Liberate
self-service
portal
Add, remove and manage your Liberate users following these easy steps
Quick Reference Guide

Liberate self-service portal

For Admins:

Getting started

• Visit https://liberate.telstra.com/login

• Sign in using your CGA (Customer Group Administrator) or Enterprise Admin credentials. If you're a SIP Connect customer and don't have these, please contact your Telstra representative.

• Welcome to your dashboard! Get an overview of your pending and accepted invitations, active users, total fixed numbers and Liberate Mobile Licenses.

Activating users with Liberate

• Head to the Services dashboard located at the menu on the top of the page.
• Enter the fixed phone number(s), you wish to add to Liberate, in the search field. You can search up to 20 numbers at a time.

• Ensure you’re entering numbers which are part of your TIPT, or SIP Connect number range for the site. A grey number could indicate one of three scenarios – it’s not part of the same site, a wrong number or has not yet been assigned to a user.

• Your completed search will provide details of each TIPT or SIP Connect number, such as username, corresponding mobile number for active services, status of the numbers and the Telstra Liberate service type attached.
The status reflected can be either of the following:

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ineligible</td>
<td>The number is currently not eligible and needs to be upgraded. Head over to our FAQs section, under the Support tab, to learn more about eligibility.</td>
</tr>
<tr>
<td>Ready</td>
<td>Denotes all licenses and packs are aligned for this number and you can send an invite to liberate this fixed number.</td>
</tr>
<tr>
<td>Pending</td>
<td>An invite has been sent to the user’s mobile number, but the end-user hasn’t yet accepted and activated it.</td>
</tr>
<tr>
<td>Active</td>
<td>This number has already been invited and the end-user has already completed activation.</td>
</tr>
<tr>
<td>Accepted</td>
<td>The invite has been accepted by the user and Liberate is currently being provisioned. No changes can be made to the service until provisioning is completed.</td>
</tr>
</tbody>
</table>

**Sending invites**

- To invite both Liberate Unified and Liberate Mobile numbers follow these steps:
  - Ensure the number is displaying a Ready status
  - Click the Invite button on the right
  - Add mobile number on the form that appears
  - Read and accept Terms and Conditions at the end of the form
  - Click Invite
• If a mobile number entered is not eligible for Liberate service, you will get the following error message.

![Error message](image)

• You can edit or update names by clicking the icon next to the name field. This change in the calling line ID is captured in the system real time. This also lets you assign spare numbers within your In-dial range to specific users.

![Name update](image)

• Once an invite is sent to the user’s mobile number, they will get an SMS notification and instructions to download the Liberate Companion App. **Note:** Invitation is valid for 14 days.

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**Our maintenance window**

![Hi](image)

Please note, your service may take up to 12 hours to be activated. As an admin, you can send invites any time and it will be processed for activation as soon as it gets accepted. However, if your request reaches us during our system maintenance window, 10pm-7am AEST, it will be queued up for activation in the next time slot. While activation may be delayed, there’s no impact to the end-user and we’ll notify them once it’s completed.
Resending or revoking invites

- Both Resend and Revoke functions are only available if the end-user is yet to accept the invite.

**Resend:** Click on the Resend button under Options to send a new text message and extend the time within which the user must accept the invite. **Note:** Invite is valid only for 14 days.

**Revoke:** If you no longer want a user to be active with Liberate or have sent an invite out to a wrong number, click on the Revoke button under Options to cancel the invite. The end-user will instantly get a text message saying their invitation has been revoked.

Removing Liberate service

- If you want to remove Liberate from an active service, click on the View button and scroll to the bottom of the form and hit remove.

Support service

- For your convenience, we have listed our Support details and FAQs on this self-service portal. Click on Support on the top centre menu to access this information.
For Users:

Getting started

- An invite is sent to the end-user’s mobile via SMS that includes a link to download the Liberate Companion App. The user will need to download the app and follow the subsequent prompts to successfully finish the provisioning. The app supports both iOS and Android devices.

Setting up account

To accept the invitation, the user will need to follow the guide within the app, which prompts them to enter their mobile and fixed numbers for setup.

Once their mobile number is entered, a four-digit verification SMS is sent.

This is followed by a prompt to enter their fixed landline phone number. Once T&Cs are accepted the setup on the user-side is complete.

The status will now be reflected as Active on the self-service portal once backend provisioning is complete. Note: There can be a delay of up to 12 hrs for this status to change, this is normal and will not impact the end-user.