

Government's IBC phone service allows a number of ways for you to work remotely or from home.

No matter the situation, we can keep you connected and operational.

## Using IBC to work from home

You may find yourself in a situation where you need to work remotely or from home. We want to ensure you are aware of all the tools available to you in the event your normal routine is disrupted.

Government's new IBC phone system offers a number of tools to help keep business running including:

- **Personal IBC conference lines** – allows you to host meetings over the phone using your own conference credentials at no charge (no more fighting over the branch conference line)
- **Call Me Anywhere** – allows users with a government cell phone to have calls to their desk line ring simultaneously on their cell phone
- **IBC Soft Client** – allows all users to make and receive calls from their computer using the IBC Soft Client desktop application (can be downloaded onto any computer).  
*Please note the IBC mobile app is only available to users who have the \$10/month IBC Collaborate add on feature.*
- **Call forwarding** – allows users to manage their call forwarding setting from anywhere through the IBC user portal

Please see below or visit Taskroom for additional information about these IBC features.



Host meetings from anywhere with anyone using your personal IBC conference line.

# Your personal IBC conference line is here

You can host meetings effortlessly from anywhere using your personal IBC conference line to dial participants into a conference call. It's free so you can save big on your phone bill and never battle your colleagues for the branch conference line again! IBC conference lines can be used by any type of phone and number. Every IBC user can set up their own conference line by logging into the User Portal with their IBC username (i.e. 3065551234@ibc.sasktel.com) and password:

## **IBCPortal.SaskTel.com/Login > Audio Conferencing > Conferences**

Click "**Add**," give your conference line a **Title**, and use the **Checkboxes** to apply the settings you want for your conference line. Then click "**Okay**." Your conference line will now appear in your list of conferences. Click on the title of the conference line you created to pull up the access information including the conference phone number and conference ID (sample pictured >).

Conference Access	
Phone Number:	306-787-3999
Conference ID:	123456
Call Me Now Link:	<a href="https://ibcportal.sasktel.com">https://ibcportal.sasktel.com</a>

Use the IBC Audio Conferencing Guide on Taskroom to help navigate the conference features and setup. Contact your ministry Telephone Coordinator if you are having issues logging into the IBC User Portal.

# IBC conference line pro tips

## Hosting tips

- If you are hosting a large call, consider making “mute all attendees on entry” part of your call setting.
- Test your technology in advance to ensure everything is working as you need it to.
- Many office workers are unfamiliar with conference calling processes. Be sure to provide clear instructions to your participants, including stating the exact process to access the call.
- If your call is sensitive, consider adding a security PIN to your IBC line as an extra precaution.
- Consider using the IBC Moderator Client for your call – details below.

## Participant tips

- Be on time. Calling in after the presenter begins creates disruptive noise notifications.
- At the beginning of a call, be sure to identify yourself so callers know who is on the line.
- Be sure to mute your line when you are not speaking to reduce the amount of background noise on the call. You can mute yourself by pressing \*1.
- An IBC conference line can be used from any type of phone (i.e. cell, IBC phone, polycom, etc.) to dial any type of phone number.

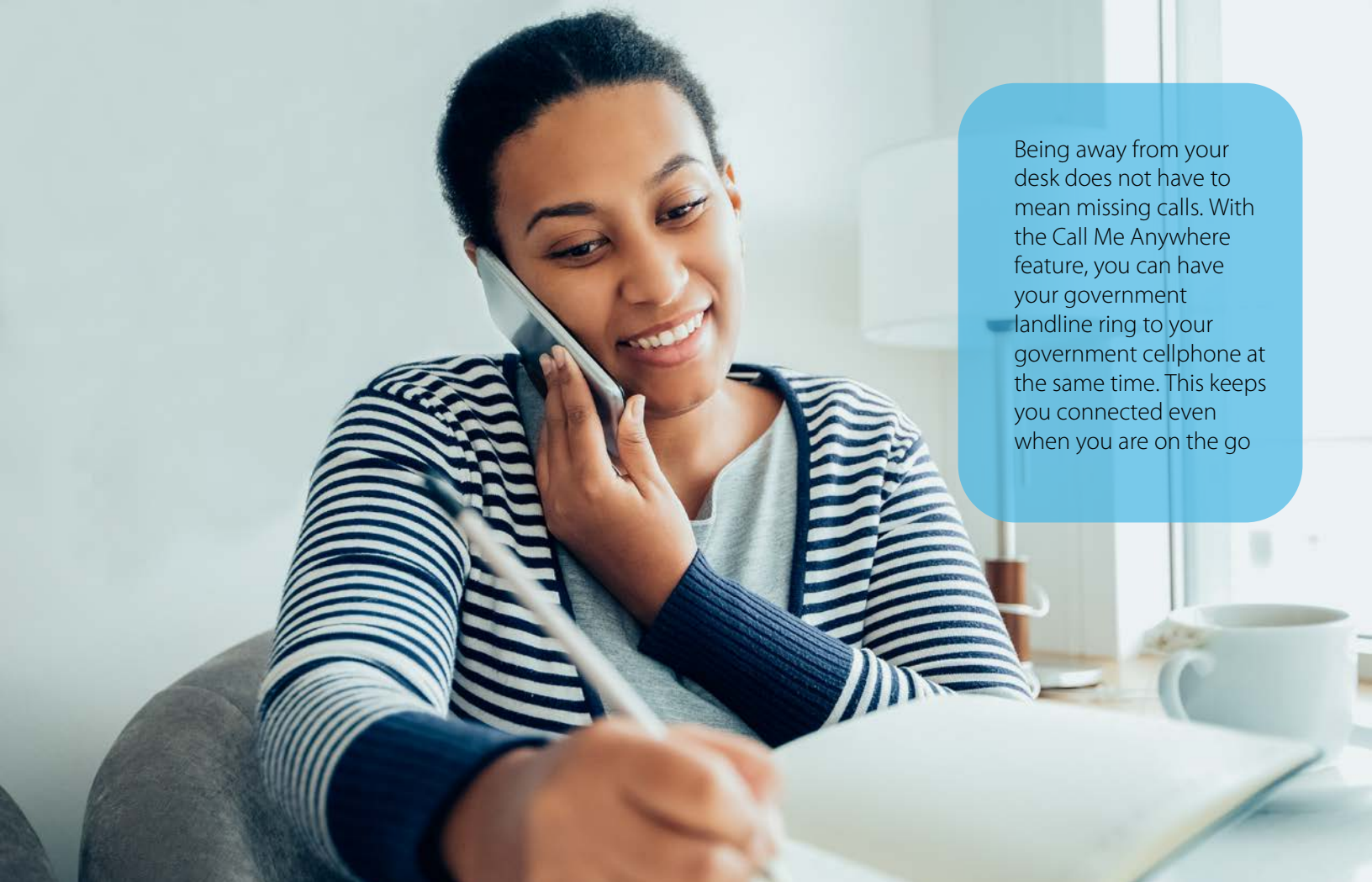
Be sure to reference SaskTel’s **IBC Audio Conferencing Guide** on Taskroom to learn about how to use this IBC Conference line feature, including how to leverage the Moderator Client as a call host.

*Please note a single IBC conference call cannot exceed 294 participants. Government currently has access to 684 IBC conference ports meaning no more than 684 people can be participating in conference calls at the same time. We will continue to monitor usage to ensure adequate capacity.*

The **Moderator Client** is a web browser-based tool you can use to manage your IBC conference calls. It is accessed from the IBC Portal Website for no additional charge. This tool is entirely optional and not required to host a conference call, but allows the host to do the following:

- **Mute attendees**—Use Lecture Mode to mute all attendees by default, or the moderator can individually mute/unmute attendees.
- **Record calls**—You can initiate and pause call recording at any time during the call, and download the audio after the presentation.
- **Track Participants**—See participants as they join and leave the conference or download a post-call attendance log.
- **Control Attendance**—Using the Lock/Unlock function, you can stop attendees from joining the conference after a specified time.
- *Please note the Moderator Client is only used for IBC conference lines. This tool is not available for SaskTel On Demand teleconference services or 3-to-6 way calling from an IBC phone set.*





Being away from your desk does not have to mean missing calls. With the Call Me Anywhere feature, you can have your government landline ring to your government cellphone at the same time. This keeps you connected even when you are on the go

## Receive a call anywhere

You can receive calls from your desk phone on a cellular device by setting up the Call Me Anywhere feature in the IBC User Portal or through your Soft Client Application. Log in with your IBC username (i.e. 3065551234@ibc.sasktel.com) and password to enter the 10-digit phone number you wish to use for Call Me Anywhere. Contact your ministry Telephone Coordinator if you are having issues logging into the IBC User Portal or Soft Client application.

Set up Call Me Anywhere by logging into the User Portal:


**[IBCPortal.SaskTel.com/Login](https://ibcportal.sasktel.com) > Call Control > Call Me Anywhere**

Use the IBC User Portal Quick Start Guide legend on Taskroom to help navigate the features of the portal.

Call Me Anywhere can also be set up from the Soft Client desktop application:

**Calls > Call Me Anywhere > Configure**

Use the IBC Soft Client Quick Start Guide legend on Taskroom to help navigate the features of the application.



Thanks to the IBC Soft Client desktop application, you no longer need to be at your desk to make or receive calls from your government landline. Use the Soft Client application to manage work calls from anywhere.

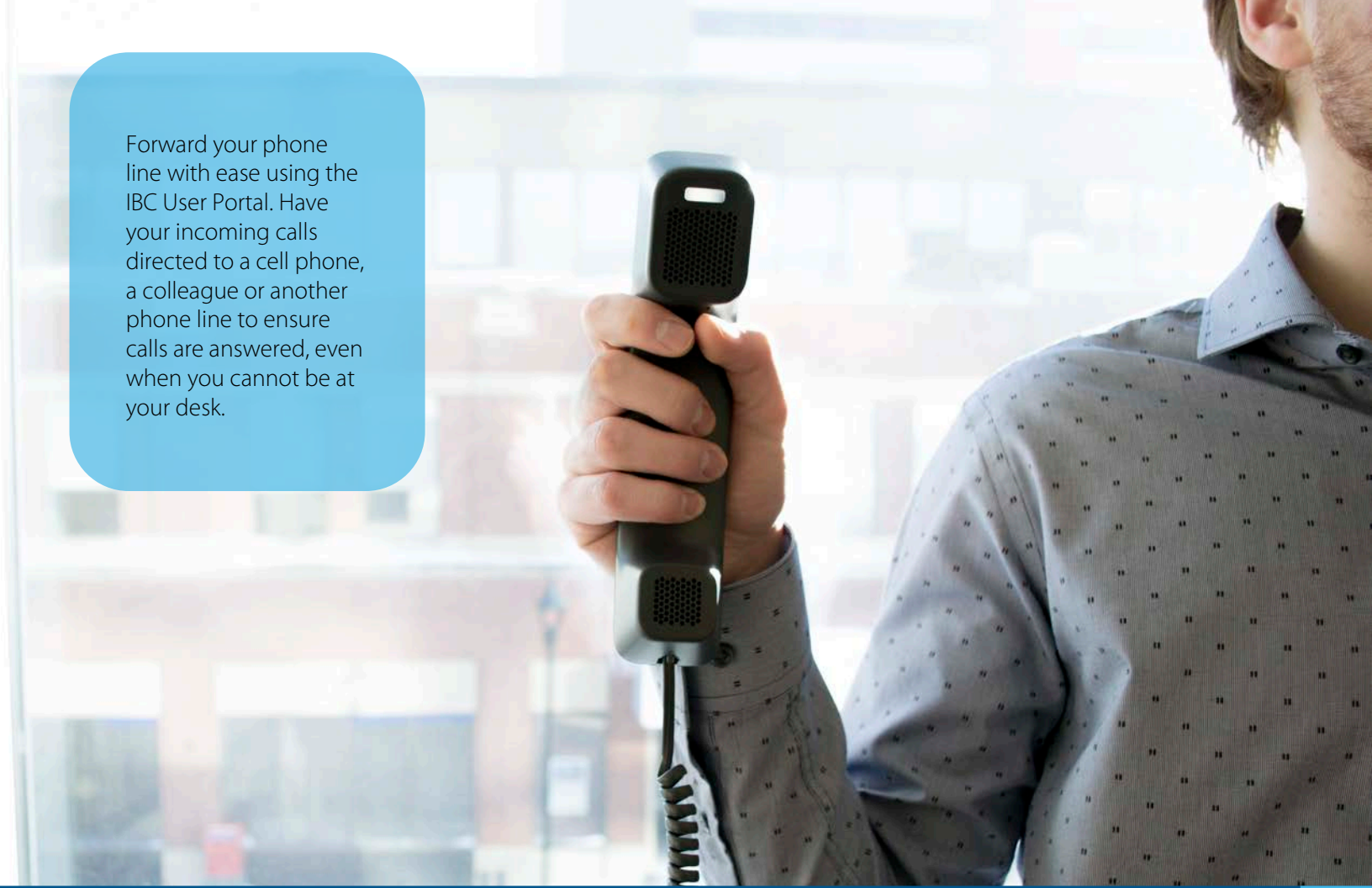
## Make and receive calls from your computer

You can use the IBC Soft Client desktop application to make and receive calls from your government phone number. This feature is especially handy for laptop users. All that is required is an internet connection and the IBC Soft Client application.

Use the IBC Soft Client Quick Start Guide legend on Taskroom to help navigate the features of the application.

Dial a phone number on the dialpad or find your colleagues in the directory of the Soft Client application. To make the call from a headset connected to your computer, or by using the speaker and mic built into a laptop, click "call from computer." You can also answer incoming calls from your Soft Client application.

Log into the Soft Client application by entering the username and password for your phone number – reminder, the username is always the 10-digit phone number @ibc.sasktel.com (i.e. 3065551234@ibc.sasktel.com). Contact your ministry Telephone Coordinator if you are having issues logging into the Soft Client application.



Forward your phone line with ease using the IBC User Portal. Have your incoming calls directed to a cell phone, a colleague or another phone line to ensure calls are answered, even when you cannot be at your desk.

## Forward your phone line

You can manage call forwarding for your desk line in the IBC User Portal or through your Soft Client application. Log in with your IBC username (i.e. 3065551234@ibc.sasktel.com) and password to manage your call forwarding preferences. Contact your ministry Telephone Coordinator if you are having issues logging into the IBC User Portal or Soft Client application. Tip: You can call forward your IBC phone number to any type of phone (i.e. cell phone, Centrex or IBC phone, etc.).

Set up call forwarding by logging into the User Portal:

**[IBCPortal.SaskTel.com/Login](#) > [Incoming Calls](#) > [Call Forwarding](#)**

Use the IBC User Portal Quick Start Guide legend on Taskroom to help navigate the features of the portal.

Call forwarding can also be set up from the Soft Client desktop application:

**[Calls](#) > [Call Forwarding](#) > [Configure](#)**

Use the IBC Soft Client Quick Start Guide legend on Taskroom to help navigate the features of the application.