

IBC Advanced Telephone Administrator Guide

Ministry of SaskBuilds and Procurement

The document below outlines advanced IBC administrator functions, including auto attendant set up, caller line ID changes and privacy settings.

Last revised: January 2020

Last reviewed: October 2021

Next review: October 2022

SaskTel Administrators can:

- reassign existing phone numbers,
- correct spelling in the IBC enterprise directory,
- reset user passwords,
- set up auto attendants,
- change outgoing caller ID displays, and
- modify privacy settings.

To reset user passwords and reassign phone numbers, refer to the Basic IBC Administrator Guide.

Types of Administrators

There are two levels of administrator permissions: **Group** and **Department**.

- Group administrators can make changes for an entire ministry.
- Department administrators will only be able to make changes for people in their department (i.e. a branch or division).

If you need SaskTel administrator privileges, contact the **Telephone Coordinator** for your area.

Click the jump links below to navigate to a section:

- [Set up auto attendant](#)
- [Change outgoing caller ID display](#)
- [Modify privacy settings](#)

*For instructions on how to set up a Call Queue, refer to the [SaskTel IBC Administrator Guide](#). For further assistance to customize and/or troubleshoot your Call Queue, you can contact the SaskTel Business First Support Team: 1-866-614-7087 and GOS pin 3144.

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Set up an auto attendant in the IBC user portal

An auto attendant will route calls to various destinations by providing callers with an automated message and then asking them to select from a list of menu options.

To set up an auto attendant, your telephone coordinator will need to order one from SaskTel **before** the IBC administrator can configure the auto attendant within the IBC user portal. An auto attendant can be ordered by filling out the [SaskTel IBC Service Request Form](#) and sending it to govtel.requests@sasktel.com.

After SaskTel processes the auto attendant creation request, you will need two items to configure your auto attendant: **a recording of the auto attendant greeting and a list of which phone number each option will be transferred to.**

Auto Attendant Recording

Your auto attendant recording will need to be in .wav file format. For instructions and different methods on recording a greeting, consult the [SaskTel IBC Recording Audio Files guide](#). We recommend using the BroadSoft recorder app outlined in the guide for ease of use. You can download the BroadSoft recorder app on your government mobile device or personal cell phone.

Note that the recording cannot exceed 200kb. You can compress an audio recording if needed, using a third party software like Audacity or an audio file compression website.

Keep your greeting short and informative. Refer to the example below:

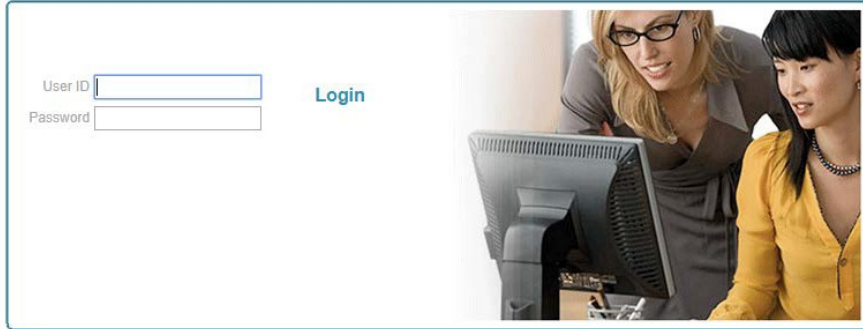
“You have reached the Ministry of Telephones. For information regarding how to transfer phones, press one. To reach the office of headsets, press two. Thank you.”

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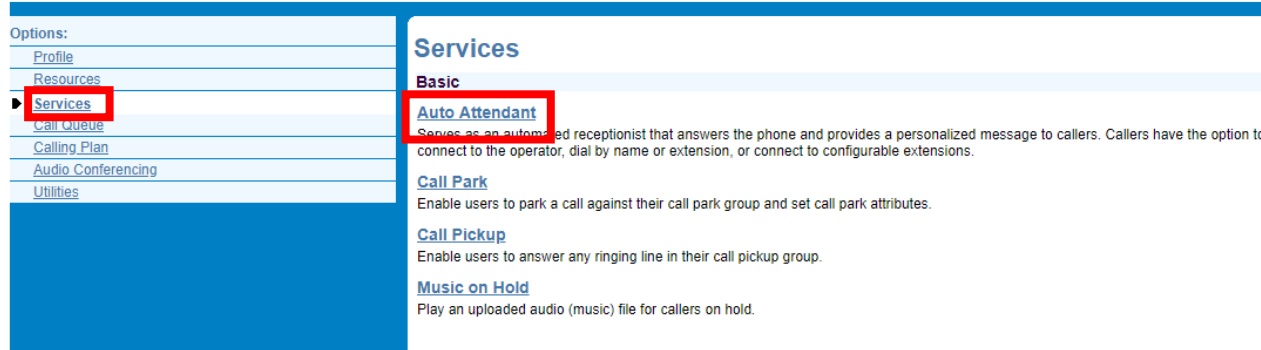


The IBC Administrator User Portal can be accessed from any internet-connected device (i.e. cellphone or laptop) at ibcportal.sasktel.com.

Navigate to the [SaskTel User Portal](#) and log in using your IBC Administrator credentials.



Enterprise > GOS.PksCulSport

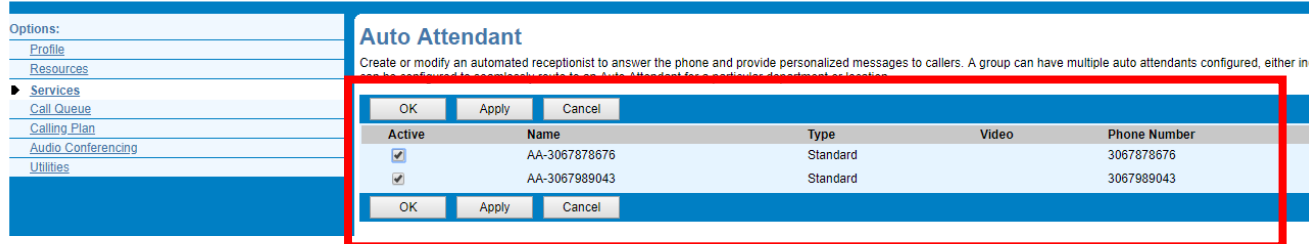


Click **Services** on the side bar menu.

Click **Auto Attendant** to access the auto attendant.



Enterprise > GOS.PksCulSport



Click on the auto attendant you wish to set up or modify.

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The document below outlines advanced IBC administrator functions, including auto attendant set up, caller line ID changes and privacy settings.



Enterprise > GOS_Justice > Auto Attendant : 3067875250@ibc.sasktel.com

- Options:
 - Profile
 - Calling Plans
 - Menus
 - Utilities

Profile

Basic

Profile

Display and configure profile information and menu settings for this auto attendant.

Addresses

Display and configure information such as phone number, extension, and identity/device profile for this auto attendant.

Announcement Repository

Manage the announcements for this auto attendant

Submenus

Display and configure the submenus associated with this auto attendant.

To upload your recording, click the **Announcement Repository** option under the **profile** tab.

Announcement Repository

Announcement repository allows you to manage all the audio and video announcements

OK

Apply

Add

Cancel

Total Size of files: 166KB of 1GB used

Audio

Video

Enter search criteria below

Name ▼

Starts With ▼

OK

Apply

Add

Cancel

Click the **Add** button to upload your recording.

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Announcement Repository Add
Add a new audio or video announcement.

OK Cancel

* Name: Camping Auto Attendant Greeting

* Upload Announcement File: Choose File No file chosen

OK Cancel

Click **Choose File** and select your recording file.

Give your auto attendant recording a name.

Click **OK** to save.

Announcement Repository

Announcement repository allows you to manage all the audio and video announcements

OK Apply Add Cancel

Total Size of files: 371KB of 1GB used

Audio Video

Enter search criteria below

Name Starts With Search

Delete	Name	Type	File Size (KB)	Download	Edit
<input type="checkbox"/>	Parks Auto Attendant	WAV	178	download	Edit
<input type="checkbox"/>	Temp	WAV	193	download	Edit

[Page 1 of 1]

OK Apply Add Cancel

To select your recording, click the **Search** button to produce a list of available uploaded recordings.

Click on the desired greeting. You can upload multiple greetings for an auto attendant.

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Announcement Repository Modify

Modify an existing announcement.

OK Apply Cancel

* Name:

File Type: WAV

File Size(KB): 178

Last Uploaded: 9/30/19 2:33 PM

Provincial PARK Auto Attendant.wav

[Download](#)

Replace Audio Announcement: No file chosen

Service Name ▲

Auto Attendant - Standard

OK Apply Cancel

Click **OK** to select the recording.

You have now completed uploading the recording to the auto attendant.

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The document below outlines advanced IBC administrator functions, including auto attendant set up, caller line ID changes and privacy settings.



Enterprise > GOS.PksCulSport > Auto Attendant : 3067878676@ibc.sasktel.com

Options:

- Profile
- Calling Plans
- Menu**
- Quizzes

Menus

Basic

- Business Hours Menu**
Configure the auto attendant for normal business hours.
- After Hours Menu
Configure the auto attendant to route calls differently during non-business hours.
- Holiday Menu
Configure the auto attendant to route calls differently during holidays.

Configuring your auto attendant

Once you have created and uploaded your auto attendant greeting, you will need to program where each option will direct users.

Click the **Menu** tab on the side bar.

Click **Business Hours Menu**.

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Business Hours Menu

Configure the automated receptionist greeting prompt and dialing menu to be used during business hours.

OK Apply Cancel

Business Hours Greeting:

Default Greeting
 Personal Greeting
Audio: [Auto Attendant.wav ▼]

Menu Options:
 Enable first-level extension dialing

Key	Description	Action	Action Data
0		---	
1	Fine Collections	Transfer without prompt ▼	Phone Number: 3067877821
2	Traffic Prosecutors	Transfer with prompt ▼	Phone Number: 3067872381
3	Criminal Prosecutors	Transfer without prompt ▼	Phone Number: 3067876667
4	Youth Court Office	Transfer without prompt ▼	Phone Number: 3067878933
5	Small Claims Office	Transfer without prompt ▼	Phone Number: 3067875375
6	Bail and Restitution	Transfer without prompt ▼	Phone Number: 3067879698
7	Criminal Records/USA	Transfer without prompt ▼	Phone Number: 3067876548
8	All other inquiries	Transfer without prompt ▼	Phone Number: 3067873208
9		---	
*		---	
#		---	

Note: Callers who do not indicate a transfer option will be forwarded to the operator.

OK Apply Cancel

Under **Business Hours Greeting**, ensure **Personal Greeting** is checked and your desired recording is selected from the drop down menu.

In the description field, enter the name of who your user will be transferred to (i.e. the Office of Headsets).

Select the desired action from the drop down menu (select "transfer without prompt" for a user to be transferred to the number when they select an option).

In the **action data** field, enter in the phone number the user will be directed to. Click OK to save.

Change outgoing caller ID display in the IBC user portal

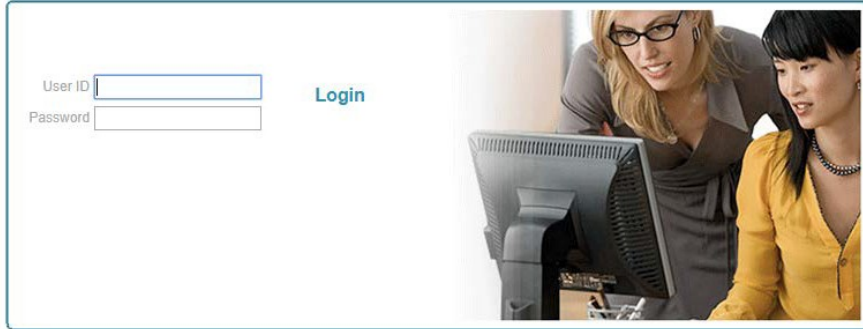
IBC administrators can change outgoing caller ID display to provide enhanced security and privacy for users. For example, users with security and privacy concerns (i.e. judicial roles, social workers) may want to have their personal number hidden and a different phone number display when they make an outgoing call.

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The IBC Administrator User Portal can be accessed from any internet-connected device (i.e. cellphone or laptop) at ibcportal.sasktel.com.

Navigate to the [SaskTel User Portal](#) and log in using your IBC Administrator credentials.



[Enterprise](#) > [GOS Central Services](#)

Options:

- Profile
- Resources
- Services
- Call Queue
- Calling Plan
- Audio Conferencing
- Utilities

Profile

Basic

Users
Add, modify, or remove users.

Profile
View or modify your group profile information.

Administrators
Add, modify, or remove group administrators and department administrators.

Announcement Repository
Manage the announcements for a group

Departments
Add, modify, or remove departments in your group.

Schedules
Add, modify, or remove schedules.

Create a department

You will need to create a department for the user(s) who need their outgoing caller ID display changed. If there is only one user, you will still need to create a department.

Under the **profile** tab, click **Departments**.

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Departments
Add a new department or manage existing departments in the group.

Buttons: OK, Add, Cancel

Department ▲

- Central Service IT (GOS.CentralServices)
- Govt House (GOS.CentralServices)
- Minister's Office (GOS.CentralServices)
- Test (GOS.CentralServices)

Department ▼ Starts With ▼

Buttons: OK, Add, Cancel

Click **add** to create a new department.

Departments Add
Add a new department.

Buttons: OK, Cancel

* Department Name:

Parent Department:

Department Calling Line ID Name:

Department Calling Line ID Number:

Buttons: OK, Cancel

In the **Department Name** field, assign a name (i.e. Office of Headsets, 123 Fake Street Staff)

Ignore the **Parent Department** field.

In the **Department Calling Line ID Name** field, enter the display name of the number (i.e. GOVT OF SASK, LAW COURTS)

Select the desired Department Calling Line ID Number from the drop down menu. Only numbers from your group will be available.

Click **OK**.

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Users

Displays all users in the enterprise.

User ID	Last Name	First Name	Phone Number	Extension
3067875721@ibc.sasktel.com	Krogan	Lana	+1-3067875721	7875721
3067878982@ibc.sasktel.com	Franklin	Lana	+1-3067878982	7878982
3067879363@ibc.sasktel.com	Guthrie	Lana	+1-3067879363	7879363
3067981481@ibc.sasktel.com	Luzny	Lana	+1-3067981481	7981481

Adding users to the department

Once you have created your department, you will need to manually add each user to the department.

From the home page of IBC user portal, click **profile > users** to navigate to the search.

From the drop down menu, select how you are searching for your user (recommended: first name, last name, or phone number). Enter your search query. Click **search**.

Tip: Don't use the "enter" key to input your search. It will return you to the previous page.

Click on your user from the list of search results.

From the user's user profile, click **profile**.

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Enterprise >GOS.CentralServices >Users : 3067879363@ibc.sasktel.com

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Audio Conferencing
- Utilities

Profile

Basic

Profile

Display and configure profile information such as your name, department and address.

Addresses

Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.

Announcement Repository

Manage the announcements for a user

Passwords

Set web access password.

Schedules

Add, modify, or remove schedules.

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Profile

Profile allows you to view and maintain your profile information. The information filled in specifies your primary phone number, extension, and device that are used for handling in the group phone list. Some of this information can only be modified by your administrator.

Enterprise ID: GovtOfSask Group: GOS.CentralServices
User ID: 3067879363@ibc.sasktel.com

* Last Name: Guthrie * First Name: Lana
* Calling Line ID Last Name: Guthrie * Calling Line ID First Name: Lana
Name Dialing Last Name: Name Dialing First Name: Language: English
Department: None Time Zone: None Network Class of Service: None

Additional information

Title: Mobile: YahooID: E-mail: 3067879363@ibc.sasktel.com

The screenshot shows a web form for user profile management. A red box highlights the 'Department' dropdown menu, which is currently set to 'None'. The dropdown list is open, showing several options: 'None', 'Central Service IT (GOS.CentralServices)', 'Govt House (GOS.CentralServices)', 'Minister's Office (GOS.CentralServices)', and 'Test (GOS.CentralServices)'. The 'None' option is currently selected and highlighted in blue.

From the **Department Drop Down Menu**, select the department you created for the user.

Click **OK**.

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Call Processing Policies

View or modify Call Processing Policies for the user.

Calling Line ID

Use User Calling Line Id Policy Use Group Calling Line Id Policy

External Calls: Use user phone number for Calling Line Identity
 Use configurable CLID for Calling Line Identity
 Use group/department phone number for Calling Line Identity

Emergency Calls: Use user phone number for Calling Line Identity
 Use configurable CLID for Calling Line Identity
 Use group/department phone number for Calling Line Identity

Use group name for Calling Line Identity
 Allow Department Name Override

Allow Alternate Numbers for Redirecting Identity
 Allow Configurable CLID for Redirecting Identity
 Block Calling Name for External Calls

Calling Line ID Group Number: 3067875444
Calling Line ID Group Name: GOVT OF SASK

Incoming Caller ID

Use User Dialable Caller ID Policy Use Group Dialable Caller ID Policy
Dialable Caller ID: On Off

Once you have assigned the user to a department, return to the profile menu and click **Call Processing Policies**.

Ensure **all of the following** settings are selected. The screenshot displays what the user profile should look like after you have enabled the correct settings:

1. Use User Calling Line ID Policy
2. Use group/department phone number for Calling Line Identity
3. Use group name for Calling Line Identity
4. Allow Department Name Override

Click **OK**.

Repeat this process for all of the remaining users you wish to assign to your department.

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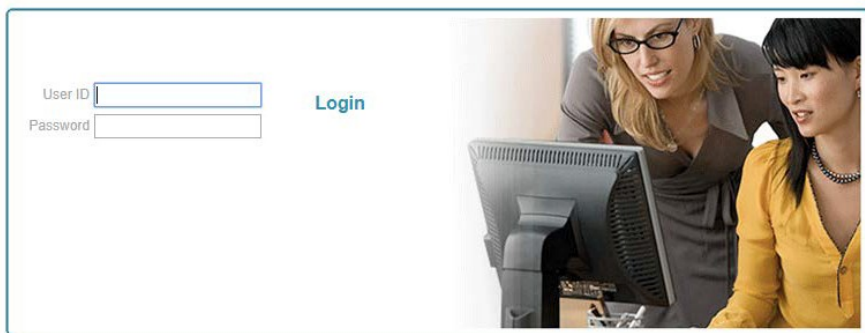
Last reviewed: October 2021

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Modify privacy settings in the IBC user portal

Users with privacy and security needs can hide themselves from the IBC enterprise directory and disable other users adding them as busy lamps. **Any user can enable these settings within their user profile.**

SaskTel 



The IBC Administrator User Portal can be accessed from any internet-connected device (i.e. cellphone or laptop) at ibcportal.sasktel.com.

Navigate to the [SaskTel User Portal](#) and log in using your IBC Administrator credentials.

SaskTel 

Enterprise

Options:

► [Profile](#)

Profile

Basic

[Groups](#)

Add, modify, or remove groups.

[Users](#)

Display all users in the enterprise.

[Common Phone List](#)

Display, modify, or import a common enterprise phone list.

[Enterprise Directory](#)

Display the enterprise directory listing.

After you successfully login, you will arrive at the administrator portal homepage.

Click **Users**.

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Users
Displays all users in the enterprise.

OK

Enter search criteria below

User ID Starts With

OK

Select search criteria from the drop down menu (recommended to use first name, last name, or phone number).

Enter your search query into the field (i.e. John, Smith, or 3065551212).

Click **Search**.

Users
Displays all users in the enterprise.

OK

Enter search criteria below

First Name Starts With Lana

User ID	Last Name	First Name	Phone Number	Extension	Department	In Trunk Group	Edit
3067878982@ibc.sasktel.com	Franklin	Lana	+1-3067878982	7878982			Edit
3067879363@ibc.sasktel.com	Guthrie	Lana	+1-3067879363	7879363			Edit
3067981481@ibc.sasktel.com	Luzny	Lana	+1-3067981481	7981481			Edit

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OK

Select the user who needs their privacy settings modified.



Enterprise > GOS_CentralServices > Users : 3067879363@ibc.sasktel.com

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Audio Conferencing
- Utilities

Profile

Basic

Profile
Display and configure profile information such as your name, department and address.

Addresses
Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.

Announcement Repository
Manage the announcements for a user

Passwords
Set web access password.

Schedules
Add, modify, or remove schedules.

Advanced

Call Policies
Configure user Call Policies

Call Processing Policies
Configure user-level Call Processing Policies

Device Policies
Configure user Device Policies.

Privacy
Set your visibility within the Enterprise or Group

From a user's profile, click the **profile** tab on the side menu.

Under the **Advanced** list of options, click **Privacy**.

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Privacy

User Privacy allows you to exclude yourself from Group and Enterprise Directory listings, Auto Attendant extension and/or name dialing, and Busy Lamp Field Status monitoring. You can also select members in an Enterprise if you enable Busy Lamp Field Status privacy.

OK Apply Cancel

Enable Directory Privacy
 Enable Auto Attendant Extension Dialing Privacy
 Enable Auto Attendant Name Dialing Privacy
 Enable Busy Lamp Field Status Privacy

Users authorized to monitor your Busy Lamp Field Status when Busy Lamp Field Status Privacy is enabled

Enter search criteria below

User ID Starts With

Available Users

Add >
Remove <
Add All >>
Remove All

OK Apply Cancel

Select **Enable Directory Privacy** to hide a user in the enterprise IBC directory.

Select **Enable Busy Lamp Field Status Privacy** to prevent other IBC users from programming your phone number as a busy lamp speed dial.

You can give certain users permission to add you as a busy lamp in the field below if desired.

Click **OK** to save.

IBC Basic Telephone Administrator Guide

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The document below outlines basic IBC administrator functions, including password resets, reassigning phone numbers, and correcting directory spelling.

Last revised: September 2019

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SaskTel Administrators can:

- reassign existing phone numbers,
- correct spelling in the IBC enterprise directory, and
- reset user passwords.

Types of Administrators

There are two levels of administrator permissions: **Group** and **Department**.

- Group administrators can make changes for an entire ministry.
- Department administrators will be able to make changes for only people in their department (i.e. a branch or division).

If you need to add, delete, or change SaskTel administrator privileges, contact the **Telephone Coordinator** for your area.

Click the jump links below to navigate to a section:

- [Resetting user passwords.](#)
- [How to reassign a phone number and correct directory spelling.](#)

For more in-depth tasks (setting up a call queue, configuring an auto attendant, and changing outgoing caller display IDs), please refer to the **Advanced Telephone Administrator Guide**.

IBC Basic Telephone Administrator Guide

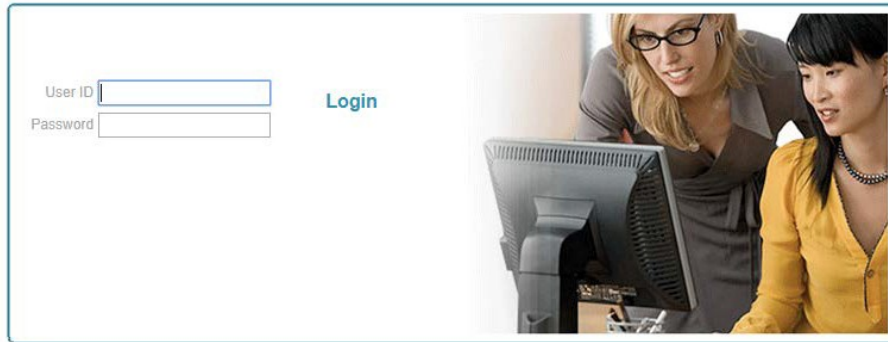
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Resetting user passwords in the IBC user portal

SaskTel



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Navigate to the [SaskTel User Portal](#) and log in using your IBC Administrator credentials.

SaskTel

Enterprise

Options:

Profile

Profile

Basic

Groups

Add, modify, or remove groups.

Users

Display all users in the enterprise.

Common Phone List

Display, modify, or import a common enterprise phone list.

Enterprise Directory

Display the enterprise directory listing.

Service Instances

Display all service instances in the enterprise.

Change Password

Change your password.

Schedules

Add, modify, or remove schedules.

After you successfully login, you will arrive at the administrator portal homepage.

Click **Users**.

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Users
Displays all users in the enterprise.

OK

Enter search criteria below

User ID ▾ Starts With ▾

OK

Select search criteria from the drop down menu (recommended to use first name, last name, or phone number).

Enter your search query into the field (i.e. John, Smith, or 3065551212).

Click **search**.

Welcome [Logout]

Users
Displays all users in the enterprise.

OK

Enter search criteria below

First Name ▾ Starts With ▾ Lana

Search

User ID	Last Name	First Name	Phone Number	Extension	Department	In Trunk Group	Edit
3067878982@ibc.sasktel.com	Franklin	Lana	+1-3067878982	7878982			Edit
3067879363@ibc.sasktel.com	Guthrie	Lana	+1-3067879363	7879363			Edit
3067981481@ibc.sasktel.com	Luzny	Lana	+1-3067981481	7981481			Edit

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OK

Select the user who needs a password reset.

30653@IBC.SASKTEL.COM

Profile

Basic

[Profile](#)
Display and configure profile information such as your name, department and address.

[Addresses](#)
Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.

[Announcement Repository](#)
Manage the announcements for a user

[Passwords](#)
Set web access password.

[Schedules](#)
Add, modify, or remove schedules.

Advanced

[Call Policies](#)
Configure user Call Policies

[Call Processing Policies](#)
Configure user-level Call Processing Policies

[Device Policies](#)
Configure user Device Policies.

[Privacy](#)
Set your visibility within the Enterprise or Group

Click **passwords**.

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Enterprise >GOS.CentralServices >Users : 3067879363@ibc.sasktel.com

Options:

► Profile

[Incoming Calls](#)

[Outgoing Calls](#)

[Call Control](#)

[Calling Plans](#)

[Client Applications](#)

[Messaging](#)

[Audio Conferencing](#)

[Utilities](#)

Passwords

Passwords allows you to configure your passwords for the web portal and/or portal. Use option be password" is not configured.

OK

Apply

Cancel

Set web access password

Set portal password

Reset Password

* Type new password:

* Re-type new password:

OK

Apply

Cancel

Ensure the **set web portal access** button is clicked.

Type the password into the field (password must be 12 characters, with an upper case, lower case, number, and special character (i.e. **Telephone!2#**).

Hit **apply** to save.

Contact the user and give them their new password.

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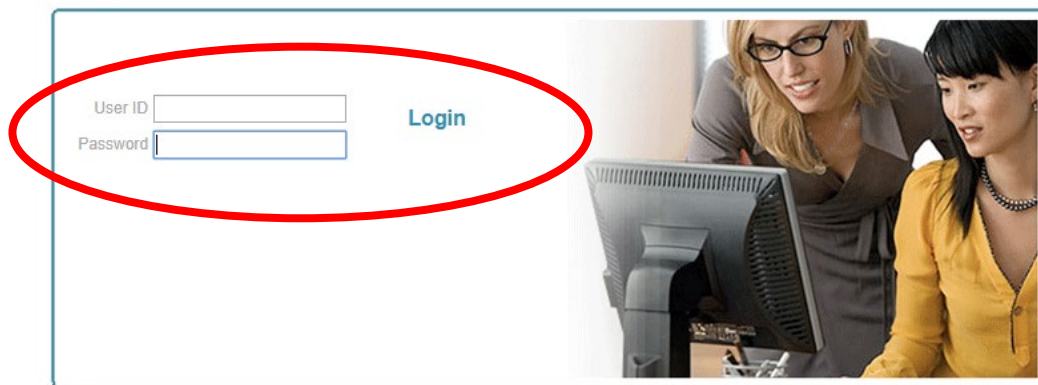
Reassign phone numbers and correct directory spelling in the IBC user portal

SaskTel Administrators can reassign existing phone numbers to a new employee. For example, if Bob was transferred to a different department, the branch administrator could assign his old phone number to the employee replacing him. Reassigning an existing phone number is free.

You may also need to correct the spelling of users in the directory.

If you need to delete or request a **new** telephone number or user account, you will need to contact your telephone coordinator, who will need to submit an order request to SaskTel.

SaskTel 



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The IBC Administrator User Portal can be accessed from any internet-connected device (i.e. cellphone or laptop) at ibcportal.sasktel.com.

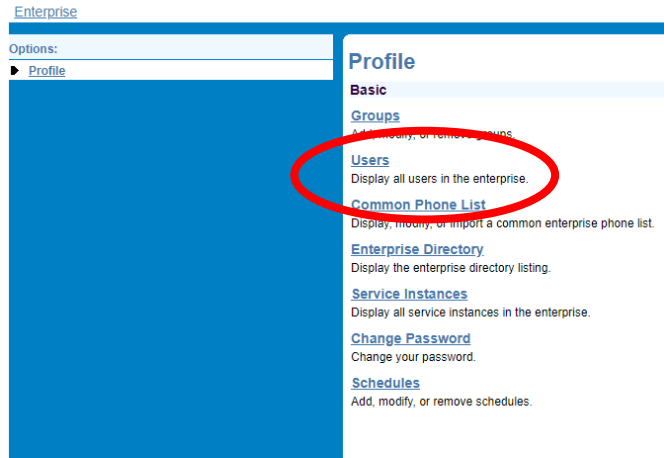
Navigate to the [SaskTel User Portal](#) and log in using your IBC Administrator credentials.

IBC Basic Telephone Administrator Guide

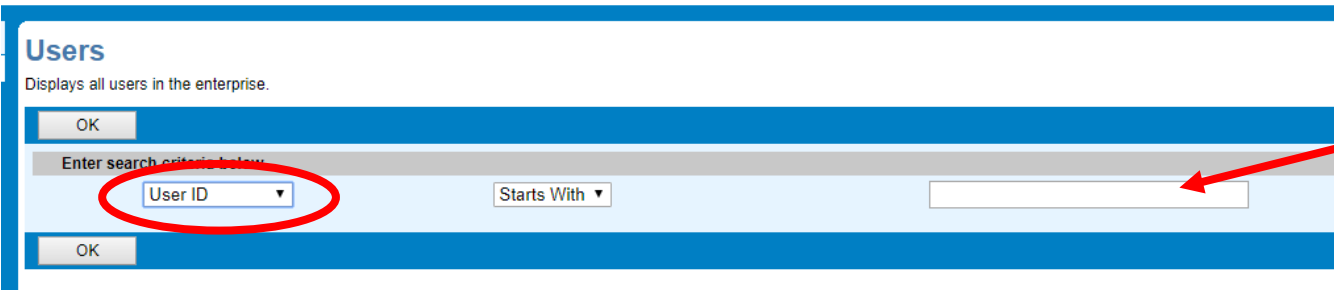
Last revised: September 2019
Last reviewed: October 2021
Next review: October 2022

Ministry of SaskBuilds and Procurement

The document below outlines basic IBC administrator functions, including password resets, reassigning phone numbers, and correcting directory spelling.



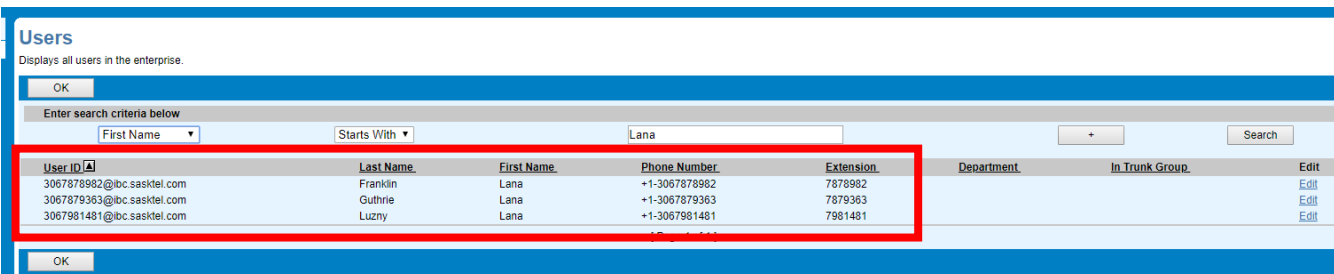
Click **Users**.



Select search criteria from the drop down menu (recommended to use first name, last name, or phone number)

Enter your search query into the field (i.e. John, Smith, or 3065551212)

Click **search**.



Select the user profile you are re-assigning/correcting directory spelling.

IBC Basic Telephone Administrator Guide

Last revised: September 2019
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The document below outlines basic IBC administrator functions, including password resets, reassigning phone numbers, and correcting directory spelling.



Enterprise > GOS.CentralServices > Users : 3067879363@ibc.sasktel.com

The screenshot shows the IBC administrator interface. On the left, there is a navigation menu with the following items: Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Client Applications, Messaging, Audio Conferencing, and Utilities. The 'Profile' item is circled in red. The main content area is titled 'Profile' and contains several sections: 'Basic' (Display and configure profile information such as your name, department and address), 'Addresses' (Add, modify, or remove addresses to view and maintain your phone numbers and other identities that are used to make and receive calls), 'Announcement Repository' (Manage the announcements for a user), 'Passwords' (Set web access password), and 'Schedules' (Add, modify, or remove schedules). On the right side, there are 'Advanced' settings: 'Call Policies' (Configure user Call Policies), 'Call Processing Policies' (Configure user-level Call Processing Policies), 'Device Policies' (Configure user Device Policies), and 'Privacy' (Set your visibility within the Enterprise or Group).

Click **Profile**.

The screenshot shows the 'Profile' form. At the top, there are buttons for 'OK', 'Apply', and 'Cancel'. Below the buttons, the form displays the user's information: Enterprise ID: GovtOfSask, Group: GOS.CentralServices, and User ID: 3067879363@ibc.sasktel.com. A red box highlights the following fields: * Last Name: Guthrie, * First Name: Lana, * Calling Line ID Last Name: Guthrie, * Calling Line ID First Name: Lana, Name Dialing Last Name, and Name Dialing First Name. Below these fields, there are dropdown menus for Time Zone: ((GMT-06:00) America/Regina) and Network Class of Service: None. At the bottom, there is an 'Additional Information' section with fields for Title, Pager, Mobile, E-mail: 3067879363@ibc.sasktel.com, YahooID, Location, Address, City, Province: -- Select --, Postal Code, and Country. At the bottom of the form, there are buttons for 'OK', 'Apply', and 'Cancel'.

To correct spelling in directory:

Enter in the correct spelling in both the **Last Name, First Name, Calling Line ID Last Name, and Calling Line ID First Name**. Ensure both lines match.

Click **Apply** to save. Changes are effective immediately.

To Reassign a phone number:

Enter in the name of the new user into the **Last Name, First Name, Calling Line ID Last Name, and Calling Line ID First Name**

Click **Apply** to save. Changes are effective immediately.