



## Nomadic 9-1-1 Portal User Guide

### Introduction

The Nomadic 9-1-1 Portal allows you to update your most likely physical location online. In the event that you make a 9-1-1 call and you are not able to verbally provide your location, the location information that you entered in the Portal may be provided to an emergency call centre for the purposes of dispatching emergency services to your most likely physical location.

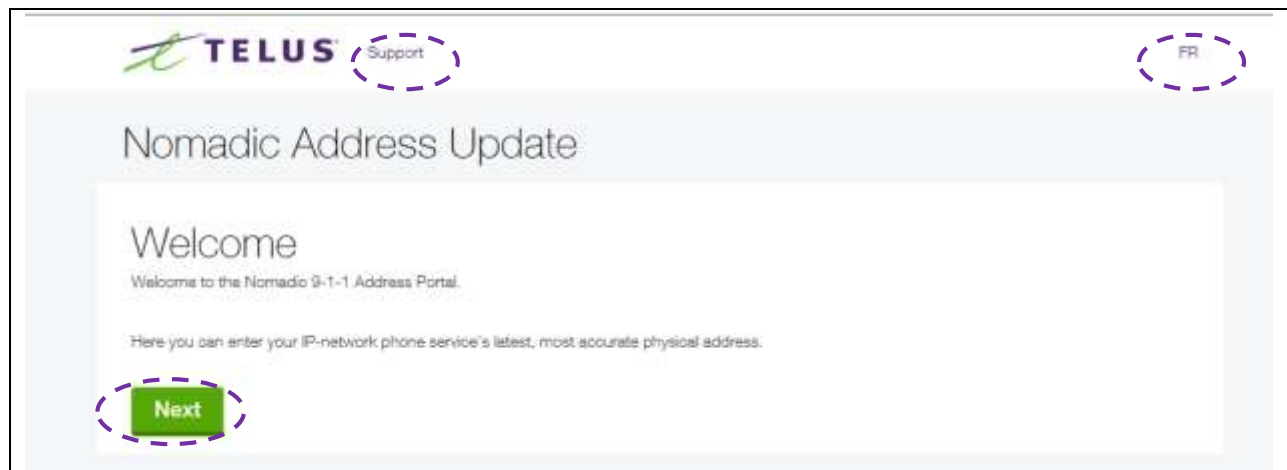
### Access the Portal

Welcome to the Nomadic 9-1-1 address Portal.

For technical support, select the **Support** link at the top of the portal homepage.

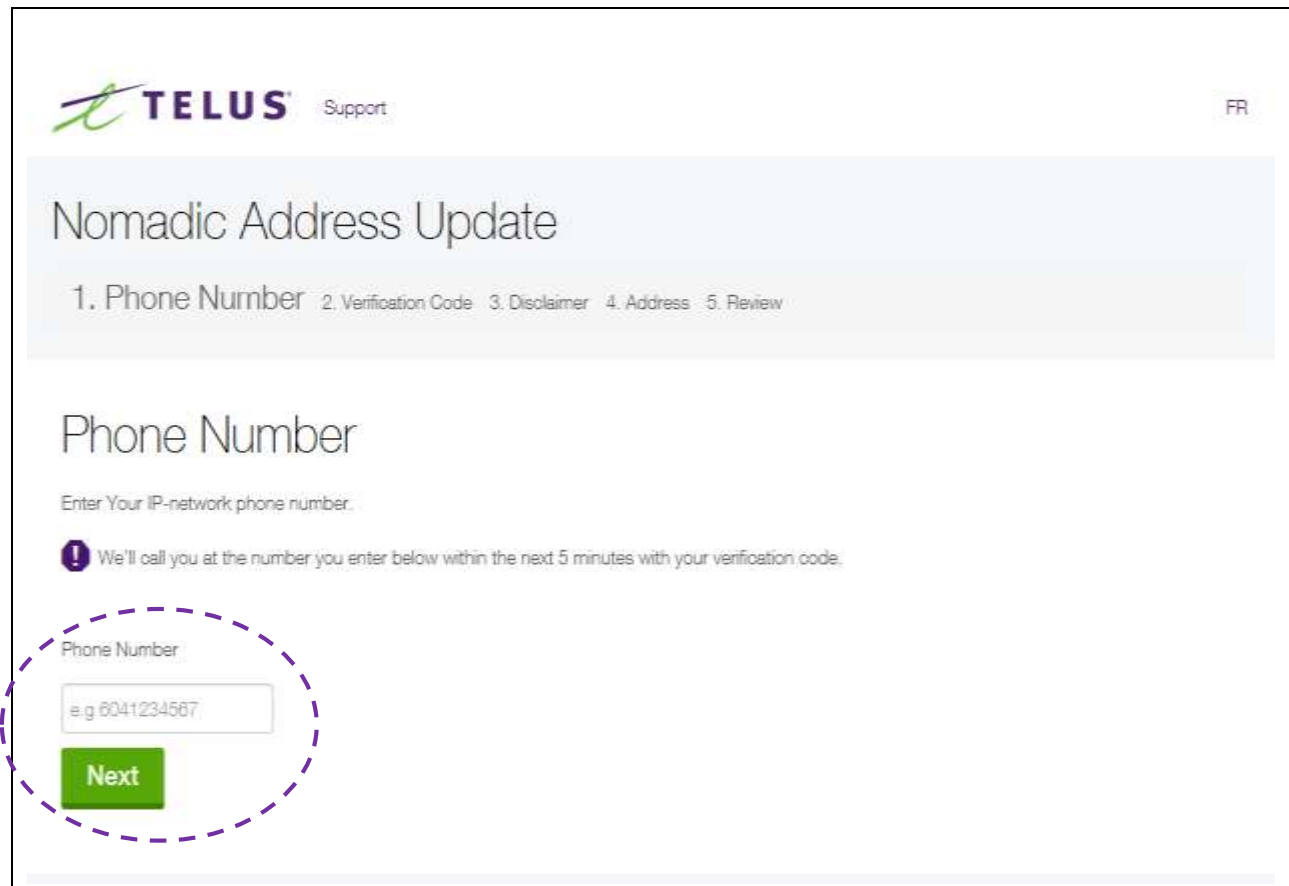
To view the portal in French, select the **FR** letters at the top right of the portal homepage.

To proceed select the **Next** button.



## IP Phone Number

Enter your IP phone number in the box provided, and then select the **Next** button to proceed.



The screenshot shows the TELUS Support website for a "Nomadic Address Update". At the top, the TELUS logo and "Support" text are on the left, and a language selector "FR" is on the right. Below the header, the title "Nomadic Address Update" is displayed. A progress bar shows five steps: "1. Phone Number", "2. Verification Code", "3. Disclaimer", "4. Address", and "5. Review". The main heading is "Phone Number", followed by the instruction "Enter Your IP-network phone number." and a warning icon with the text "We'll call you at the number you enter below within the next 5 minutes with your verification code." A dashed purple circle highlights the "Phone Number" input field, which contains the placeholder text "e.g. 6041234567", and the green "Next" button below it.

TELUS<sup>®</sup> Support FR

### Nomadic Address Update

1. Phone Number 2. Verification Code 3. Disclaimer 4. Address 5. Review

## Phone Number

Enter Your IP-network phone number.

! We'll call you at the number you enter below within the next 5 minutes with your verification code.

Phone Number

e.g. 6041234567

**Next**

## Verification Code

You will receive a phone call with a verification code to the IP number you provided. Enter the code in the box, then select **Next** to continue. To have the message resent to your IP phone, select the **Resend** button. You may not resend within 5 minutes of sending the initial call verification code.

TELUS Support FR

### Nomadic Address Update for (555) 555-5555

1. Phone Number 2. Verification Code 3. Disclaimer 4. Address 5. Review

#### Verification Code - Resent

We'll call you at (555) 555-5555 within the next 5 minutes with your verification code.

Please enter the verification code below.

The password is:

**Next** **Resend**

## Disclaimer

The legal disclaimer page will appear. Please review it and check the box ☒ to confirm your acceptance of the terms of service. Then select the **Next** button to continue.

TELUS Support

### Nomadic Address Update for (555) 555-5555

1. Phone Number 2. Verification Code 3. Disclaimer 4. Address 5. Review

#### Disclaimer

##### TELUS Legal Disclaimer


The [Nomadic 9-1-1 Portal - TBD] ("Portal") allows you to update your most likely physical location online. In the event that you make a 9-1-1...

☒ I have read and accept the terms

**Next**

## Address

Enter the physical location of your IP phone number in the defined boxes. Use the dropdown menu for Street direction (if applicable) and Province, and then select the **Next** button to continue.

 Support

Nomadic Address Update for (555) 555-5555

1. Phone Number 2. Verification Code 3. Disclaimer 4. Address 5. Review

### Address

Note: This tool does not accept locations outside of Canada.

Please enter your address below.

Apartment/Suite (if applicable)

Street Number

Street Name

Street Direction (if applicable)

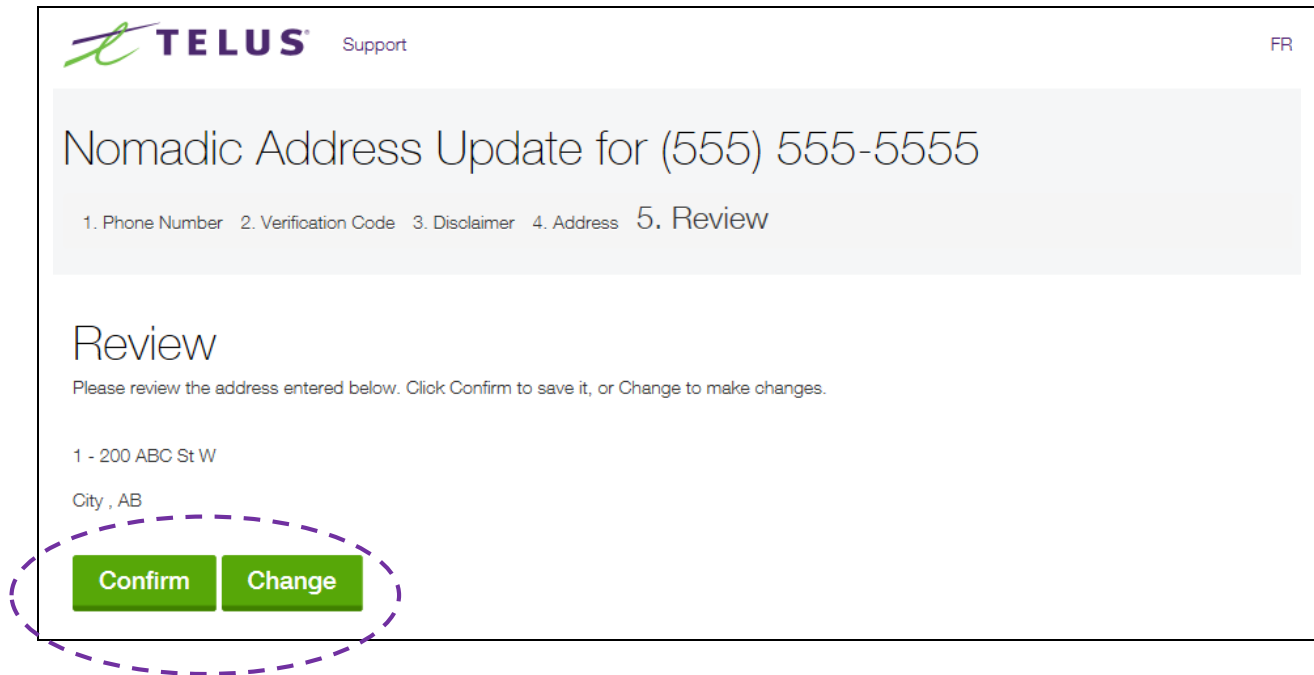
City

Province

Next

## Review

Review the address for accuracy, and then select the **Confirm** button. To change the address, select the **Change** button to return to the Address screen.



TELUS Support FR

### Nomadic Address Update for (555) 555-5555

1. Phone Number 2. Verification Code 3. Disclaimer 4. Address 5. Review

## Review

Please review the address entered below. Click Confirm to save it, or Change to make changes.

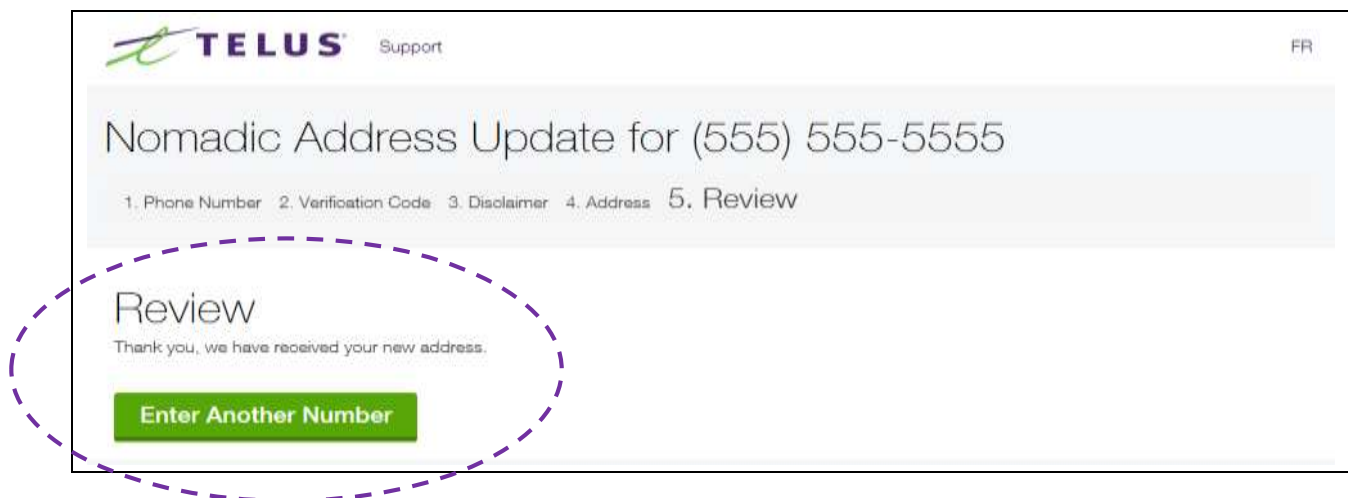
1 - 200 ABC St W

City , AB

**Confirm** **Change**

## Review Confirmation

Once Confirm is selected, you will receive a notification indicating that the address has been successfully saved. Select **Enter Another Number** to return to the IP Phone number page.



TELUS Support FR

### Nomadic Address Update for (555) 555-5555

1. Phone Number 2. Verification Code 3. Disclaimer 4. Address 5. Review

## Review

Thank you, we have received your new address.

**Enter Another Number**