webex subscription in this section.

If you have a new starter taking over an existing Webex for TIPT user, the Webex service will need to be removed and then re-provisioned with the new e-mail address. Please ensure you do all adds and removals within the UC Self Service portal.

- To Manage the existing Webex Users, click on the “Webex for TIPT” tile on the homepage. You will land on the “Webex for TIPT Provisioning” page.

- Click on the “Manage existing Webex users”



- Search and Select the site on which you want to manage the users

Manage Webex Users

Webex for TIPT is now available with TIPT Standard and Executive feature packs. To help you enjoy the benefits of Webex we will waive monthly Webex feature charges until 30 November. From 1 December, 2021 standard charges will apply.

7 USERS WITH WEBEX FOR TIPT 4 SOFTPHONE 0 BASIC 1 STANDARD 2 PREMIUM

Current site
TIG Sydney Brad's Demo Kit (N2061321R)

Site Search
Search for your site either by site name or site ID below.
TIG Sydney Brad's Demo Kit (N2061321R)

Email	Phone Number	First Name	Last Name	Package	Action
tiptupdate+0282400301@gmail.com	+61282400301	Jean	Douglas	Webex Softphone	<input checked="" type="checkbox"/> Manage User
tiptupdate+0282400303@gmail.com	+61282400303	Ethan	Hamilton	Webex Softphone	<input checked="" type="checkbox"/> Manage User
tiptupdate+0282400308@gmail.com	+61282400308	Michelle	Bates	Webex Softphone	<input checked="" type="checkbox"/> Manage User
tiptupdate+0282400311@gmail.com	+61282400311	VVX	4	Webex Softphone	<input checked="" type="checkbox"/> Manage User
tiptupdate+0282400314@gmail.com	+61282400314	VVX	300	Webex Premium	<input checked="" type="checkbox"/> Manage User

5 rows < > < 1 of 6 >

- Click on the 'Manage User' button of the user you want to change

Manage Webex Users



Webex for TIPT is now available with TIPT Standard and Executive feature packs. To help you enjoy the benefits of Webex we will waive monthly Webex feature charges until 30 November. From 1 December, 2021 standard charges will apply.

7 USERS WITH WEBEX FOR TIPT 4 SOFTPHONE 0 BASIC 1 STANDARD 2 PREMIUM

Current site
TIG Sydney Brad's Demo Kit (N2061321R)

Site Search
Search for your site either by site name or site ID below.
TIG Sydney Brad's Demo Kit (N2061321R)

Email	Phone Number	First Name	Last Name	Package	Action
tiptupdate+0282400301@gmail.com	+61282400301	Jean	Douglas	Webex Softphone	<input checked="" type="checkbox"/> Manage User
tiptupdate+0282400303@gmail.com	+61282400303	Ethan	Hamilton	Webex Softphone	<input checked="" type="checkbox"/> Manage User
tiptupdate+0282400308@gmail.com	+61282400308	Michelle	Bates	Webex Softphone	<input checked="" type="checkbox"/> Manage User
tiptupdate+0282400311@gmail.com	+61282400311	VVX	4	Webex Softphone	<input checked="" type="checkbox"/> Manage User
tiptupdate+0282400314@gmail.com	+61282400314	VVX	300	Webex Premium	<input checked="" type="checkbox"/> Manage User

5 rows < > < 1 of 6 >

- Update the fields on the popup screen as required and click on 'Next'



USERS WITH WEBEX FOR TIPT SOFTPHONE BASIC STANDARD PREMIUM

Current site
TIG Sydney Beach's Demo Kit (020812210)

Update Webex user : Jean Douglas

Customer Contact Details

First Name... Last Name... Phone Number... Email Address... ⓘ

Additional Email Address... ⓘ

Next → Go back

Phone Number	First Name	Last Name	Package
+61282400301	Jean	Douglas	Webex Softphone
+61282400303	Ethan	Hamilton	Webex Softphone
+61282400308	Michelle	Bates	Webex Softphone

- Click on 'Update User', once you have filled in the details

USERS WITH WEBEX FOR TIPT SOFTPHONE BASIC STANDARD PREMIUM

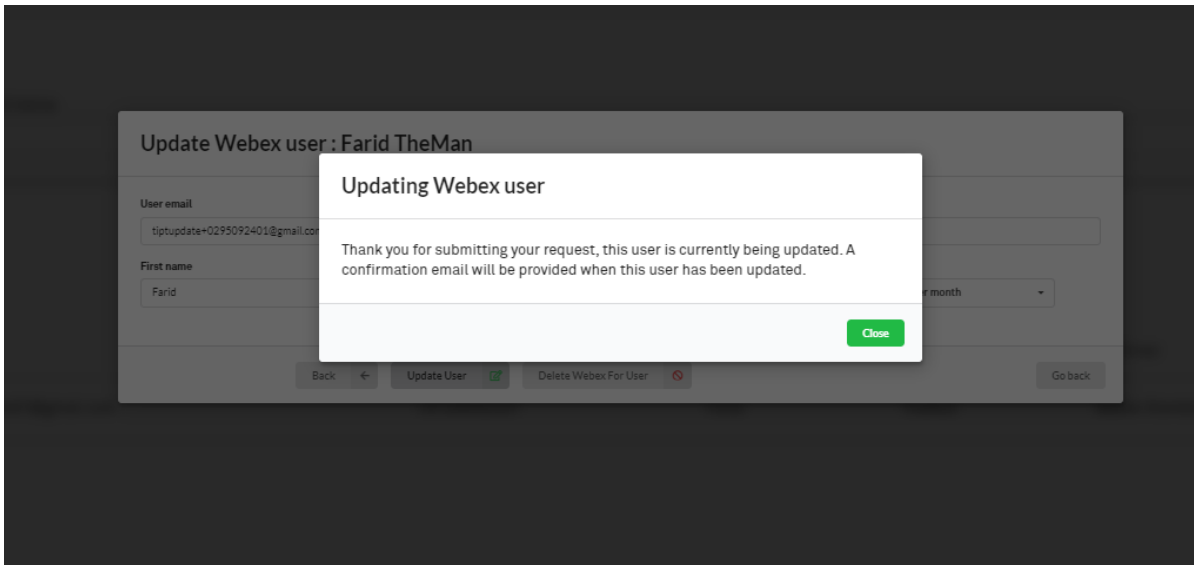
Update Webex user : Jean Douglas

User email: tiptupdate+0282400301@gmail.com Phone Number: +61282400301

First name: Jean Last name: Douglas Package: Webex Softphone - free

Back ← **Update User** ✓ Delete Webex For User ✖ Go back

You will see a confirmation message on the screen.



7. Manage Liberate

The UC Self-Service portal provides a simple link through to the Liberate activation and management portal.



Manage Liberate Service

Head over to the [Liberate Self-Service Portal](#) to manage your Liberate Service.



8. SIP channel management

This section will allow customers to:

- Increase SIP Connect channel capacity on single trunks.
- Increase SIP Connect Enterprise trunk capacity.

All changes applied to the platform in near real time.

Enter Customer details

To add channels to an enterprise trunk – select **Manage Enterprise Trunks**.

Manage Enterprise Trunks

Enterprise Trunk Search

Please select an Enterprise Trunk below to begin.

N3001319R

Registering Trunking ID/s:

N3002838R
N3002846R

Manage Enterprise Trunks

Please Note: When adding additional channels to your enterprise trunking service it will also apply the same channel capacity at the registering trunk id/s. I.e. if your new overall enterprise channel capacity is 100, then each of your registering trunk id/s will also have the capacity set to 100. If you wish to have individual distributed trunk capacity, you will need to provide the registering trunk id/s and the amount you wish to set at the trunk in an email to tipprovisioning@team.telstra.com. This request will be completed as per normal provisioning times.

*All prices displayed are standard TIPT rates ex GST and may not reflect any contracted or discounted rates applicable to your account.

Current Channels for Enterprise Trunk 355

Additional Channels Required 0

You are adding 0 additional SIP Channels, at a standard cost of \$0.

* Please acknowledge that you have ensured your PABX is licensed to handle the number of channels you are about to add.

Add Channels +

- Select the enterprise trunk you want to add additional capacity.
- The registering trunks of the enterprise trunk will show in the registering trunk ID field.
- The current capacity is shown.
- Select the additional channel capacity required in increments of 5 channels.
Note: this will add capacity to each trunk equally – e.g., if your new capacity is 100 channels – each registering trunk will have a capacity of 100 channels set.
- Select add channels.
- Channels will then be added to the trunks in near real time.



To add channels to a dedicated trunk – select **Manage Dedicated Trunks**.

Manage Enterprise Trunks | **Manage Single Trunks**

SIP Trunk Group Select

Please select a SIP Trunk Group below to begin.

VIC New Demo Kit 2 (N3002467R) ✕ | ▾

Please select a Registering Trunk ID.

Pexip SIPTrunkVICDemo ✕ | ▾

Manage Dedicated Trunks

*All prices displayed are standard TIPT rates ex GST and may not reflect any contracted or discounted rates applicable to your account.

Current Channels for Dedicated Trunk: 20

Additional Channels Required: 0 + -

You are adding 0 additional SIP Channels, at a standard cost of \$0.

* Please acknowledge that you have ensured your PBX is licensed to handle the number of channels you are about to add.

[Add Channels +](#)

- Select the SIP Trunk group.
- Select the Dedicated trunk.
- Select the additional channel capacity required (increments of 5 channels).
- Select add channels.
- Channels will then be added to the trunks in near real time.



9. Handset re-assignment tool

This section will allow customers to:

- Select a handset from within their enterprise
- See the existing handset and DMS credentials
- Choose a new handset to swap with the old handset

Note: Only Poly and Cisco Handsets supported.

To add Swap a handset please use the **Handset Re-assignment tool**.

Select the site in the drop down to select the site.

- Choose a handset – you can search in any field by utilising the magnifying glass in each field
- Select + to see the handset details
- Select the new handset in the swap device field
- Choose if on MPLS or TIPT over Internet (TOTI)
- Select Re-Assign Device

Site Search

Search for your site either by site name or site ID below.

Select Devices

Devices

*All prices displayed are standard TIPT rates ex GST and may not reflect any contracted or discounted rates applicable to your account.

First Name	Last Name	User ID
VVX	2421	0295092421@tegdemo.telstra.com

Device Name	Device Type	DMS username	DMS Password	Swap device	Access Type
d0295092421	Polycom VVX 410 DMS	4397425752	Ⓢ	Polycom VVX 350 DMS	TOTI

← Prev

Handset will then be swapped to the new device

New DMS username and password are show and can be entered into the handset

Device Name	Device Type	DMS username	DMS Password	Swap device	Access Type
d0295092421	Polycom_VVX_350_DMS	Example883411	Example17490372	Swap with Device	Access Type



10. Enterprise order history

The UC Self-Service portal provides a record of your company ordering history.

Orders can be searched via:

- Reference number
- Site ID
- Requestor
- Request date
- Request status
- Order information may be downloaded by selecting the download icon to the left of the order.



Enterprise Order History

Below illustrates a summary of orders placed for your current Enterprise within the UC Self-Service Portal.

Actions	Tetra Reference Number	Enterprise ID	Group ID	Request Type	Requestor	Request Date	Request Status	Partner Order?	Requires Shipping?
	UCP1102674	N3000490R	N2026526R	Add TIPT Users	Brad Kelly	2021-08-04	COMPLETED	No	No
	UCP1102693	N3000490R	N2026526R	Add user packs	Brad Kelly	2021-08-05	COMPLETED	No	No

5 rows | < > 91-92 of 92 > |

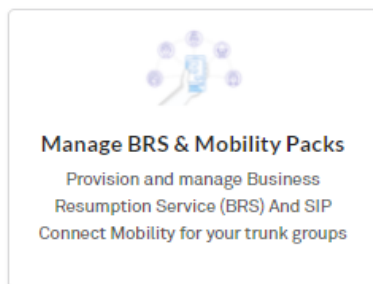
11. Manage BRS & SIP Connect Mobility Packs

This section will allow customers to Provision and manage:

- Business Resumption Services (BRS)
- SIP Connect Mobility for their Trunk groups

11.1 Adding BRS Pack:

1. Click on the “Manage BRS & Mobility Packs” tile on the Homepage



2. You will land on the “Manage BRS & SIP Connect Mobility Packs” page, where you can select the individual numbers on the SIP trunk to have the ability to divert the number off the platform.

Dashboard > [Manage BRS & SIP Connect Mobility Service Packs](#)

Manage BRS & SIP Connect Mobility Service Packs

Your BRS & SIP Connect Mobility Service Packs can be managed here. Start by selecting a site and a number range to view all BRS & SIP Connect Mobility packs in the table below. A confirmation of any orders made will be sent to the email provided in the Customer Contact Details.

Here's what's included in our BRS & Mobility packs:

Pack	Cost (Ex GST)	Inclusions
Mobility Pack	\$10/Month	   <small>Call Forwarding Always Call Forwarding Busy Call Forwarding Not Reachable</small>
BRS Pack (Business Resumption Service)	\$4/Month	 <small>Call Forwarding Always</small>

Site

Please select a site below.

Number range

Please select a number range below.

Below you can view all numbers within the selected group and number range, and manage their BRS & SIP Connect Mobility service packs and associated features.















- You can search / choose the number that you wish to add the BRS pack to. Click on the pen icon which will open a dialog box to choose the options that you can add to the selected number

Site
Please select a site below.
N3001319R_DID1 (N3001319R_DID1)

Number range
Please select a number range below.
738732700 - 738732799

Below you can view all numbers within the selected group and number range, and manage their BRS & SIP Connect Mobility service packs and associated features.

<input type="checkbox"/>	Phone Number	Service Pack	Call Forwarding Always Status	Actions
<input type="checkbox"/>	+61738732700	BRS Pack V1	<input type="checkbox"/>	 
<input type="checkbox"/>	+61738732701	BRS Pack V1	<input checked="" type="checkbox"/>	 
<input type="checkbox"/>	+61738732702	BRS Pack V1	<input type="checkbox"/>	 
<input type="checkbox"/>	+61738732703	BRS Pack V1	<input checked="" type="checkbox"/>	 
<input type="checkbox"/>	+61738732704	BRS Pack V1	<input type="checkbox"/>	 

5 rows | 1-3 of 58

- Click Next

Mobility Pack \$10/Month

BRS Pack (Business Resumption Service) \$4/Month

Site
Please select a site below.
N3001319R_DID1 (N3001319R_DID1)

Number range
Please select a number range below.
738732700 - 738732799

Below you can view all numbers within the selected group and number range, and manage their BRS & SIP Connect Mobility service packs and associated features.

1 row(s) selected

<input type="checkbox"/>	Phone Number	Service Pack
<input checked="" type="checkbox"/>	+61738732705	SIP Connect Business Trunk V8
<input type="checkbox"/>	+61738732706	SIP Connect Business Trunk V8
<input type="checkbox"/>	+61738732707	SIP Connect Mobility V20
<input type="checkbox"/>	+61738732708	SIP Connect Business Trunk V8
<input type="checkbox"/>	+61738732709	SIP Connect Business Trunk V8

User Service Pack Edit

Select a user service pack option to apply across the selected user.

+61738732705
currently has SIP Connect Business Trunk V8 assigned.

Available Packs
Select available service pack below to assign to the selected numbers.

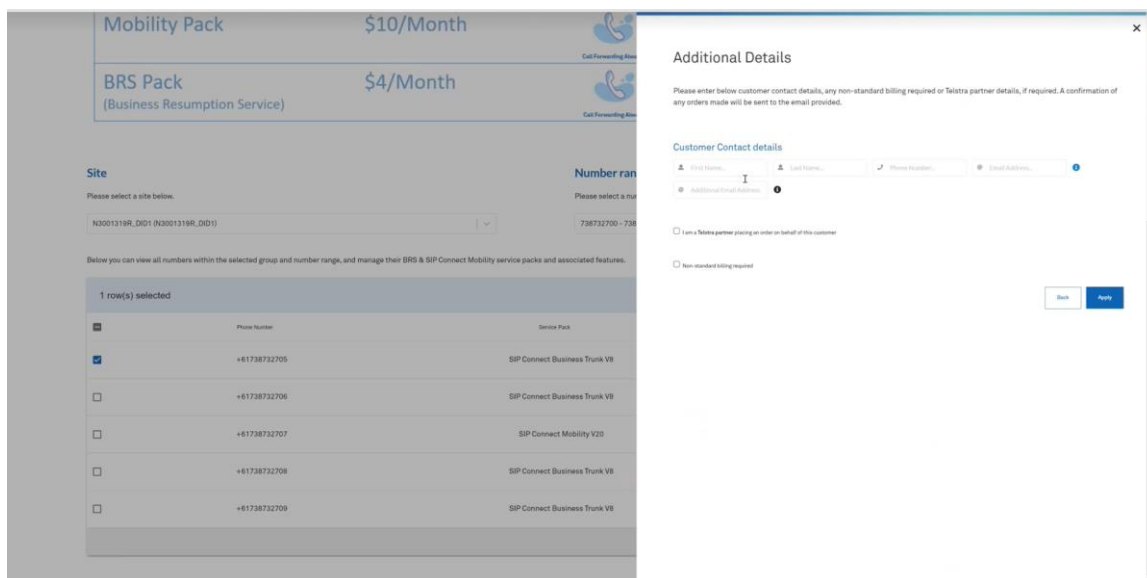
BRS Pack
 SIP Connect Mobility Pack

Please Note
You are currently adding the service pack BRS Pack for this phone number.

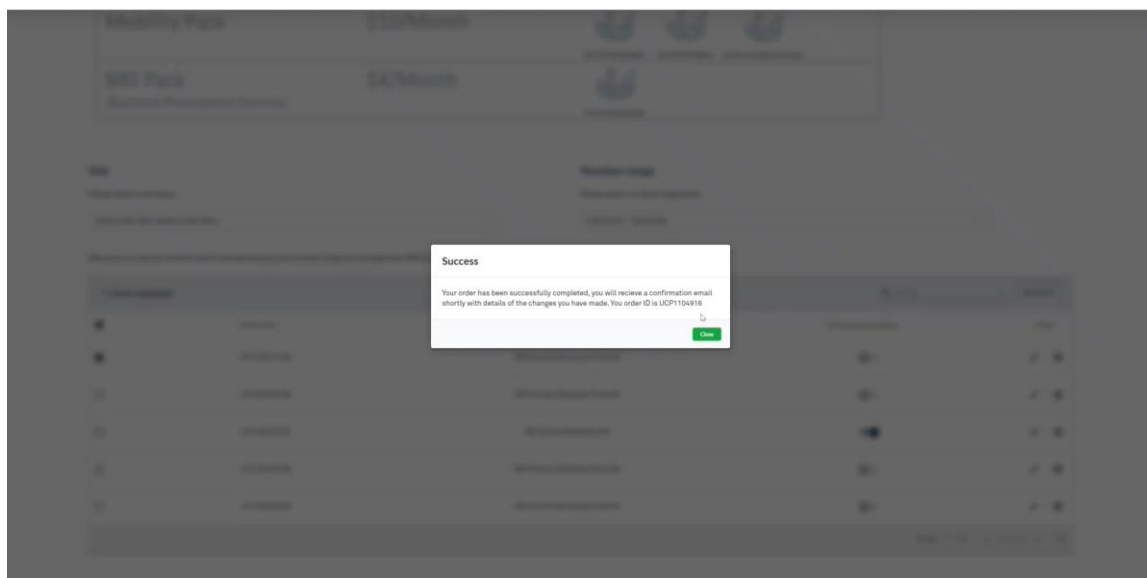
Next



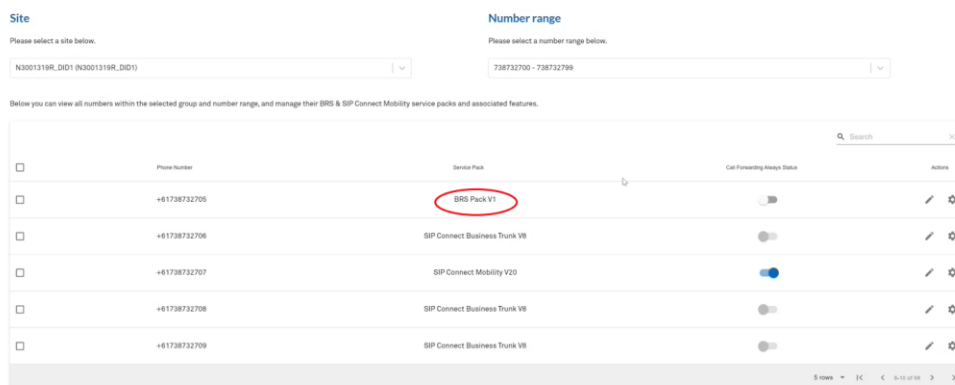
5. Add the contact details and click Apply



6. You will see a success message after the submission. Click on Close



7. You will see that the BRS pack is added to the number










8. You can then configure the BRS pack by clicking on the gear/cog icon

Site: Please select a site below. N3001319R_DID1 (N3001319R_DID1)

Number range: Please select a number range below. 738732700 - 738732799

Below you can view all numbers within the selected group and number range, and manage their BRS & SIP Connect Mobility service packs and associated features.

	Phone Number	Service Pack	Call Forwarding Always Status	Actions
<input type="checkbox"/>	+61738732705	BRS Pack V1	OFF	
<input type="checkbox"/>	+61738732706	SIP Connect Business Trunk V8	OFF	
<input type="checkbox"/>	+61738732707	SIP Connect Mobility V20	ON	
<input type="checkbox"/>	+61738732708	SIP Connect Business Trunk V8	OFF	
<input type="checkbox"/>	+61738732709	SIP Connect Business Trunk V8	OFF	

9. Add the number you want to forward the call to. Click Apply

Mobility Pack \$10/Month

BRS Pack (Business Resumption Service) \$4/Month

Site: Please select a site below. N3001319R_DID1 (N3001319R_DID1)

Number range: Please select a number range below. 738732700 - 738732799

Below you can view all numbers within the selected group and number range, and manage their BRS & SIP Connect Mobility service packs and associated features.

1 row(s) selected

	Phone Number	Service Pack
<input type="checkbox"/>	+61738732710	SIP Connect Business Trunk V8
<input checked="" type="checkbox"/>	+61738732711	BRS Pack V1
<input type="checkbox"/>	+61738732712	BRS Pack V1
<input type="checkbox"/>	+61738732713	BRS Pack V1
<input type="checkbox"/>	+61738732714	BRS Pack V1

Configure Pack Features

Configure +61738732711's BRS Pack V1 feature below.

Call Forwarding Always

Automatically forward all your incoming calls to a different phone number.

OFF ON

Call Forward to phone number / SIP-URI:

Enter a number here...

Apply

10. You will see a success message after submitting the request

BRS Pack (Business Resumption Service) \$4/Month






Site: Please select a site below. N3001319R_DID1 (N3001319R_DID1)

Number range: Please select a number range below. 738732700 - 738732799

Below you can view all numbers within the selected group and number range, and manage their BRS & SIP Connect Mobility service packs and associated features.

Success

Thank you for submitting this request, the requested call setting is now active for the user 738732711@regnumcaltra.com

	Phone Number	Service Pack	Call Forwarding Always Status	Actions
<input checked="" type="checkbox"/>	+61738732710	SIP Connect Business Trunk V8	OFF	
<input checked="" type="checkbox"/>	+61738732711	BRS Pack V1	ON	
<input checked="" type="checkbox"/>	+61738732712	BRS Pack V1	ON	
<input checked="" type="checkbox"/>	+61738732713	BRS Pack V1	ON	
<input checked="" type="checkbox"/>	+61738732714	BRS Pack V1	ON	

11. Clicking on Close will take you back to the "BRS & SIP Connect Mobility Packs" page where you will notice that the "Call Forwarding Always Status" will be automatically toggled ON. You can disable it by



to toggle it OFF once its configured, so that you don't have to configure it every time and it can be turned on/off as needed using the toggle button.

The screenshot displays the UC Self-Service Portal interface. At the top, there are two service pack options: 'Mobility Pack' for \$10/Month and 'BRS Pack (Business Resumption Service)' for \$4/Month. Below these are dropdown menus for 'Site' (selected: N3001319R_DID1) and 'Number range' (selected: 738732700 - 738732799). A table lists phone numbers and their associated service packs. The 'Call Forwarding Always' status is shown as a toggle switch for each number. The second row, for phone number +61738732711, has its toggle switch turned on (blue), and a tooltip above it reads 'Call Forwarding Always' is enabled'. The table also includes columns for 'Phone Number', 'Service Pack', and 'Actions'.

Phone Number	Service Pack	Call Forwarding Always Status	Actions
+61738732710	SIP Connect Business Trunk V8	Off	[Edit] [Settings]
+61738732711	BRS Pack V1	On (Call Forwarding Always is enabled)	[Edit] [Settings]
+61738732712	BRS Pack V1	Off	[Edit] [Settings]
+61738732713	BRS Pack V1	Off	[Edit] [Settings]
+61738732714	BRS Pack V1	Off	[Edit] [Settings]

This screenshot shows the same service pack selection screen as above, but with a 'Success' message overlay. The message reads: 'Success. Thank you for submitting this request. The requested call setting is now active for the user 738732711@ngl.com@mla.com'. The background is dimmed, and the success message is centered in a white box with a green 'OK' button.



11.2 Adding Mobility Pack:

The Mobility Pack has additional features that you can choose when setting up a Call Forwarding Option.

1. Click on the “Manage BRS & SIP Connect Mobility Packs” tile on the Homepage
2. Select a number you want to add the Mobility pack to:

Phone Number	Service Pack	Call Forwarding Always Status	Actions
+61738732705	BRS Pack V1	OFF	[Edit] [Settings]
+61738732706	SIP Connect Business Trunk V8	OFF	[Edit] [Settings]
+61738732707	SIP Connect Mobility V20	ON	[Edit] [Settings]
+61738732708	SIP Connect Business Trunk V8	OFF	[Edit] [Settings]
+61738732709	SIP Connect Business Trunk V8	OFF	[Edit] [Settings]

3. Select the Options that you would like to choose – Call Forwarding Always, Call Forwarding Busy, Call Forwarding Not Reachable

Configure Pack Features

Select a pack feature to configure below for +61738732707's SIP Connect Mobility V20.

- Call Forwarding Always
- Call Forwarding Busy
- Call Forwarding Not Reachable

Call Forwarding Always
Automatically forward all your incoming calls to a different phone number.

OFF ON

Call Forward to phone number / SIP-URI:
0409243106

[Apply]



The screenshot shows the 'Configure Pack Features' dialog for 'Call Forwarding Busy'. The dialog title is 'Configure Pack Features' and it contains the text: 'Select a pack feature to configure below for +61738732707's SIP Connect Mobility V20.' Below this text are three feature icons: 'Call Forwarding Always', 'Call Forwarding Busy', and 'Call Forwarding Not Reachable'. The 'Call Forwarding Busy' feature is selected and highlighted. Below the icons, the text reads: 'Call Forwarding Busy' followed by 'Automatically forward your incoming calls to a different phone number when your phone is busy.' There is a toggle switch set to 'ON'. Below the toggle is the text 'Call Forward to phone number: *SIP URI*'. At the bottom right of the dialog is an 'Apply' button.

The screenshot shows the 'Configure Pack Features' dialog for 'Call Forwarding Not Reachable'. The dialog title is 'Configure Pack Features' and it contains the text: 'Select a pack feature to configure below for +61738732707's SIP Connect Mobility V20.' Below this text are three feature icons: 'Call Forwarding Always', 'Call Forwarding Busy', and 'Call Forwarding Not Reachable'. The 'Call Forwarding Not Reachable' feature is selected and highlighted. Below the icons, the text reads: 'Call Forwarding Not Reachable' followed by 'Automatically forward your incoming calls to a different phone number when your phone is unreachable.' There is a toggle switch set to 'ON'. Below the toggle is the text 'Call Forward to phone number: *SIP URI*'. At the bottom right of the dialog is an 'Apply' button.

4. Enter the phone number that you the call to be forwarded to
5. Click on Apply
6. You will see a success message after submitting the request

The screenshot shows a success message dialog box. The dialog title is 'Success' and it contains the text: 'Thank you for submitting this request, the requested call setting is now active for the user: 73873271@mgm.com. The user: 73873271@mgm.com'. At the bottom right of the dialog is a green 'OK' button.



7. Clicking on Close will take you back to the “BRS & SIP Connect Mobility Packs” page where you will notice that the “Call Forwarding” will be automatically toggled ON. You can disable it by toggling it OFF once its configured, so that you don’t have to configure it every time and it can turned on/off as needed using the toggle button.



12. User Password Reset

The UCSS portal enables service level password resets of user(s) from a nominated site belonging to your UC enterprise. Passwords that have been reset will be auto generated and emailed (notification) to the nominated administrator, refer to step 4 below. Password changes will take effect upon delivery of notification, in near real-time. Any open user sessions to UC apps or the UCSS portal will remain logged in.

A user can manage their service password via the TIPT Administration portal. Upon receiving the UCSS reset password(s) we would recommend the user further updates to a unique password that has not been previously shared.

To reset password(s) for a nominated site or service(s), Click-on **User Password Reset** icon.

The screenshot shows the Telstra UC Self-Service Portal dashboard. The page title is "Telstra UC Self-Service Portal". Below the title, there is a "Log out" button. The main content area contains a grid of 14 service tiles. The "User Password Reset" tile is circled in red. The tiles include: Add TIPT Users to Site, Configure TIPT Group Services, Webex for TIPT, Add TIPT Packs to Site, Order Headsets and Handsets, Handset reassignment tool, SIP Channels Management, Manage BRS & Mobility Packs, Manage Liberate, Complete Calling Plans, User Password Reset, Enterprise Order History, SIP Connect to TIPT Migration, and Migrate a DOT or TBiz Voice service. A "Help" tile is located below the grid.

Select the site for password reset from **1. Pick a site** drop down list

The screenshot shows the "User Password Reset" page. The page title is "User Password Reset". Below the title, there is a "LOG OUT" button. The main content area contains a "1. Pick a site" section. Below this section, there is a dropdown menu with the following options: "PVTExt_Cluster_1_PVTGp1 (PVTExt_Cluster_1_PVTGp1)", "None (PVTExt_Cluster_1_WebexTestGp)", and "None (PVTExt_Cluster_1_WebexTestGp)".



From 2. Select which passwords to reset menu, select grouping of services to reset.

1. Reset all user passwords in this site, Reset All Users

Dashboard > User Password Reset

User Password Reset

This tool can be used to reset account passwords for individual users or groups of users with the Webex for Tipt softphone.

Start by selecting a site, then select how you'd like to reset the password, either by resetting for Bulk users (changing many users at once) or by individual users (changing one user at a time).

1. Pick a site

Please select a site from the dropdown below.

PVTEnt_Cluster_1_PVTGp1 (PVTEnt_Cluster_1_PVTGp1)

2. Select which passwords to re-set

Reset all user passwords in this site (**WARNING:** There is no ability to revert to previous passwords after you have selected 'Reset all Users')

Reset specific user passwords only

Reset All Users

2. Reset specific user passwords only, Reset Selected Users

2. Select which passwords to re-set

Reset all user passwords in this site (**WARNING:** There is no ability to revert to previous passwords after you have selected 'Reset all Users')

Reset specific user passwords only

Check the box alongside the individual user(s) to change their password

Login ID	First Name	Last Name	Department	Phone Number
<input type="checkbox"/> 0356715181	Adhoc User1	PVTEnt_Cluster_1_PVTGp1		0356715181
<input checked="" type="checkbox"/> 0388883010	User0	PVTEnt_Cluster_1_PVTGp1		0388883010
<input type="checkbox"/> 0388883011	User1	PVTEnt_Cluster_1_PVTGp1		0388883011
<input checked="" type="checkbox"/> 0356715180	Adhoc User0	PVTEnt_Cluster_1_PVTGp1		0356715180
<input type="checkbox"/> 0356715182	Adhoc User2	PVTEnt_Cluster_1_PVTGp1		0356715182
<input checked="" type="checkbox"/> 0356715183	Adhoc User3	PVTEnt_Cluster_1_PVTGp1		0356715183
<input type="checkbox"/> 0388883013	User3	PVTEnt_Cluster_1_PVTGp1		0388883013
<input type="checkbox"/> 0388883014	User4	PVTEnt_Cluster_1_PVTGp1		0388883014
<input type="checkbox"/> 0356715184	Adhoc User4	PVTEnt_Cluster_1_PVTGp1		0356715184

Reset Selected Users

Enter your contact details to receive your new passwords. The nominated contact will receive a list of all users and their reset passwords

2. Select which passwords to re-set

Reset all user passwords in this site (**WARNING:** There is no ability to revert to previous passwords after you have selected 'Reset all Users')

Reset specific user passwords only

Check the box alongside the individual user(s) to change their password

Login ID	First Name	Last Name	Department	Phone Number
<input type="checkbox"/> 0356715181	Adhoc User1	PVTEnt_Cluster_1_PVTGp1		0356715181
<input checked="" type="checkbox"/> 0388883010	User0	PVTEnt_Cluster_1_PVTGp1		0388883010
<input type="checkbox"/> 0388883011	User1	PVTEnt_Cluster_1_PVTGp1		0388883011
<input checked="" type="checkbox"/> 0356715180	Adhoc User0	PVTEnt_Cluster_1_PVTGp1		0356715180
<input type="checkbox"/> 0356715182	Adhoc User2	PVTEnt_Cluster_1_PVTGp1		0356715182
<input checked="" type="checkbox"/> 0356715183	Adhoc User3	PVTEnt_Cluster_1_PVTGp1		0356715183
<input type="checkbox"/> genid.pace-3012@netra.com	User2			0388883012
<input type="checkbox"/> 0388883013	User3			0388883013
<input type="checkbox"/> 0388883014	User4			0388883014
<input type="checkbox"/> 0356715184	Adhoc User4			0356715184

Enter your contact details to receive your new passwords

Customer Contact Details

First Name: PVT_Rewel_Results Last Name: Sene_To_Admin Phone Number: xxxxxxxxxx Email Address: James.Murphy@team.netra.com

Submit **Go back**

Reset Selected Users



Response, upon submitting password reset request.

1. Within the portal, the UCSS administrator will receive a “**Success!**” window containing order ID (UCP number)

2. Select which passwords to re-set

Reset all user passwords in this site. (WARNING: There is no ability to revert to previous passwords after you have selected 'Reset all Users')

Reset specific user passwords only


Check the box alongside the individual user(s) to change their password

Legacy ID	First Name	Last Name	Department	Phone Number
<input type="checkbox"/> 0356713181	Admin User1	PVTEN_Cuiter_L_PVTGp1		0356713181
<input checked="" type="checkbox"/> 0356883070	User0	PVTEN_Cuiter_L_PVTGp1		0356883070
<input type="checkbox"/> 0356883011	User1	PVTEN_Cuiter_L_PVTGp1		0356883011
<input checked="" type="checkbox"/> 0356713180	Admin User0	PVTEN_Cuiter_L_PVTGp1		0356713180
<input type="checkbox"/> 0356713182	Admin User2	PVTEN_Cuiter_L_PVTGp1		0356713182
<input checked="" type="checkbox"/> 0356713183	Admin User3	PVTEN_Cuiter_L_PVTGp1		0356713183
<input type="checkbox"/> gen@caec-3712@telstra.com	User2			0356883072
<input type="checkbox"/> 0356883013	User3			0356883013
<input type="checkbox"/> 0356883074	User4			0356883074
<input type="checkbox"/> 0356713184	Admin User4	PVTEN_Cuiter_L_PVTGp1		0356713184

Reset Selected Users

2. Results will be sent to the nominated customer contact from `noreply.ucselfserviceportal@team.telstra.com.au`

Your request has been accepted. Here is a summary of your request. Request Number: 1

 noreply.ucselfserviceportal@team.telstra.com.au
To example_admin@example.com

If there are problems with how this message is displayed, click here to view it in a web browser.

We've got your password reset request!

Thank you for making your request with Telstra using the [UC Self-Service Portal](#).

Please find a summary of your request below.

Request summary

Telstra Reference Number: 1

Below is a list of the users which have had passwords reset:

USER	NEW PASSWORD	STATUS
0356883013@nps.telstra.com	Rv7m7g64u@#	Success
0356713180@nps.telstra.com	678-9gJ-PnCaL	Success
0356713183@nps.telstra.com	r63-wyK8n8l*	Success

You may now use the new password(s).

Regards,
The Telstra team