

# IBC Basic Telephone Administrator Guide

Ministry of Central Services

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

Last revised: January 2020

Last reviewed: January 2020

**Next review: January 2021**

**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.](#)

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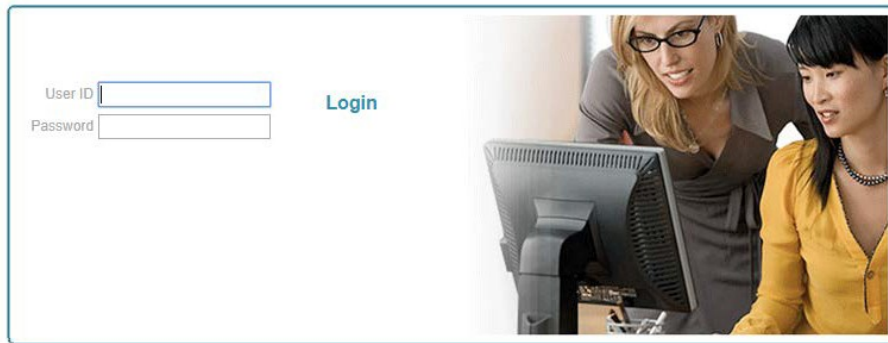
Last revised: January 2020 Last reviewed: January 2020  
Next review: January 2021

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## Resetting user passwords in the IBC user portal

SaskTel



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

#### 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**.

**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

[ Page 1 of 1 ]

OK

Select the user who needs a password reset.

3065@IDC.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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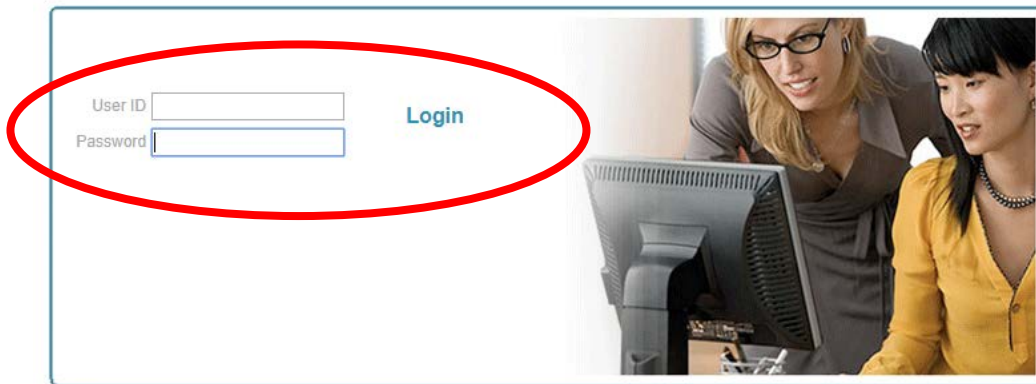
## Reassign phone numbers and correct directory spelling in the IBC user portal

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](http://ibcportal.sasktel.com).

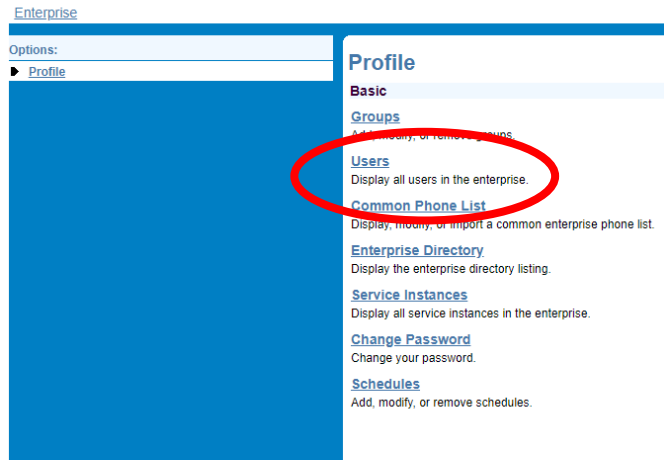
Navigate to the [SaskTel User Portal](#) and log in using your IBC Administrator credentials.

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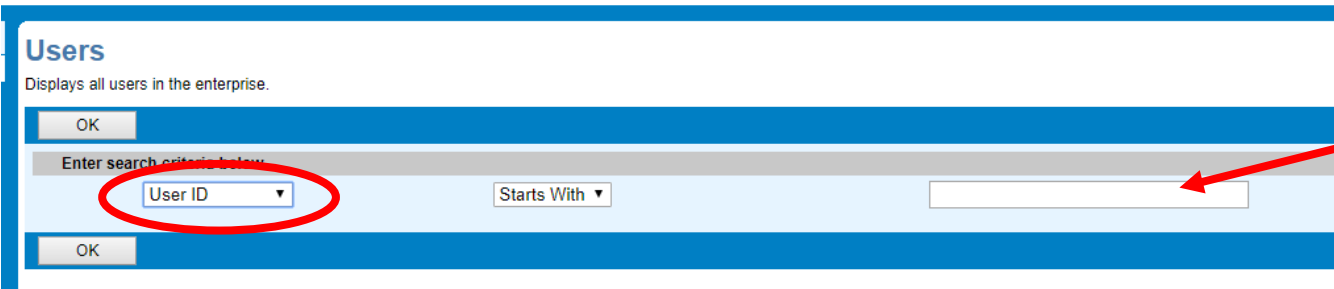
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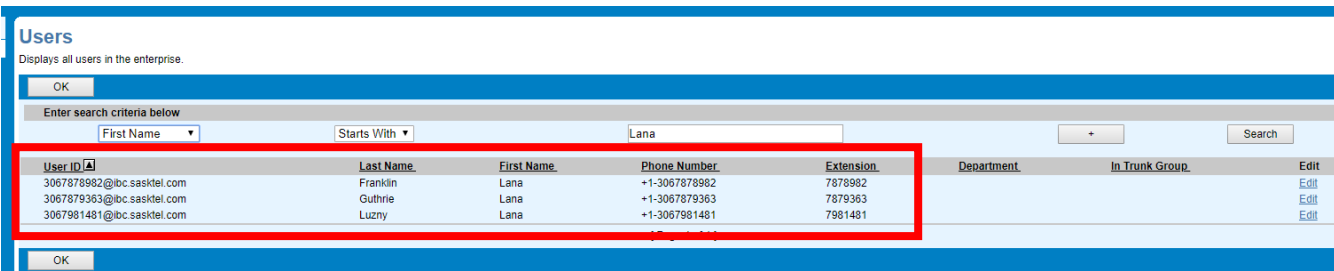
Click **Users**.



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.

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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 three sections: 'Basic', 'Advanced', and 'Announcement Repository'. The 'Basic' section includes 'Profile' (Display and configure profile information such as your name, department and address), 'Addresses' (Addresses are used 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). The 'Advanced' section includes '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**.

## 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 calls. Filling in the additional information section allows your mobile phone, pager, and other information to be visible to other group members in the group phone list. Some of this information can only be modified by your administrator.

The screenshot shows the 'Profile' form in the IBC administrator interface. The form has a blue header with 'OK', 'Apply', and 'Cancel' buttons. Below the header, there are fields for 'Enterprise ID: GovtOfSask' and 'Group: GOS.CentralServices'. The main form area contains several 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:'. These four fields are enclosed in a red box. Below these fields are 'Time Zone: ((GMT-06:00) America/Regina)' and 'Network Class of Service: None'. 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 'OK', 'Apply', and 'Cancel' buttons.

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 IDs First Name**

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