



# Liberate self-service portal

Add, remove and manage your Liberate users following these easy steps



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# 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.

Sign in to the Liberate Portal

USERNAME  
PortalAdmin@sgc-ib-connect-telstra.com

PASSWORD  
\*\*\*\*\*

Log in

[Need Support?](#)

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

Dashboard

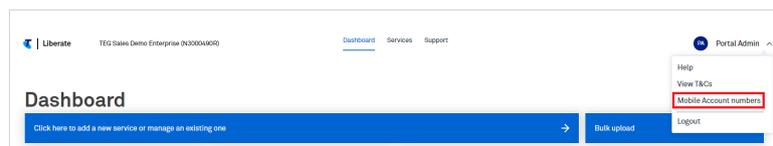
Click here to add a new service or manage an existing one → Bulk upload →

Pending Invitations 0 Pending	Accepted Invitations 0 Accepted	Delayed Activations 0 Delayed	Active Liberate Users 8 Active
Total Fixed Numbers 68		Liberate Mobile Licenses 3 Unassigned <a href="#">Contact Telstra to buy more</a>	



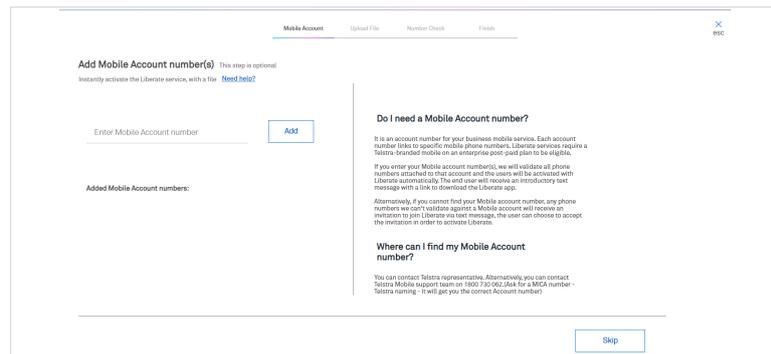
## Activating users with Liberate

- If you wish to auto-activate users with Liberate, enter your Mobile account numbers from the dashboard user dropdown menu. We will validate the mobile numbers associated with that account and the users will be activated with Liberate automatically. The end user will not be prompted to accept the offer. They will receive an introductory text message with a link to download the Liberate app.

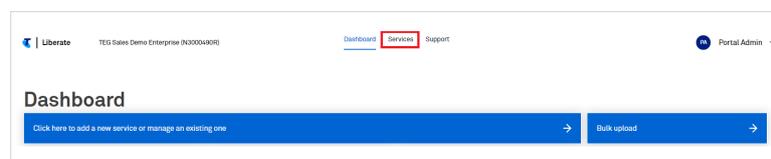


### Where can I find my Mobile account number?

You can contact a Telstra representative. Alternatively, you can contact Telstra Mobile support team on 1800 730 062. (Ask for a MICA number, the Telstra team member will supply you with the correct account number)

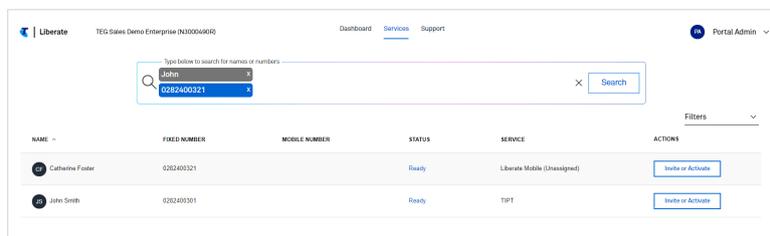


- Head to the Services dashboard located at the menu on the top of the page.

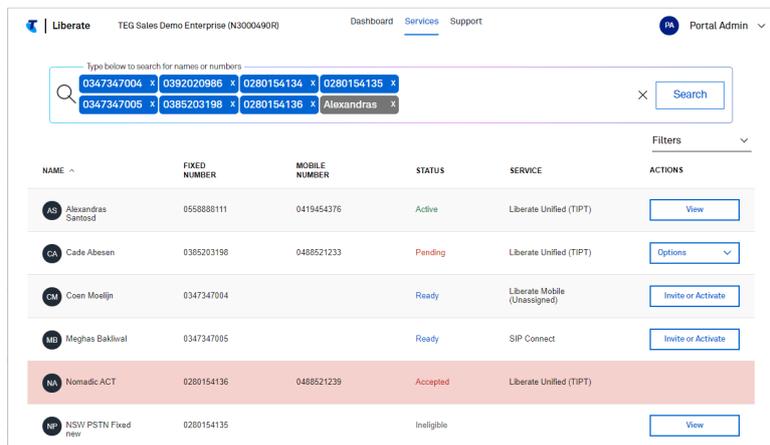




- Enter the fixed phone number(s), names and/or part of names/numbers, you wish to add to Liberate, in the search field. You can search up to 20 numbers per page at a time. You can separate the search with a comma. Try to narrow down your search by using more specific names and numbers for quick results.



- 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:

<b>Ineligible</b>	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.
<b>Ready</b>	Denotes all licenses and packs are aligned for this number and you can send an invite to Liberate this fixed number.
<b>Pending</b>	An invite has been sent to the user's Mobile number, but the end-user hasn't yet accepted and activated it.
<b>Active</b>	This number has already been invited and the end-user has already completed activation.
<b>Accepted</b>	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.



- To invite or activate both Liberate Unified and Liberate Mobile numbers follow these steps:
  - » Ensure the number is displaying a Ready status
  - » Click the 'Invite or Activate' button on the right

NAME	FIXED NUMBER	MOBILE NUMBER	STATUS	SERVICE	ACTIONS
John Smith	030202986		Ready	TPT	Invite or Activate

- » Add mobile number on the form that appears
- » Read and accept Terms and Conditions at the end of the form

Click Invite / Activate

Invite	Activate
<p>When you Invite, the user will receive an SMS with a link. They will need to accept the invitation using the Liberate companion app. The invitation will expire in 14 days. When you Activate, the user will be activated automatically. They will receive an introductory text message with a link to download the Liberate app.</p>	<p>When you Invite, the user will receive an SMS with a link. They will need to accept the invitation using the Liberate companion app. The invitation will expire in 14 days. When you Activate, the user will be activated automatically. They will receive an introductory text message with a link to download the Liberate app.</p>
<p><b>Invite:</b> If you have not entered and stored your Mobile account number, you will be prompted to invite users on Liberate. When you Invite, the user will receive an SMS with a link. They will need to accept the invitation using the Liberate Companion app. The invitation will expire in 14 days.</p>	<p><b>Activate:</b> If you have stored the Mobile account number of the associated mobile service, you will be prompted to activate the user. When you Activate, the user will be activated automatically. They will receive an introductory text message with a link to download the Liberate app. Provisioning will take a few minutes, meanwhile the user will show 'accepted' status.</p>



- If a Mobile number entered is not eligible for Liberate service, you will get the following error message.

Ineligible

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

**John Smith** 

Status: Ready

Service: TIPTAvailable variation of Liberate: Liberate Unified (TIPT)

FIRST NAME

John

LAST NAME

Smith

FIXED NUMBER [Why can't I edit this?](#)

0392020986

MOBILE NUMBER\*

**Terms & Conditions**

**Liberate Unified (TIPT)**

-  The nominated TIPT and mobile services will be connected making UC features and the work (fixed) number available for use from the mobile device.
-  All calls made from the mobile device while in Australia will appear on the TIPT section of your Telstra bill only, charged according to the TIPT service. This includes International Direct Dial (IDD) which you may select to block.
-  Mobile phone usage outside Australia will remain charged to the mobile service.
-  A combined MessageBank will be created to support both the work number and mobile number. The new combined MessageBank maintains the mobile voicemail greeting and saved mobile voicemail messages. If the mobile account is suspended then access to the MessageBank service will be blocked. The voicemail messages will remain with the mobile service if Liberate is removed.
-  Liberate may be removed at any time via the Liberate companion app or the Liberate self-service portal. This will remove the connection between the selected TIPT and mobile service and return services to standard billing and separate MessageBanks.

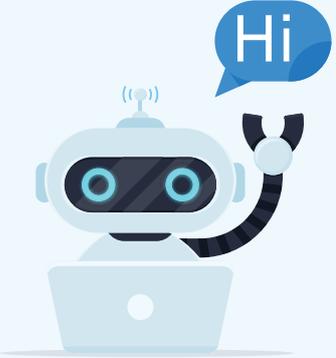
[View full terms & conditions](#)

I am an authorised representative of this UC service. I have read and accept the terms and conditions of this Liberate service.

**Invite or Activate**

When you Invite, the user will receive an SMS with a link. They will need to accept the invitation using the Liberate companion app. The invitation will expire in 14 days. When you Activate, the user will be activated automatically. They will receive an introductory text message with a link to download the Liberate app.

## Our maintenance window



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 its 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.

< Pending Invitations						Filters <span>⌵</span>
<input type="checkbox"/>	Name ^	Fixed Number	Mobile Number	Status	Service	Actions
<input type="checkbox"/>	Jean Douglas	0282400301	0436814949	Pending	Liberate Unified (TIPT)	Options <span>⌵</span> Re-send invitation

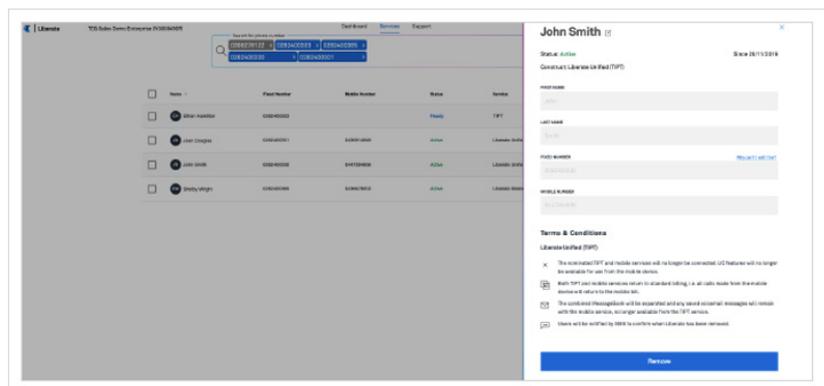
**Revoke:** If you no longer want a user to be active with Liberate or have sent an invite out to a wrong number, click on the Revoke button under Options to cancel the invite. The end-user will instantly get a text message saying their invitation has been revoked.

< Pending Invitations						Filters <span>⌵</span>
<input type="checkbox"/>	Name ^	Fixed Number	Mobile Number	Status	Service	Actions
<input type="checkbox"/>	Jean Douglas	0282400301	0436814949	Pending	Liberate Unified (TIPT)	Options <span>⌵</span> Re-send invitation Revoke invitation



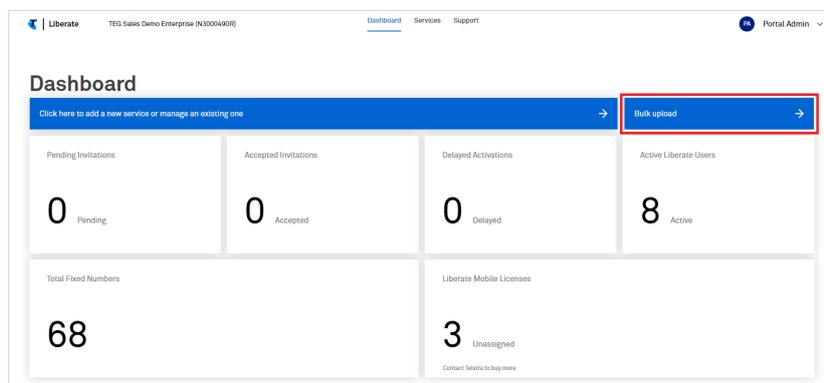
## Removing Liberate service

- 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



## Using Bulk Upload tool

- You can bulk activate your users using our Bulk upload tool. Head to the Bulk upload located in the portal:



- Add Mobile account number(s)  
**Option A:** If you want to bulk activate your users, you will need to enter your Mobile account number(s) and click Next. The Account number will be stored. We will validate the mobile numbers that matches against your company's Mobile Account Number and they will be activated automatically. Once activated, the users will receive an introductory text message with a link to download the Liberate Companion app.



- » **Option B:** Alternatively, if you cannot find your Mobile account number, or the nominated users are linked to a different Mobile Account, you can Bulk Invite users instead. With Bulk Invite, the users will receive an invitation they will have to accept in order to activate Liberate. To Bulk Invite the users, skip this step.

You can also enter your Mobile Account numbers from the dashboard user dropdown menu.

- Upload file:
  - » Download the csv template
  - » Populate with fixed phone numbers and mobile numbers



- » Enter First Name, Last Name if you wish to update the associated users' Calling Line ID (CLID) (this is optional).
- » Upload the file (you can simply drag and drop the file)

**Bulk Upload**  
Upload new records to Liberate, with a file [Need help?](#)

**Download template**  
Start by downloading the CSV template file. Now fill in your .CSV file with the services you want to invite.

**Upload template**  
When you're done adding the numbers you want to invite, drag and drop the .CSV file into the box above and click upload.

**Download** **Upload**

• Number Check:

- » Verify the users' phone number and details for Auto-provision and/or Invitation

Matched numbers:	Unmatched numbers:
<p>These numbers have validated against the Mobile account number(s) you've entered and can be provisioned with Liberate immediately. The users will receive an introductory text message with a link to download the Liberate Companion app.</p>	<p>These numbers could not be validated against the Mobile account number(s) that you have entered or are linked to a different Mobile account. You can enter the correct Mobile account number and try again. Alternatively, these users can be invited. If you proceed to Invite, the users will receive an invitation to join Liberate via text message. When the user accepts the invitation, it will start the activation process.</p>

- » Select users: under matched numbers list for auto-activate and unmatched numbers list for invitation

**Matched numbers**  
These numbers have validated against a Mobile Account number and can be provisioned with Liberate immediately. [Need help?](#)

2 unmatched numbers

name	FIRST NUMBER	MOBILE NUMBER	STATUS	SERVICE
<input checked="" type="checkbox"/> Amanda Nguyen-Davis	832048302	011XXXXXXXX	Ready	TPT
<input checked="" type="checkbox"/> Catherine Foster	832048321	011XXXXXXXX	Ready	Liberate Mobile (Overseas)
<input checked="" type="checkbox"/> [Redacted]	832048303	011XXXXXXXX	Ready	TPT
<input checked="" type="checkbox"/> [Redacted]	832048308	011XXXXXXXX	Ready	TPT
<input checked="" type="checkbox"/> [Redacted]	832048301	011XXXXXXXX	Ready	TPT

Selected numbers will be auto-provisioned after you click next

**Upload** **Next**

## » Accept terms and conditions

NAME	FIBRO NUMBER	MOBILE NUMBER	STATUS	SERVICE
John Smith	030240330	01XXXXX	Active	Libanda Limited (PFI)
Rashed Catteras	030240317	01XXXXX	Mobile Invalid	

## » Click Submit

- Advice on completion

**Complete!**  
0 people invited  
5 people auto-activated

You have successfully invited 0 people and auto-activated 5 people. Auto-activation may take some time to complete, check the status on this dashboard. The end user will be notified via text message once activated. You can always come back to upload more numbers.

[Go to dashboard](#) [view invitations](#)

## 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.

**Support**

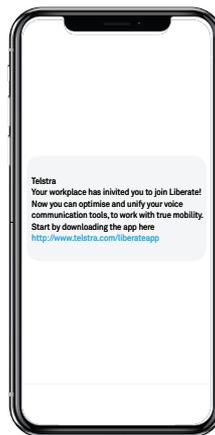
Please click on contact us over the phone!  
Alternatively, call our customer care 1800 287 289



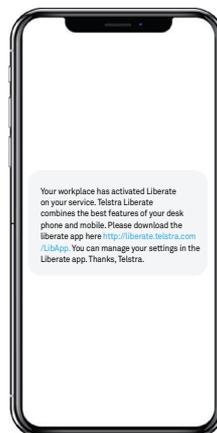
## For Users:

### Getting started

- **When Invited:**  
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.



- **When auto-activated:**  
The end user will be activated automatically and will not be prompted to accept the offer. They will receive an introductory text message with a link to download the Liberate app.





## Accepting invites

- Setting up account

