# TELUS®

# 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.
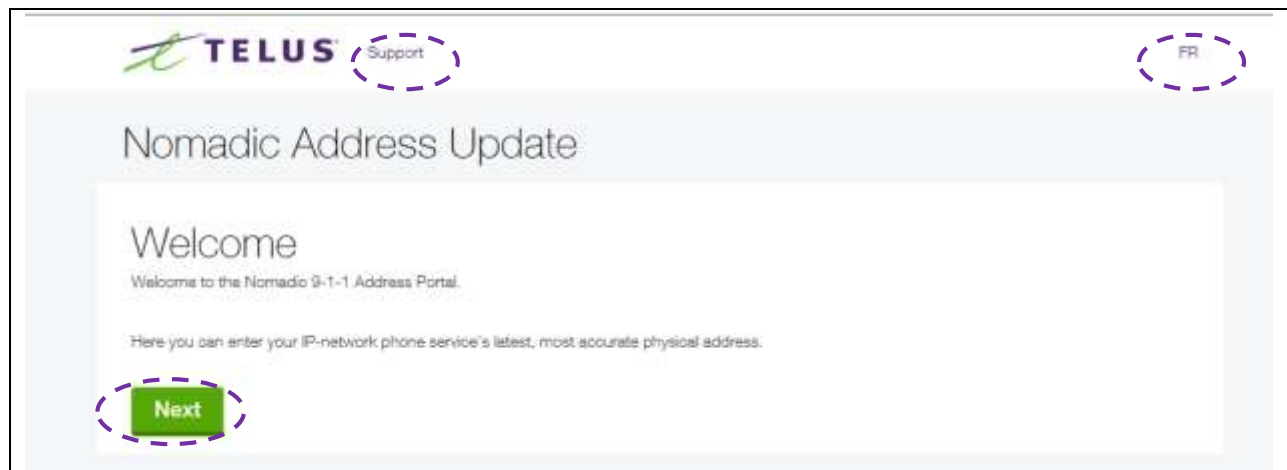
## Access the Portal

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

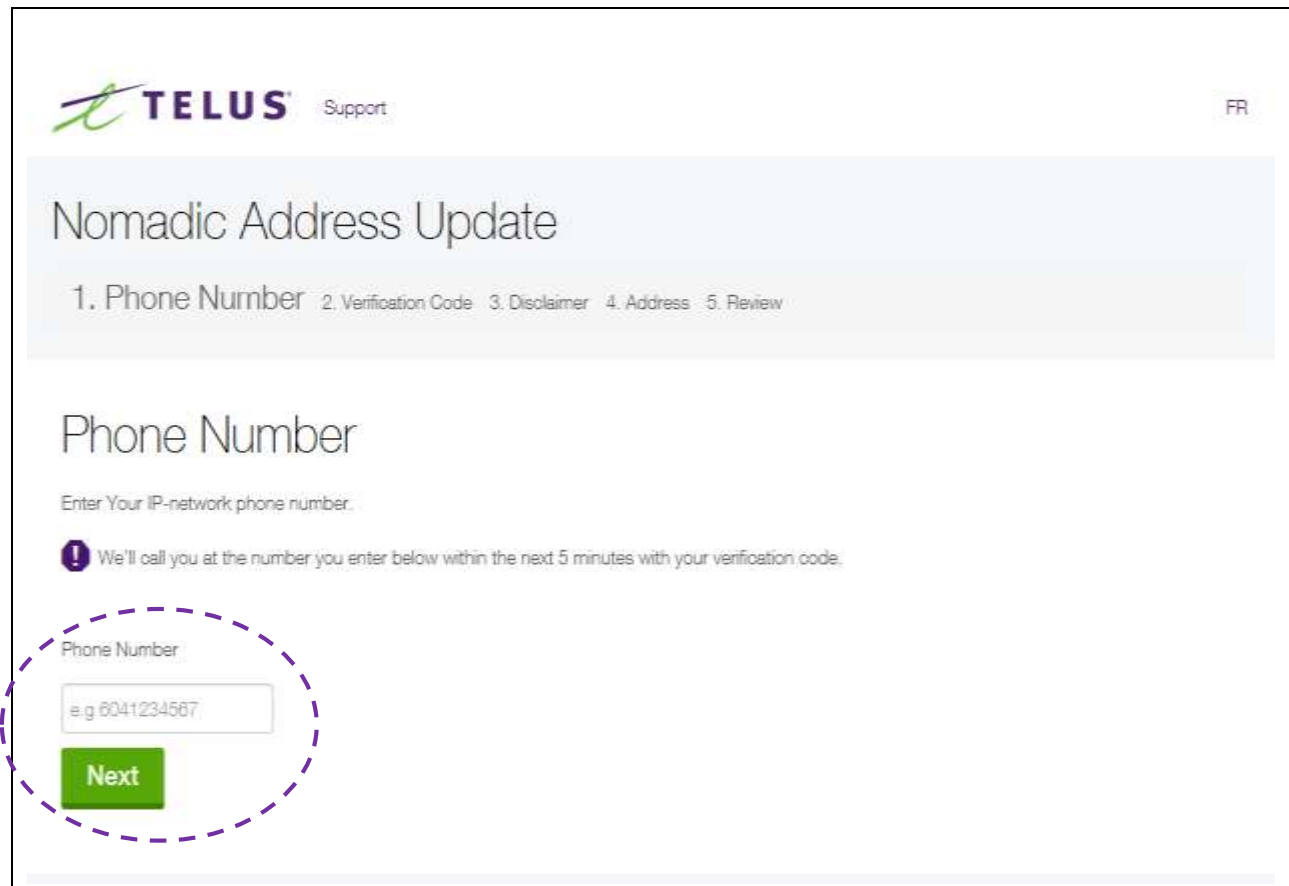For technical support, select the **Support** link at the top of the portal homepage.

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.

## 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.



## 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.

## 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.
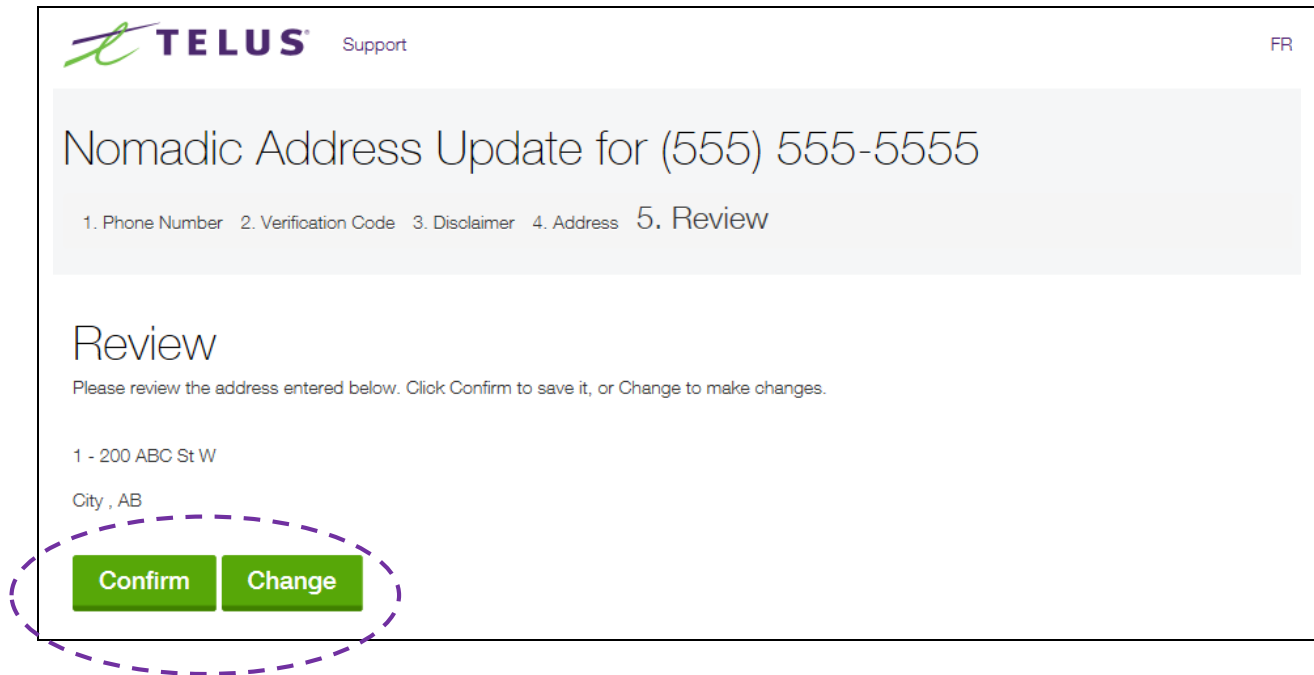
## Review

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.
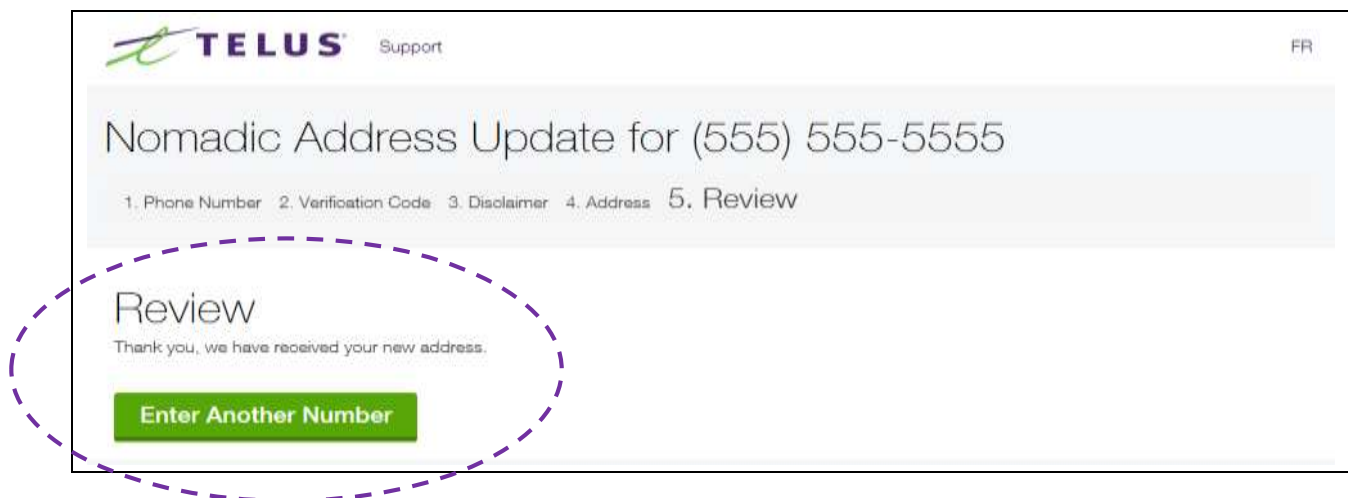


## Review Confirmation

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.