



SETTING UP MICROSOFT TEAMS USING THE IPILOT PORTAL

Veracity Networks



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Executive Summary

This document is intended to walk you through the complete process of setting up Microsoft Teams with Direct Routing using Veracity Vconnect Portal.

The document will cover prerequisites, how to acquire numbers, how to set up your Microsoft tenant and Teams using our automated system, as well as provisioning and deprovisioning numbers for users within your environment.

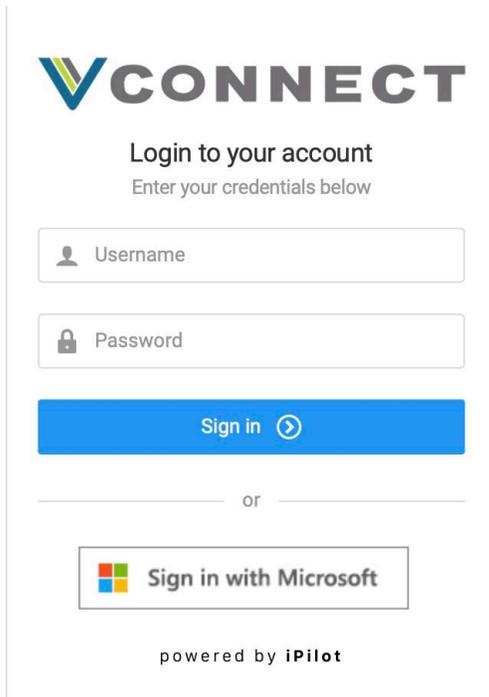
Prerequisites and Disclaimers

You will need the following to get started with Vconnect:

- A Microsoft Office 365 Tenant, and an account with Global Administrator Privileges there.
- At least 2 E3 and Phone User licenses, for the test accounts created during setup (These can be decommissioned later)
- Any one of the following for each user you intend to purchase and assign a number to:
 - Microsoft E5 license
 - Microsoft E3 license and a Phone User License
 - Microsoft E1 license and a Phone User License
 - M365 business standard
 - M365 business premium
 - (Optional) A Microsoft Audio Conferencing license for any user who will need to start an audio conference with outside PSTN access
- Accounts that are being provisioned must not currently have Microsoft numbers or Call Plans allocated to them via Skype for Business or Teams.
- If users are currently or have previously been assigned Skype for Business licensing, please contact us to confirm the accounts are correctly prepared to be provisioned.

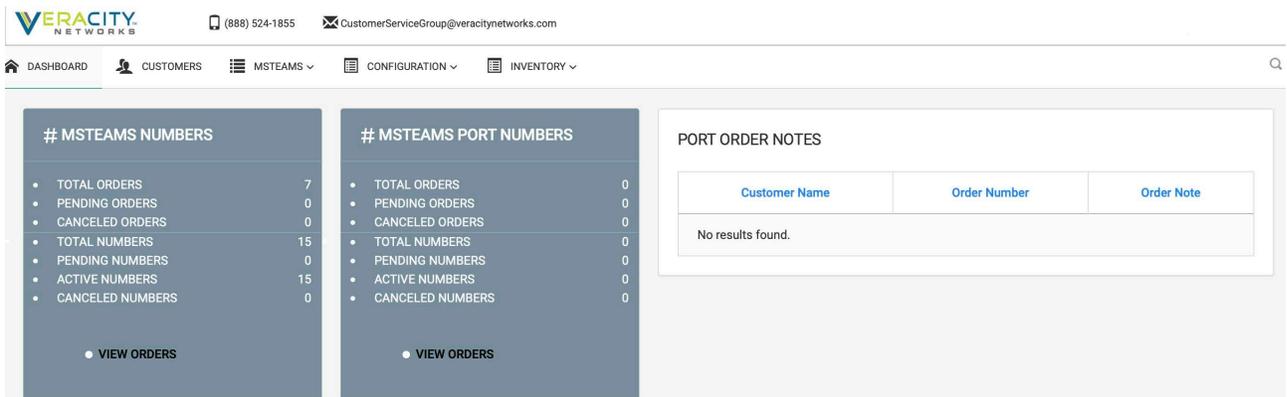
Logging Into the Vconnect Portal for the First Time

1. You should have received an email from Veracity containing your login to the Vconnect portal located at: <https://vconnect.veracityteams.com/index.php/site/login>



The screenshot shows the Vconnect login page. At the top is the Vconnect logo. Below it is the heading "Login to your account" with the instruction "Enter your credentials below". There are two input fields: "Username" and "Password". Below these is a blue "Sign in" button with a right-pointing arrow. Underneath the button is the word "or" flanked by horizontal lines. Below that is a "Sign in with Microsoft" button with the Microsoft logo. At the bottom, it says "powered by iPilot".

2. After logging in you will arrive at a status screen:



The screenshot shows the Veracity Networks dashboard. At the top left is the Veracity Networks logo. To the right of the logo are contact details: a phone icon with "(888) 524-1855" and an email icon with "CustomerServiceGroup@veracitynetworks.com". Below the logo is a navigation bar with icons and labels for "DASHBOARD", "CUSTOMERS", "MSTEAMS", "CONFIGURATION", and "INVENTORY". A search icon is on the far right. The main content area is divided into three sections:

- # MSTEAMS NUMBERS**: A table with 7 rows of data.

TOTAL ORDERS	7
PENDING ORDERS	0
CANCELED ORDERS	0
TOTAL NUMBERS	15
PENDING NUMBERS	0
ACTIVE NUMBERS	15
CANCELED NUMBERS	0
- # MSTEAMS PORT NUMBERS**: A table with 7 rows of data.

TOTAL ORDERS	0
PENDING ORDERS	0
CANCELED ORDERS	0
TOTAL NUMBERS	0
PENDING NUMBERS	0
ACTIVE NUMBERS	0
CANCELED NUMBERS	0
- PORT ORDER NOTES**: A table with 3 columns: "Customer Name", "Order Number", and "Order Note". The table is empty, with the text "No results found." below it.

At the bottom of each of the first two sections is a "VIEW ORDERS" button.

Adding Service to your Account

There are five ways to provision numbers to your Vconnect account to later attach to Teams user accounts:

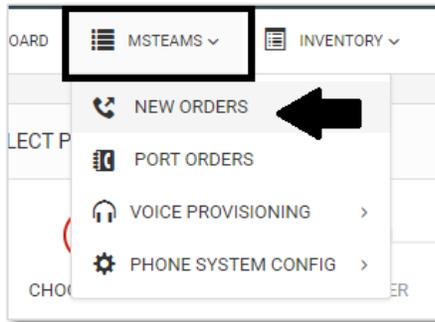
1. Adding New MsTeams Service with New Numbers
2. New Teams Service with Ported Numbers from Other Carriers
3. Adding New Numbers without Trunks or Users
4. Porting Existing Numbers without Trunks or Users
5. Adding Additional Trunks without adding any other services

Below are step by step instructions for each type of order.

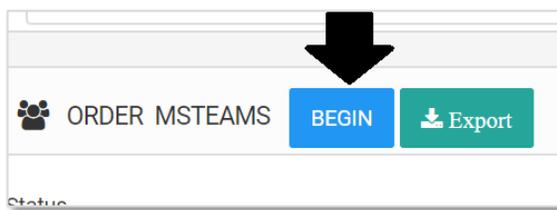
In some cases, your provisioner at Veracity may have already started the initial provisioning process on your account to port or order new numbers. In this case, please skip forward to the section "Setting up your Account for Automated Onboarding"

Adding New MsTeams Service with New Numbers

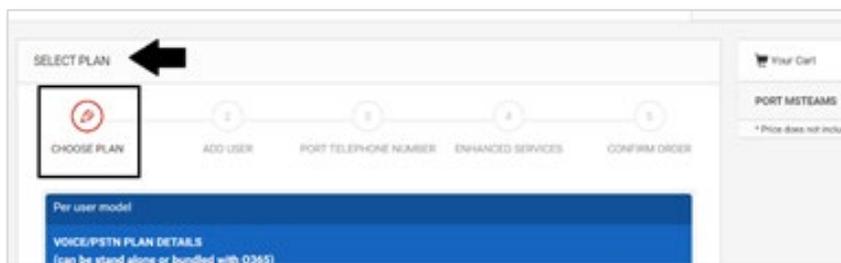
1. Once you are logged in, you will see the main dashboard. To start a MsTeams new DID request, click on "MSTEAMS" at the top of your Dashboard and then select "New Orders":



2. This will bring you to the ordering screen where you can view previous orders and start a new order. To start a new DID order, select "Begin" in the upper right hand corner:



3. Now choose your Teams plan. You may choose between your "Per Customer" Plan or "Per Trunk" plan:



Select your plan. Click "Select" under the plan of your choosing:

The screenshot shows the 'CHOOSE PLAN' step of the ordering process. It features two plan cards side-by-side. The left card is titled 'Per user model' and lists 'VOICE/PSTN PLAN DETAILS' for \$12.00/mo, including unlimited inbound calls and 1000 minutes of outbound calls. The right card is titled 'Per Trunk model' and lists 'Microsoft TLS/ SRTP Certified SIP Trunks' for \$19.95/mo, including 750 minutes of outbound calls and unlimited inbound calls. Both cards have a red 'Select' button at the bottom with a checkmark, and black arrows pointing towards these buttons.

4. Now you will choose the number of trunks or users based on the model you selected. Here we have trunks. Enter the quantity you want to order. If you wish to order hardware or add unlimited calling plan, check the box that applies. Once finished, select "Next":

The screenshot shows the 'ADD TRUNK' step. At the top, a progress bar indicates the current step is 'ADD TRUNK' (step 2), with steps 1, 3, 4, and 5 also visible. The main heading is 'Add trunks to your account'. Below it, the question 'How many trunks do you want to add?' is followed by an input field containing the number '5'. A checkbox labeled 'Phones, Headsets, and/or Hardware Required' is present and unchecked. At the bottom right, there are 'Previous' and 'Next' buttons, with a black arrow pointing to the 'Next' button.

5. Now you will be taken to the first step searching for a new DID. Select from the search options provided. You can search by multiple ways at the same time or only by one option. If you are searching for multiple numbers, you can also check mark the "Sequential" box for numbers in sequential order. If there are no sequential numbers available, be sure to uncheck the box to search again. There are likely non-sequential numbers available. Enter your selection and click "Search":

6. Once the results appear, you will see up to 12 results at one time. If you wish to see different lists of numbers, you can hit "Refresh" to update a new list of available DIDs. Click the plus sign button to add individual numbers to your cart or if you want to reserve multiple numbers, you can enter the number of DIDs you wish to reserve in the "Add Multiple Numbers" field. This will automatically add them to your cart. You may add up to 50. Enter the number you want and click "Add":

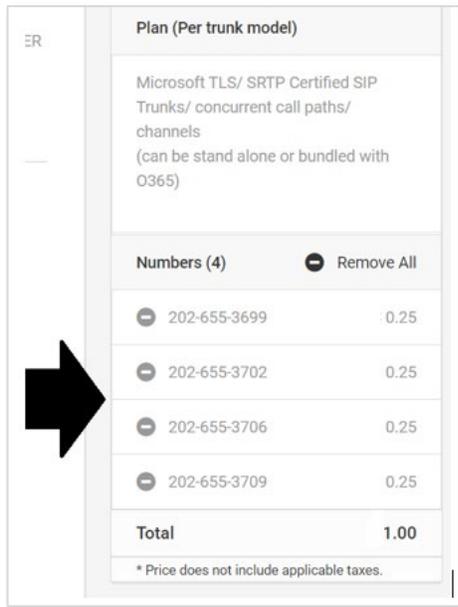
NUMBER	RATE CENTER		NUMBER	RATE CENTER	
202-655-3201	WSHNGTNZN1	+	202-655-3699	WSHNGTNZN1	+
202-655-3701	WSHNGTNZN1	+	202-655-3702	WSHNGTNZN1	+
202-655-3704	WSHNGTNZN1	+	202-655-3706	WSHNGTNZN1	+
202-655-3708	WSHNGTNZN1	+	202-655-3709	WSHNGTNZN1	+
202-655-3711	WSHNGTNZN1	+	202-655-3712	WSHNGTNZN1	+
202-655-3713	WSHNGTNZN1	+	202-655-3714	WSHNGTNZN1	+

ENTER THE QUANTITY OF NUMBERS TO ADD

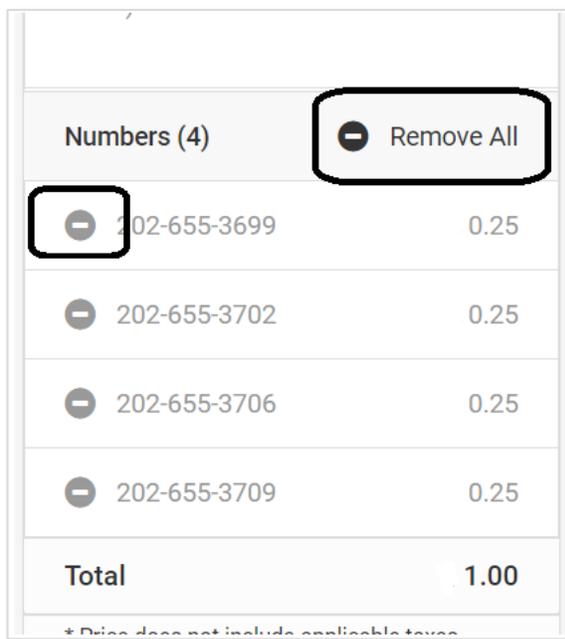
Enter Number NOTE: YOU CAN ENTER UP TO 50 NUMBERS TO ADD

(Refresh)

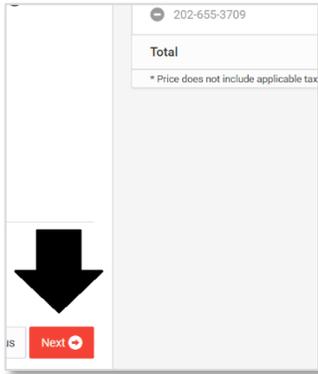
7. You can verify the TN(s) added to your cart to the right of your screen:



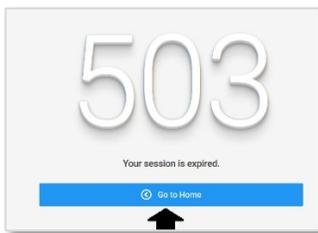
8. If you wish to remove any of the numbers after they have been added to your cart, you may select the delete button to remove the numbers individually, or select "Remove All" to remove all numbers from your cart to start over:



9. Once you have all your numbers in the cart and are ready to proceed, scroll down and select “Next”:



10. If you wait too long to search, you may see a 503 error. You will need to select the “Go to Home” button to return to the home page to start over:



11. Next you have the option to select your Enhanced services (features). These are optional. To add CNAM (caller id name), select the radio button next to the DID under the CNAM column. If you wish to add the same name to all numbers, check the “Select All” radio button next to CNAM:



12. Once you click the CNAM button, you will receive a pop up to enter the CNAM information to be added to the LIDB database. Enter the end user name information you wish to be reflected and select "Add CNAM Service". This is the outbound name information displayed by phone number. *NOTE* Calling Name is limited to 15 alpha-numeric characters, including spaces:

CNAM SERVICE DETAILS FOR: 2067781811

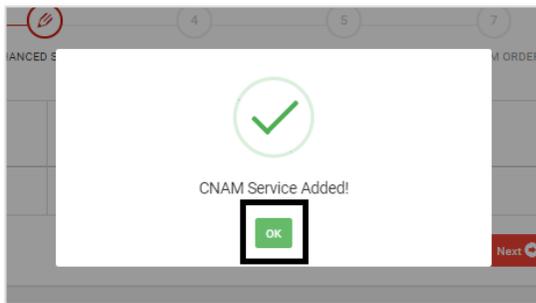
NONE

Calling Name * First Name Last Name

Business Name

Close

13. Once the record is added to the order, you should receive a pop up letting you know the CNAM was added, click "OK":



14. Next you can add an E911 record if you would like. If so, check the box under E911 just like CNAM. If you wish to add the same 911 address record to all numbers, check the "Select All" radio button next to E-911:

ENHANCED SERVICES

CHOOSE PLAN ADD TRUNK TELEPHONE NUMBER **ENHANCED SERVICES** CONFIRM ORDER

Select All →	CNAM ?	E-911 ?
	<input checked="" type="checkbox"/>	<input type="checkbox"/>
202-655-3701	<input checked="" type="checkbox"/>	<input type="checkbox"/>
202-655-3708	<input checked="" type="checkbox"/>	<input type="checkbox"/>
202-655-3712	<input checked="" type="checkbox"/>	<input type="checkbox"/>
202-655-3714	<input checked="" type="checkbox"/>	<input type="checkbox"/>

15. When you check the E911 box, you will receive another pop up to add the record information. Add the customer name, number and address to be associated then select "Add E-911 Service":

E-911 SERVICE DETAILS FOR: 2067781811

#NONE

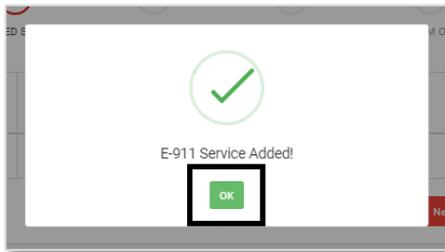
Name * Street Number * Street Name *
Ex: 8725 or 333 Ex: S 45th or Bay St

Zip Code * City * Country
Ex: 89123 or MOH 2002 Ex: Las Vegas or Toronto Ex: United States or Canada

State
Ex: Nevada or Ontario

Close

16. If your record is successfully added to the order, you will receive a pop up that it has been added. Click "OK". If the address does not validate with the postal system, you will need to adjust it until it validates or provides a valid correction:



17. Once you are finished with any features you are adding, you may click "Next" at the bottom right corner to move on to the Provisioning tab. If you selected features, you will now see the boxes checked for the service:

ENHANCED SERVICES

CHOOSE PLAN ADD TRUNK TELEPHONE NUMBER ENHANCED SERVICES CONFIRM ORDER

Select All →	CNAM ?	E-911 ?
202-655-3701	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
202-655-3708	<input checked="" type="checkbox"/>	<input type="checkbox"/>
202-655-3712	<input checked="" type="checkbox"/>	<input type="checkbox"/>
202-655-3714	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Previous

18. Now, confirm all the details of your order prior to submission. Enter a PON (purchase order number) for your personal tracking purposes. If you do not assign one, the order number assigned to you will become your PON. Next, confirm your customer account details to the left:

The screenshot shows the 'CONFIRM ORDER' page with a progress bar at the top. The progress bar has five steps: CHOOSE PLAN, ADD TRUNK, TELEPHONE NUMBER, ENHANCED SERVICES, and CONFIRM ORDER. The first four steps are marked with red checkmarks, and the fifth step is marked with a red pencil icon. Below the progress bar, there is a section titled 'ORDER DETAILS (PLEASE REVIEW BELOW ORDER)'. This section is divided into three columns: CUSTOMER DETAIL, PLAN DETAIL, and PAYMENT DETAILS. The CUSTOMER DETAIL column shows the name 'REBECCA TEST' and address '21810 116th St E, BONNEY LAKE, WA 98391, 206-778-1806, rebecca.young@veracitynetworks.com'. The PLAN DETAIL column shows 'MSTEAMS' and 'ABCNDID111'. The PAYMENT DETAILS column shows 'Payment Mode: MONTHLY' and 'Payable Amount: 1.00'. Arrows point to the 'REBECCA TEST' and 'ABCNDID111' fields.

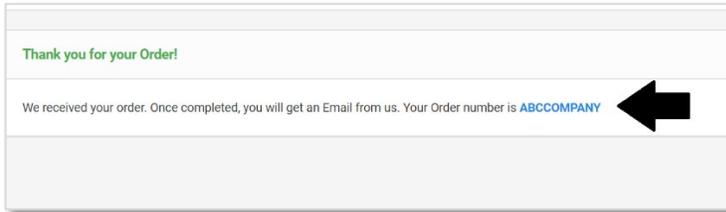
19. Now scroll down and verify your model details, phone numbers and features. You will then add your name into the "Print Name" field to accept the terms and conditions:

The screenshot shows the 'Per trunk model' section with the following details: 'Microsoft TLS/ SRTP Certified SIP Trunks/ concurrent call paths/ channels (can be stand alone or bundled with 0365)' and '0'. Below this is a table of 'TOTAL SELECTED NUMBERS' with 4 numbers selected. The table has columns for 'TN', 'Number', and 'Price'. The numbers are: 202-655-3701, 202-655-3708, 202-655-3712, and 202-655-3714. Below the table is a section for 'I accept & sign Terms And Conditions' with a signature field. The signature field has a 'Print your name' label and a text input field. Below the signature field are two buttons: 'Type it' and 'Draw signature'. Arrows point to the 'I accept & sign Terms And Conditions' text and the signature field.

20. Once ready, click "Submit" to place your order:

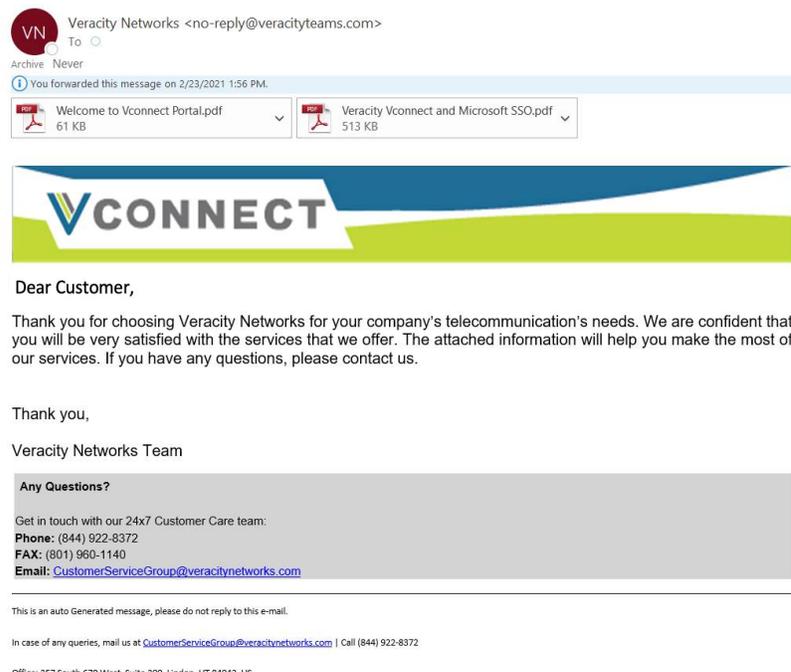
The screenshot shows the signature field with the name 'Rebecca Young' entered. Below the signature field are two buttons: 'Previous' and 'Submit Order'. Arrows point to the 'Submit Order' button.

21. You will receive a confirmation page acknowledging that your order has been submitted. If you wish to return to your order to view, you may click on the blue PON link:



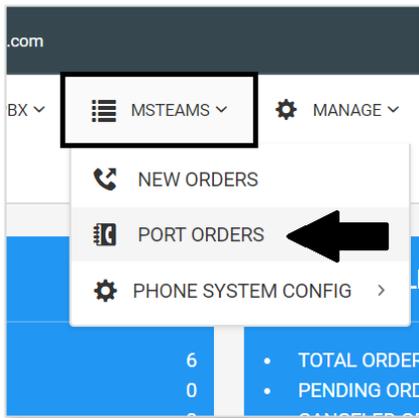
22. You should then receive a welcome email and an email confirmation from no reply (make sure you are set to receive emails from this and that they are not going into your junk folder) confirming your order. You should see your order details and order number:

Veracity VConnect: Welcome

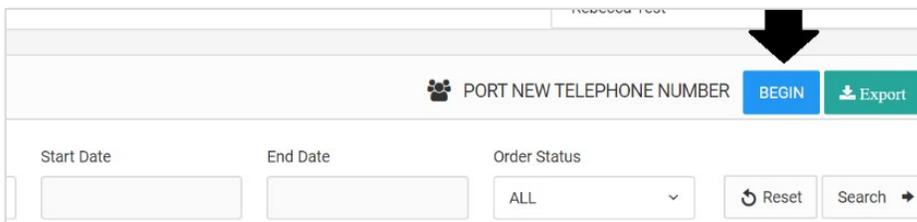


Adding New Veracity Service with Ported Numbers from Other Carriers

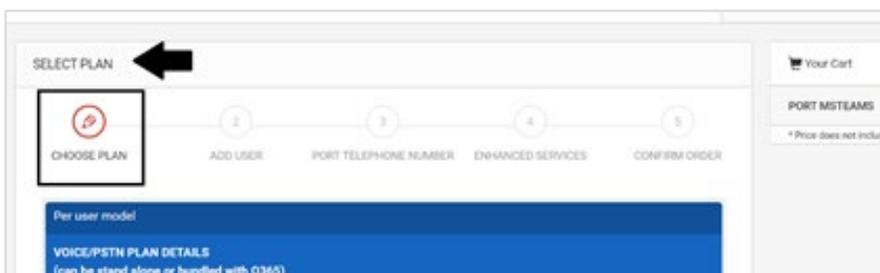
1. Once you are logged in, you will see the main dashboard. To start a Vconnect port request, click on "MSTEAMS" at the top of your Dashboard and then select "Port Orders":



2. This will bring you to the ordering screen where you can start a new order. To start a new port order, select "Begin" in the upper right hand corner:



3. Now choose your Teams plan. You may choose between your "Per Customer" Plan or "Per Trunk" plan:



Select your plan. Click “Select” under the plan of your choosing:

The screenshot shows the 'CHOOSE PLAN' step with two options:

- Per user model:** \$12.00/mo. Includes unlimited inbound calls, unlimited Teams to Teams calls, and 1000mins outbound (US48 & Canada) per billing month. HI is .013, AK is .20. International calling is blocked by default.
- Per Trunk model:** \$19.95/mo. Includes Microsoft TLS/SRTP Certified SIP Trunks, concurrent call paths/channels, 750mins outbound (US48 & Canada) per month, unlimited inbound calls, unlimited Teams to Teams calls, and unlimited US48 & Canada outbound (5 / Month / Trunk).

Both plans include a 'Select' button at the bottom, indicated by black arrows.

4. Now you will choose the number of trunks or users based on the model you selected. Here we have trunks. Enter the quantity you want to order. If you wish to order hardware or add unlimited calling plan, check the box that applies. Once finished, select “Next”:

The screenshot shows the 'ADD TRUNK' step with the following details:

- Progress bar: CHOOSE PLAN (checked), ADD TRUNK (current), TELEPHONE NUMBER, ENHANCED SERVICES, CONFIRM ORDER.
- Section: Add trunks to your account
- Question: How many trunks do you want to add?
- Input field: 5
- Checkbox: Phones, Headsets, and/or Hardware Required
- Buttons: Previous, Next

Black arrows point to the input field, the checkbox, and the 'Next' button.

5. Now you will be taken to the first step of porting. You can either enter the number you are porting and click "Add" or if you are porting multiple numbers, import your spreadsheet. If you do not already have the spreadsheet, click the blue hyperlink that says "Click here to download sample file". Fill out the form with the numbers and choose your file to import (you can import and port up to 300 numbers max in one order) and all TNs per order must have the same account number/BTN. Once you have added a TN or imported a file, you can select "Next":

PORT TELEPHONE NUMBER

CHOOSE PLAN ADD TRUNK PORT TELEPHONE NUMBER 4 ENHANCED SERVICES 5 DEVICE 5 CONFIRM ORDER

PORT CURRENT NUMBER (\$ 6.00 PORT FEE) ?

PORT SINGLE NUMBER OR PORT MULTIPLE NUMBER

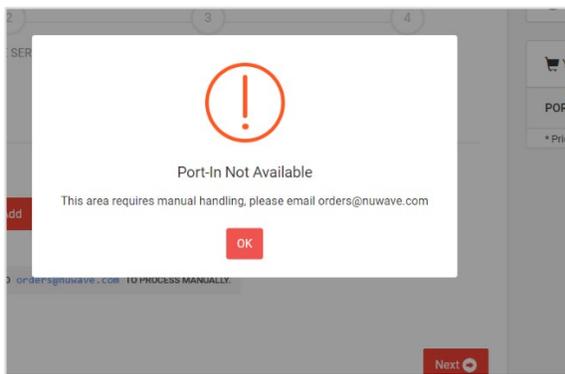
8016915800 Add Browse... No file selected. Import

Click here to download sample file.

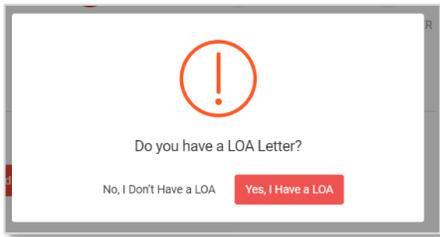
NEED TO PORT OUTSIDE OF 2 PM PST ? PLEASE SEND EMAIL TO microsoftorder@veracitynetworks.com TO PROCESS MANUALLY.

Previous Next

Note If your number(s) is not portable through the system for any reason, it will provide a pop up letting you know your number is not portable, and you will need to email CustomerServiceGroup@veracitynetworks.com to have the order reviewed and handled manually:



6. Once you have either added your individual number or imported your spreadsheet, you will get a pop up that will ask you if you have a LOA. You should always have a LOA for a porting number, so you would click on "Yes I have a LOA". If you do not, click "No, I don't Have a LOA":
7. ***If you do not have a LOA, one will be created and filled out automatically and added to the order with your company information on your account profile. You will be prompted at the end of the order to digitally sign it. If you are not the signer, you must get a blank LOA and have the authorized contact sign it and upload it during step 5***

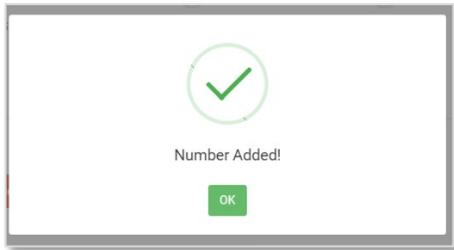


8. Once you have made your LOA selection, the account information page will pop up. Enter customer account information and current service address per the LOA that matches the account with the current carrier (or click the box "Use Address Information From Account" if you are porting with your internal company account information). Account Number and Account Telephone Number are both required and must match the account. Some accounts may have PIN numbers (Microsoft customers will require their PIN). Once entered, select "Add Address":

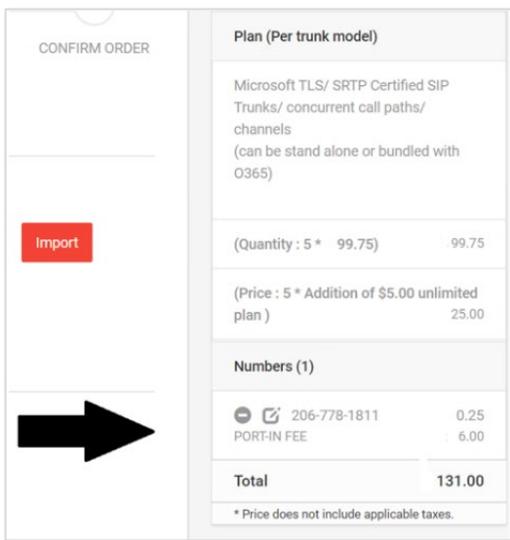
PORT TELEPHONE NUMBER: 8016915800

ACCOUNT INFORMATION			
Authorized Name *	Authorized Date *	Enduser Name *	Account Type *
Admin User	24 February 2021	Veracity Networks	Business
Account Number *	Account Pin	Account Telephone Number *	
000558888		8016915800	
<input type="checkbox"/> Same as Number being Ported		<input checked="" type="checkbox"/> Same as Number being Ported	
<input checked="" type="checkbox"/> Use Address Information From Account			
SERVICE ADDRESS			
Street Number *	Street Pre Direction	Street Name/Box *	Street Type
357 S	Select	670 W	(Select Type)
Street Post Direction	ZIP Code *	City *	Country
Select	84042	LONDON	United States
State	Location Type 1	Location Value 1	
Utah	Select		
<input checked="" type="checkbox"/> Same As Service Address for Billing			
			Close <input type="button" value="Add Address"/>

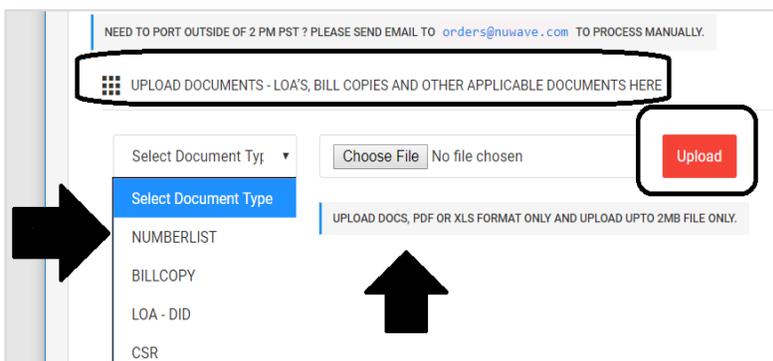
9. You should then see a pop up that says the number has been added:



10. You can verify the TN(s) that has been added to your cart to the right of your screen:



11. If you have a LOA or bill copy, now you will be able to upload it. Choose your document type from the drop down document type and then choose your file and click "Upload". You will need to upload each file separately:

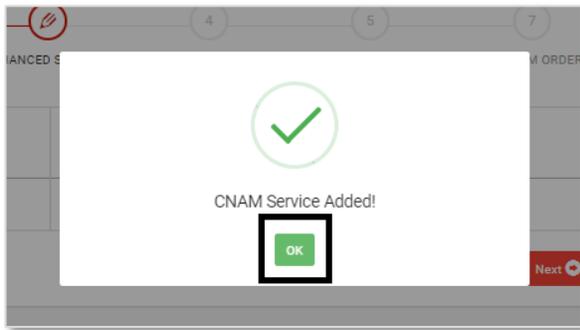


12. You may upload as many documents as you need. Once your documents have uploaded, click "Next" in the bottom right corner to move forward:

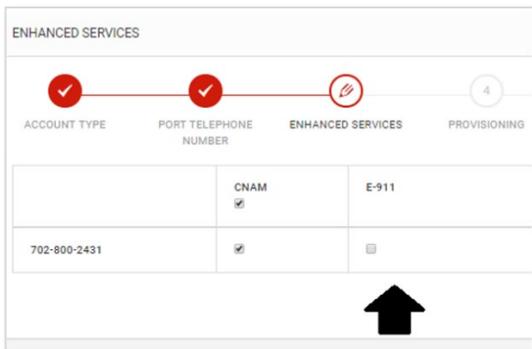
13. Next you have the option to select your Enhanced services ([features](#)). These are optional. To add CNAM ([caller id name](#)), select the radio button next to the DID under the CNAM column. If you wish to add the same name to all numbers, check the "Select All" radio button next to CNAM:

14. Once you click the CNAM button, you will receive a pop up to enter the CNAM information to be added to the LIDB database. Enter the end user name information you wish to be reflected and select "Add CNAM Service". This is the outbound name information displayed by phone number. ***NOTE*** Calling Name is limited to 15 alpha-numeric characters, including spaces:

- Once the record is added to the order, you should receive a pop up letting you know the CNAM was added, click "OK":



- Next you can add an E911 record if you would like. If so, check the box under E911 just like CNAM. If you wish to add the same 911 address record to all numbers, check the "Select All" radio button next to E-911:



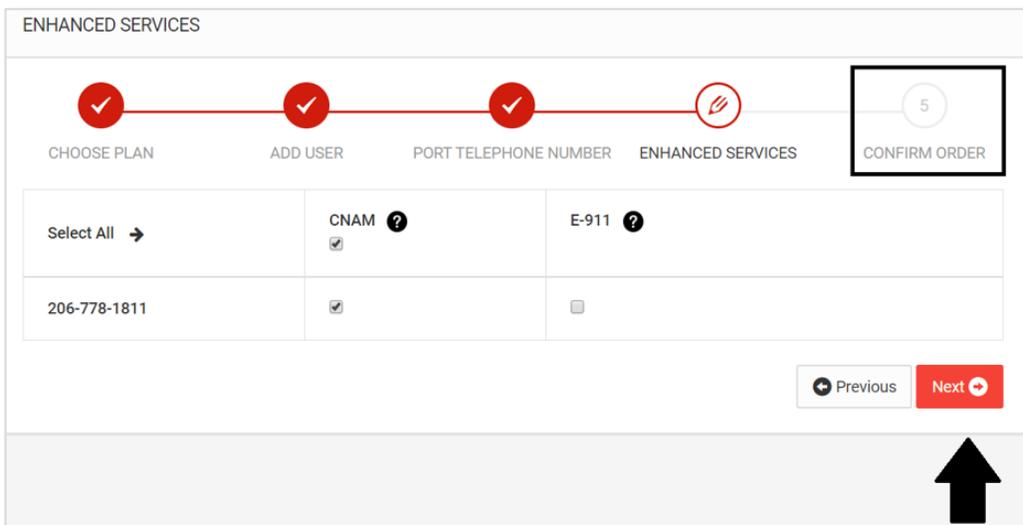
- When you check the E911 box, you will receive another pop up to add the record information. Add the customer name, number and address to be associated then select "Add E-911 Service":

 A screenshot of a web application showing the "E-911 SERVICE DETAILS FOR: 2067781811" form. The form has a white background and a grey border. It contains several input fields: "Name *" (ABC Company), "Street Number *" (123), "Street Name *" (Tulip Ave), "Zip Code *" (89123), "City *" (Las Vegas), "Country" (United States), and "State" (Select State). There are also "Close" and "Add E-911 Service" buttons. The "Add E-911 Service" button is highlighted with a black rectangular box.

18. If your record is successfully added to the order, you will receive a pop up that it has been added. Click "OK". If the address does not validate with the postal system, you will need to adjust it until it validates or provides a valid correction. You will want to make sure you have the thoroughfares correct such as Dr instead of Drive or St instead of Street, as well as pre or post directional and zip codes:



19. Once you are finished with any features you are adding, you may click "Next" at the bottom right corner to move on to the Provisioning tab. If you selected features, you will now see the boxes checked for the service:



20. Now, confirm all the details of your order prior to submission. Enter a PON (purchase order number) for your personal tracking purposes. If you do not assign one, the order number assigned to you will become your PON. Next, enter your desired port date. The date requested cannot be sooner than 5 business days. Most carriers issue FOC for 5-7 business days from port submission. Now enter the trigger time of your port. This is the time the carrier will trigger the port and release your numbers to us to activate. It will by default, set to 2pm Pacific time. Please note LNP support is only available 7am-5pm Pacific. You may also choose to add any additional notes in the notes section:

CONFIRM ORDER

CHOOSE PLAN ADD USER PORT TELEPHONE NUMBER ENHANCED SERVICES CONFIRM ORDER

ORDER DETAILS (PLEASE REVIEW BELOW ORDER)

CUSTOMER DETAIL:
 REBECCA TEST
 21810 116th St E
 BONNEY LAKE, WA 98391
 206-778-1806
 rebecca.young@nuwave.com

ABCCOMPANY
 Desired Due Date *
 2019-11-13
 Minimum of 5 business days out
 Desired Port Time *
 2:00 PM

Payment Details:
 Payment Mode: MONTHLY
 Payable Amount: 131.00
 NOTE

PLAN	NAME	QUANTITY	PRICE
Per trunk model	Microsoft TLS/ SRTP Certified SIP Trunks/ concurrent call paths/ channels (can be stand alone or bundled with O365)	5	19.95
TOTAL SELECTED NUMBERS			1
206-778-1811	PORT FEE		6.00
	CNAM		0

21. Now scroll down and verify your model details, phone numbers and features. You will then add your name into the "Print Name" field to accept the terms and conditions. Once you are ready, click "Next":

PLAN	NAME	QUANTITY	PRICE
Per trunk model	Microsoft TLS/ SRTP Certified SIP Trunks/ concurrent call paths/ channels (can be stand alone or bundled with O365)	5	19.95
TOTAL SELECTED NUMBERS			1
206-778-1811	PORT FEE		6.00
	CNAM		0

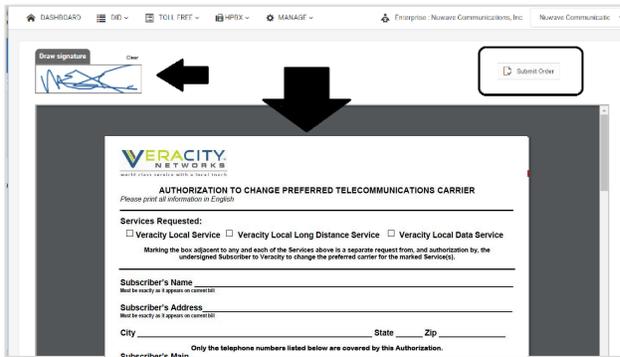
I accept & sign [Terms And Conditions](#)

Print your name
 Rebecca Young

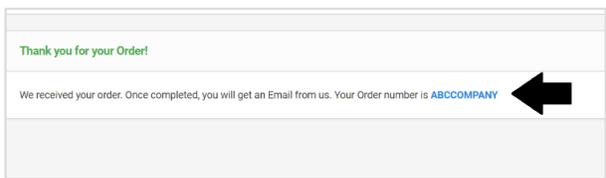
Review your signature
 Type It Draw signature
 Rebecca Young

Previous Submit

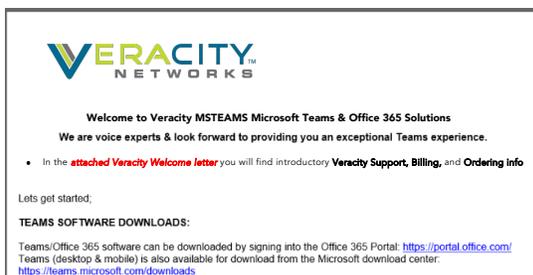
If you have uploaded your LOA at the beginning of your order, skip to step 10. If you have to sign the digital LOA, follow this step before moving on. Here you will sign your digital LOA copy. Please review to make sure the information is correct, digitally sign the LOA in the upper left hand corner and click “Submit Order” on the upper right hand corner once you are ready to submit the document with your order:



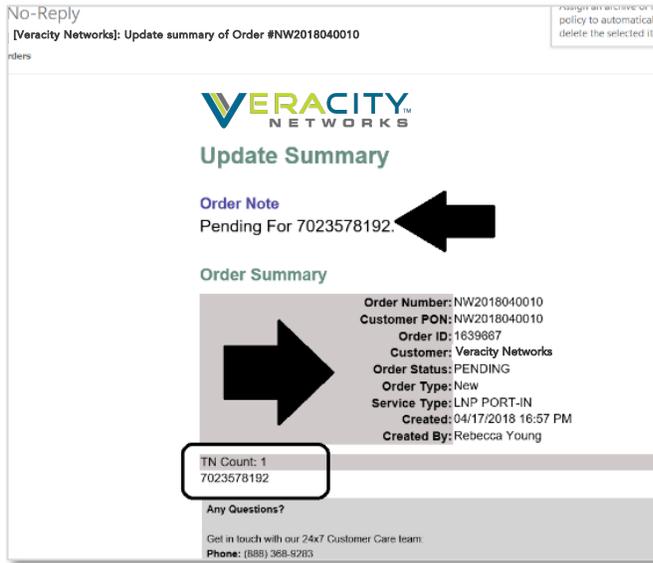
22. You will receive a confirmation page acknowledging that your order has been submitted. If you wish to return to your order to view, you may click on the blue PON link:



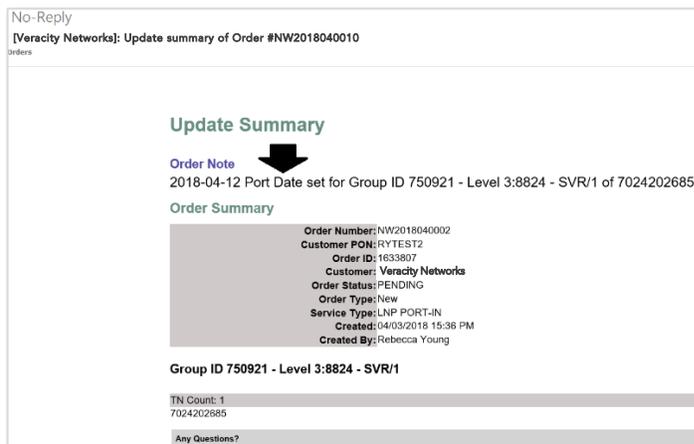
23. You should then receive a welcome email and an email confirmation from no reply (make sure you are set to receive emails from this and that they are not going into your junk folder) confirming your order. You should see your order details and order number:



24. Next you will receive an update that the order is “Pending”. This means it has been submitted and is pending a carrier/system response. It should show order notes and all of your order information as well as the number(s) being requested to port:



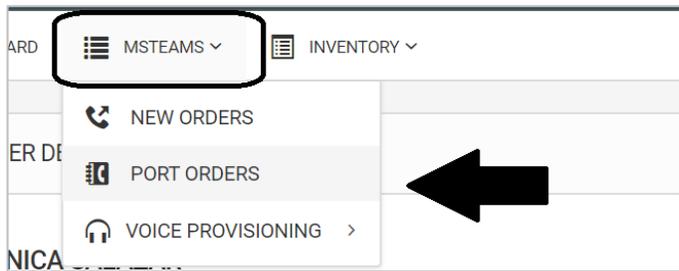
25. Once you have a response, you will either receive an email that the port has a port date set, or that it is rejected. Below is an example of one that has received a FOC port date. In the note the port date is noted per the group of numbers requested for 4/12/18. For port completion see step 16. ****See step 14 for rejected orders and Step 15 for edits or cancels:**



26. If your order is rejected, you should receive the same email but, in the notes it will have a reason for reject. The items you may edit on your order to resubmit are the following:

- Address
- Authorization Name
- Business Name
- Residential or Business Service Type
- You may remove any TNs from the order (you cannot add TNs to an order)
- Desired Due Date
- Port Time
- PON
- Add additional documents or notes

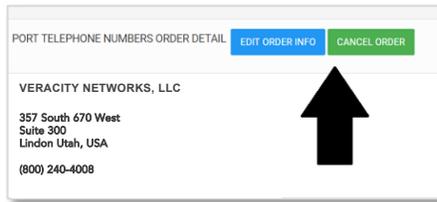
27. You may view, edit or cancel your order by first locating your order by going to your dashboard and clicking back on MSTEAMS and then "Port Orders":



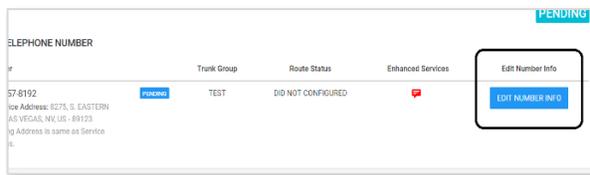
You can search for your order by specific information, or you can search from the list of all orders below. Find your pending order and click on either the PON or Order Number link to get to your order:

ORDER NUMBER	PON	ORDER TYPE	ORDER STATUS	NUMBER	QUANTITY	CREATED BY	SUBMIT DATE
NW2018040010	NW2018040010	NEW	PENDING	1639667	1	ryoung	2018-04-17
NW2018040002	RYTEST2	NEW	CLOSED	1633807	1	ryoung	2018-04-03
NW2018040001	RYTEST0403	NEW	CANCELLED	1633800	1	ryoung	2018-04-03

Once you are in your order, you may either edit or cancel the order but selecting one of the two click options at the top of the page. You may also view the information and status of your order. This option allows you to edit either the PON or desired due date for port:

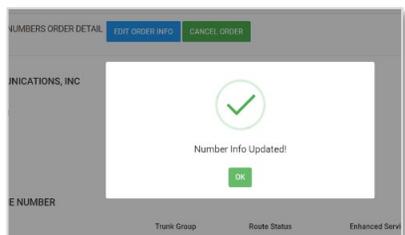


If you wish to edit any other order information allowed, go down to the bottom right corner of the page, and select "Edit Number Info":

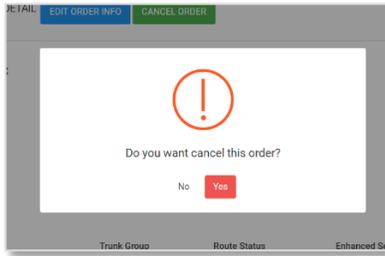


Once the order detail page pops up, edit the information you need to edit and then select "Update" in the bottom right hand corner:

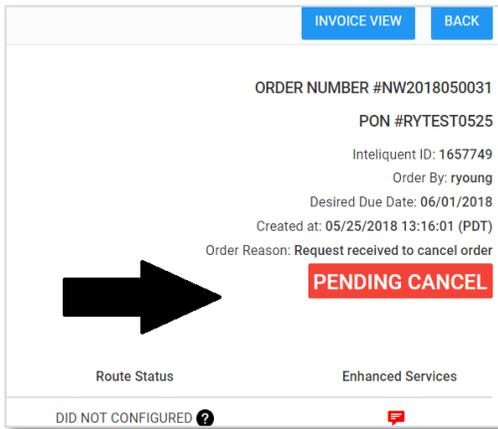
Once you click update you will receive a pop up that will notify you that the information was updated:



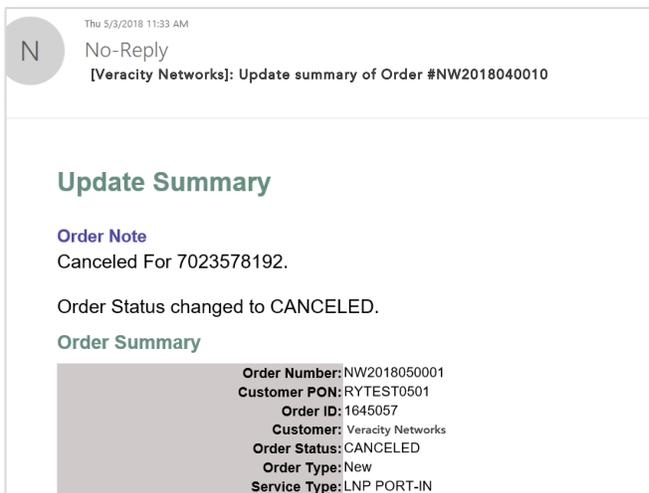
If you are canceling your order, select the “Cancel Order” button. You will be prompted with a pop up requesting you to confirm that you want to cancel the order. If you still do, select the “Yes” button:



Your order will then show “Pending Cancel” until the cancel is complete:



Once your order is completely canceled, you will receive an updated email advising you that it is completed:



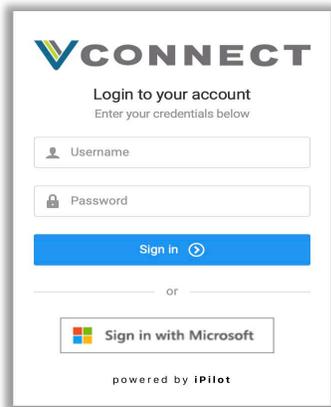
28. On the day of your port, the number will trigger at the time selected (Pacific Time). Once the trigger is complete, you will receive an email letting you know your order is closed/complete. You may now make test calls. If there are any issues, please report them to CustomerServiceGroup@veracitynetworks.com



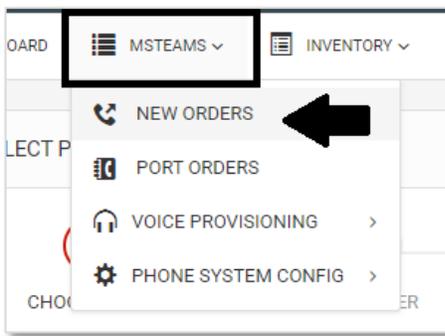
29. Once services are complete, a billing notice will be sent to our billing department and services will be added to your account appropriately.

Adding New Numbers without Trunks or Users

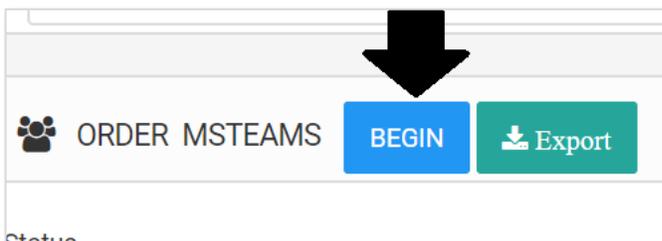
1. Log into the Vconnect Portal using your user log in:
<https://vconnect.veracityteams.com/index.php/site/login>



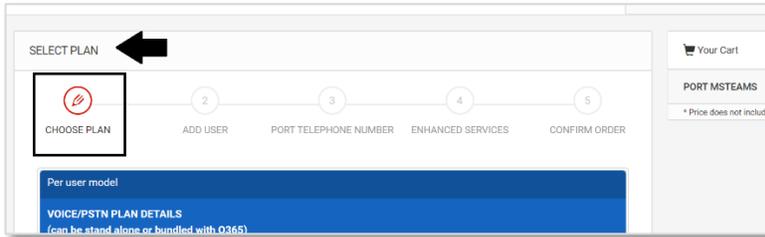
2. Once you are logged in, you will see the main dashboard. To start a Veracity new DID request, click on "MSTEAMS" at the top of your Dashboard and then select "New Orders":



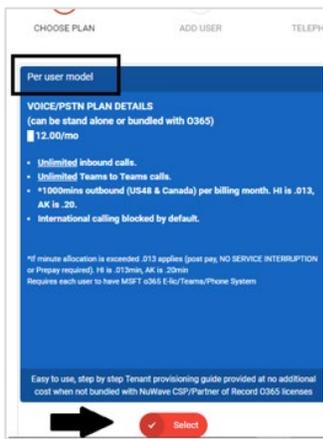
This will bring you to the ordering screen where you can view previous orders and start a new order. To start a new DID order, select "Begin" in the upper right hand corner:



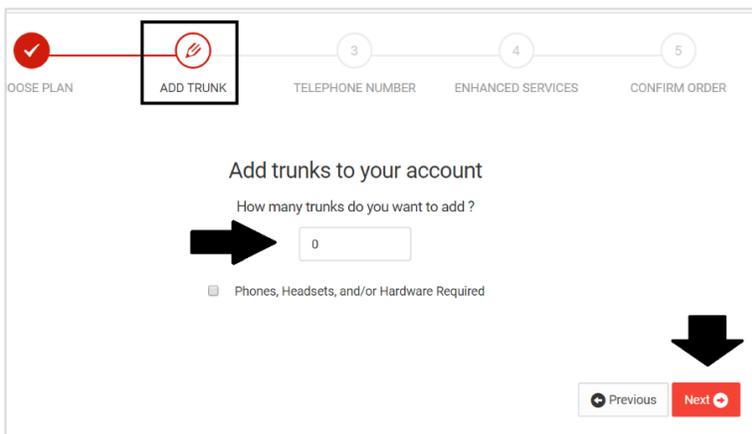
3. Since you have already set up your initial Veracity service, you will only have your current plan to choose from:



Select your plan. Click "Select" under your current available plan:



Now the system will request that you enter the number of trunks or users you wish to add. Since you are only here to order DID numbers for your existing Veracity service, either leave the field blank or enter "0". Once finished, select "Next":



4. Now you will be taken to the first step searching for a new DID. Select from the search options provided. You can search by multiple ways at the same time or only by one option. If you are searching for multiple numbers, you can also check mark the "Sequential" box for numbers in sequential order. If there are no sequential numbers available, be sure to uncheck the box to search again. There are likely non-sequential numbers available. Enter your selection and click "Search":

Once the results appear, you will see up to 12 results at one time. If you wish to see different lists of numbers, you can hit "Refresh" to update a new list of available DIDs. Click the plus sign button to add individual numbers to your cart or if you want to reserve multiple numbers, you can enter the number of DIDs you wish to reserve in the "Add Multiple Numbers" field. This will automatically add them to your cart. You may add up to 50. Enter the number you want and click "Add":

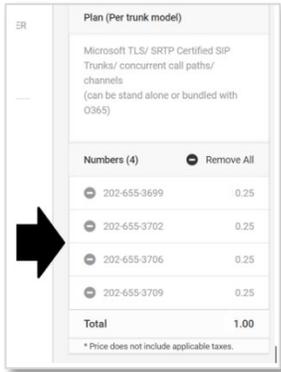
NUMBER	RATE CENTER		NUMBER	RATE CENTER	
202-655-3201	WSHNGTNZN1	+	202-655-3699	WSHNGTNZN1	+
202-655-3701	WSHNGTNZN1	+	202-655-3702	WSHNGTNZN1	+
202-655-3704	WSHNGTNZN1	+	202-655-3706	WSHNGTNZN1	+
202-655-3708	WSHNGTNZN1	+	202-655-3709	WSHNGTNZN1	+
202-655-3711	WSHNGTNZN1	+	202-655-3712	WSHNGTNZN1	+
202-655-3713	WSHNGTNZN1	+	202-655-3714	WSHNGTNZN1	+

ENTER THE QUANTITY OF NUMBERS TO ADD

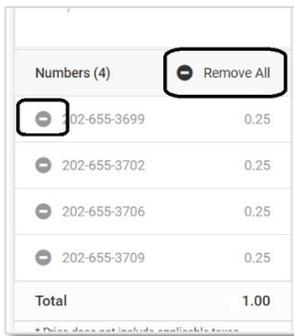
Enter Number NOTE: YOU CAN ENTER UP TO 50 NUMBERS TO ADD

(Refresh)

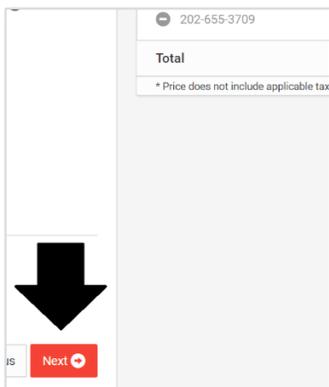
You can verify the TN(s) added to your cart to the right of your screen:



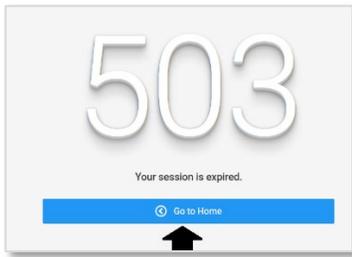
If you wish to remove any of the numbers after they have been added to your cart, you may select the delete button to remove the numbers individually, or select "Remove All" to remove all numbers from your cart to start over:



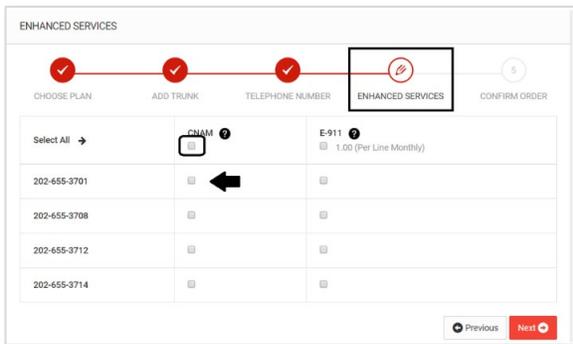
Once you have all your numbers in the cart and are ready to proceed, scroll down and select "Next":



5. If you wait too long to search, you may see a 503 error. You will need to select the "Go to Home" button to return to the home page to start over:

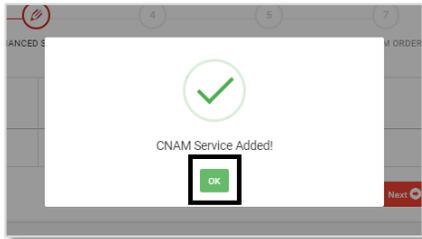


6. Next you have the option to select your Enhanced services (features). These are optional. To add CNAM (caller id name), select the radio button next to the DID under the CNAM column. If you wish to add the same name to all numbers, check the "Select All" radio button next to CNAM:



Once you click the CNAM button, you will receive a pop up to enter the CNAM information to be added to the LIDB database. Enter the end user name information you wish to be reflected and select "Add CNAM Service". This is the outbound name information displayed by phone number. *NOTE* Calling Name is limited to 15 alpha-numeric characters, including spaces:

Once the record is added to the order, you should receive a pop up letting you know the CNAM was added, click "OK":

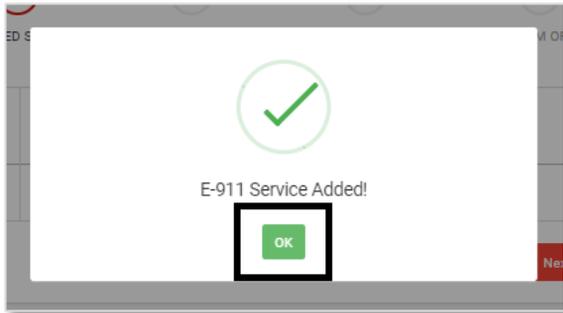


Next you can add an E911 record if you would like. If so, check the box under E911 just like CNAM. If you wish to add the same 911 address record to all numbers, check the "Select All" radio button next to E-911:

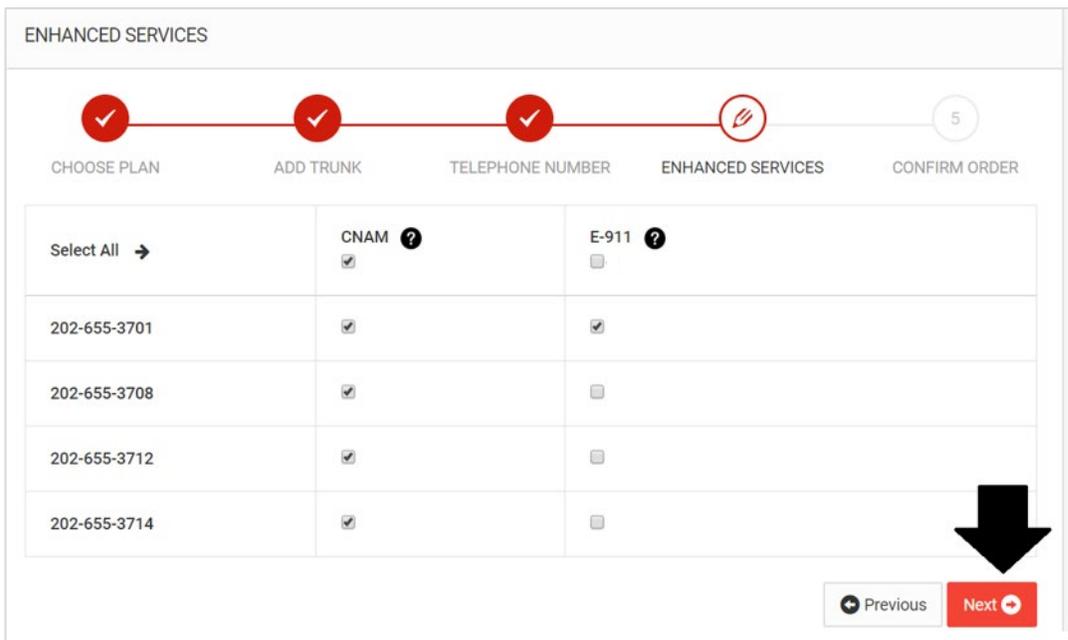
Select All →	CNAM	E-911
	<input checked="" type="checkbox"/>	<input type="checkbox"/>
202-655-3701	<input checked="" type="checkbox"/>	<input type="checkbox"/>
202-655-3708	<input checked="" type="checkbox"/>	<input type="checkbox"/>
202-655-3712	<input checked="" type="checkbox"/>	<input type="checkbox"/>
202-655-3714	<input checked="" type="checkbox"/>	<input type="checkbox"/>

When you check the E911 box, you will receive another pop up to add the record information. Add the customer name, number and address to be associated then select "Add E-911 Service":

If your record is successfully added to the order, you will receive a pop up that it has been added. Click "OK". If the address does not validate with the postal system, you will need to adjust it until it validates or provides a valid correction:



Once you are finished with any features you are adding, you may click "Next" at the bottom right corner to move on to the Provisioning tab. If you selected features, you will now see the boxes checked for the service:

A screenshot of the "ENHANCED SERVICES" configuration page. At the top, there is a progress bar with five steps: "CHOOSE PLAN", "ADD TRUNK", "TELEPHONE NUMBER", "ENHANCED SERVICES", and "CONFIRM ORDER". The first three steps have red checkmarks, while the fourth has a red hand icon and the fifth has the number "5". Below the progress bar is a table with columns for "Select All", "CNAM", and "E-911". The table lists four telephone numbers: 202-655-3701, 202-655-3708, 202-655-3712, and 202-655-3714. The "CNAM" column has checked boxes for all numbers, and the "E-911" column has checked boxes for 202-655-3701 and 202-655-3712. At the bottom right, there are "Previous" and "Next" buttons, with a large black arrow pointing down to the "Next" button.

Select All →	CNAM ?	E-911 ?
202-655-3701	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
202-655-3708	<input checked="" type="checkbox"/>	<input type="checkbox"/>
202-655-3712	<input checked="" type="checkbox"/>	<input type="checkbox"/>
202-655-3714	<input checked="" type="checkbox"/>	<input type="checkbox"/>

7. Now, confirm all the details of your order prior to submission. Enter a PON (purchase order number) for your personal tracking purposes. If you do not assign one, the order number assigned to you will become your PON. Next, confirm your customer account details to the left:

The screenshot shows the 'CONFIRM ORDER' page with a progress bar at the top. The progress bar has five steps: CHOOSE PLAN, ADD TRUNK, TELEPHONE NUMBER, ENHANCED SERVICES, and CONFIRM ORDER. The 'CONFIRM ORDER' step is currently active. Below the progress bar, there are three sections of order details:

- CUSTOMER DETAIL:** REBECCA TEST, 21810 116th St E, BONNEY LAKE, WA 98391, 206-778-1806. An arrow points to this section.
- PLAN DETAIL: MSTEAMS:** ABCNDID111. An arrow points to this section.
- PAYMENT DETAILS:** Payment Mode: MONTHLY, Payable Amount: 1.00.

Now scroll down and verify your phone numbers and features. You will then add your name into the "Print Name" field to accept the terms and conditions:

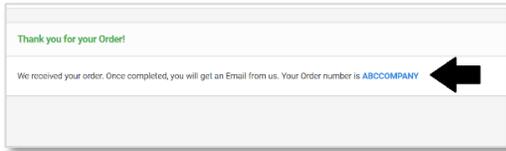
The screenshot shows a table of selected phone numbers (TN) and their associated costs. Below the table, there is a checkbox for 'I accept & sign Terms And Conditions' and a 'Print your name' field. An arrow points to the 'Print your name' field.

Per trunk model	Microsoft TLS/ SRTP Certified SIP Trunks/ concurrent call paths/ channels (can be stand alone or bundled with 0365)	0
TOTAL SELECTED NUMBERS 4		
TN	202-655-3701 CNAM	0.25 0
TN	202-655-3708 CNAM	0.25 0
TN	202-655-3712 CNAM	0.25 0
TN	202-655-3714 CNAM	0.25 0

Once ready, click "Submit" to place your order:

The screenshot shows the signature and submission page. It includes a 'Print your name' field with 'Rebecca Young' entered, a 'Review your signature' section with 'Type it' and 'Draw signature' options, and a 'Submit Order' button. An arrow points to the 'Submit Order' button.

8. You will receive a confirmation page acknowledging that your order has been submitted. If you wish to return to your order to view, you may click on the blue PON link:



9. You should then receive an email confirmation from no reply (make sure you are set to receive emails from this and that they are not going into your junk folder) confirming your order. You should see your order details and order number:

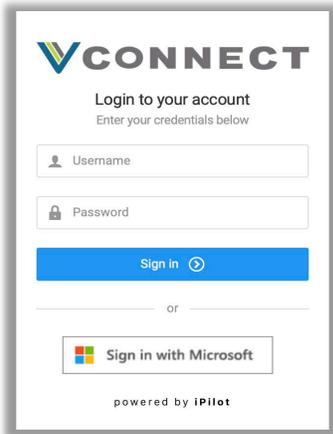
CUSTOMER DETAILS		
CUSTOMER: Young's Company	REV.IO ID:	
PHONE: 2067781806	EMAIL: young@veracitynetworks.com	
RESELLER: Veracity Networks		
INTERNAL USER DETAILS		
INTERNAL NAME: Veracity admin	EMAIL: orders@veracitynetworks.com	
PHONE: 7025059381		
ORDER DETAILS		
ORDER DATE: 10/28/2019 10:17:18 (PDT)	INTERNAL TRACKING NUMBER: NW201	
ORDER TYPE: TELEPHONE NUMBER	NUMBER TYPE: New MSTEAM DID	
PON: RebeccaTT		
PLAN		
PLAN	NAME	QUANTIT
Per trunk model	Microsoft TLS/ SRTP Certified SIP Trunks/ concurrent call paths/ channels (can be stand alone or bundled with O365)	1
TELEPHONE NUMBERS		
#	NUMBER	
1	206-309-9407	
- E-911 - (140 , SW 155TH ST , SEATTLE , WA, US - 98166)		

10. Once your numbers are complete and ready for use, you will receive a completion email notification:

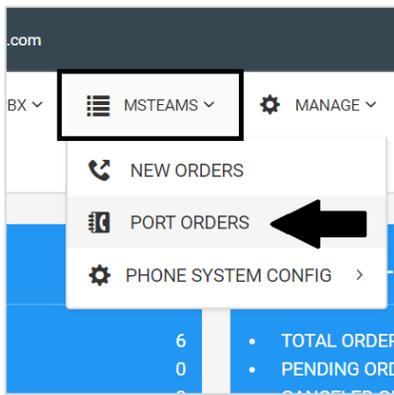
Update Summary	
Order Note	Order Status changed to CLOSED.
Order Summary	Order Number: NW2018080043 Customer PON: LNPTEST Order ID: - Customer: Veracity Networks Order Status: CLOSED Order Type: NEW Service Type: TN Created: 08/20/2018 06:43:44 (PDT) Created By:
TN Count: 1	5203378755

Porting Existing Numbers without Trunks or Users

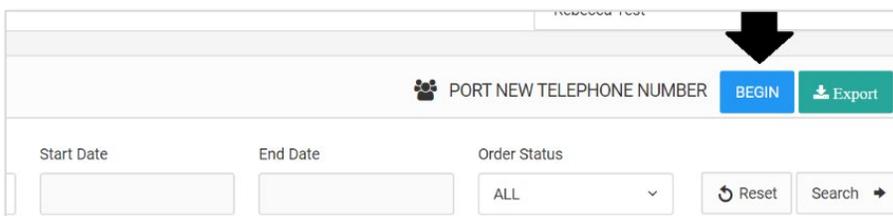
1. Log into the iPilot Portal using your user log in:
<https://vconnect.veracityteams.com/index.php/site/login>



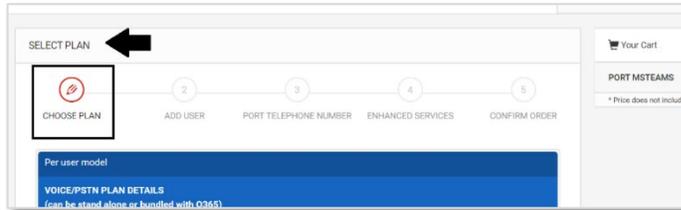
2. Once you are logged in, you will see the main dashboard. To start a Veracity port request, click on "MSTEAMS" at the top of your Dashboard and then select "Port Orders":



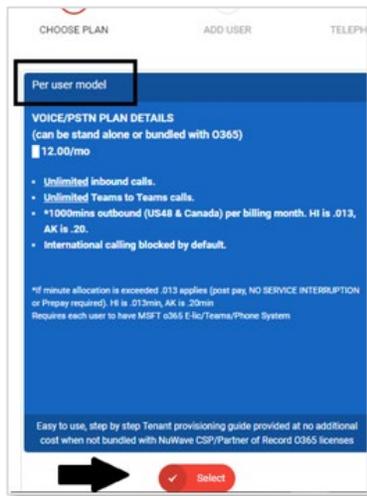
This will bring you to the ordering screen where you can start a new order. To start a new port order, select "Begin" in the upper right hand corner:



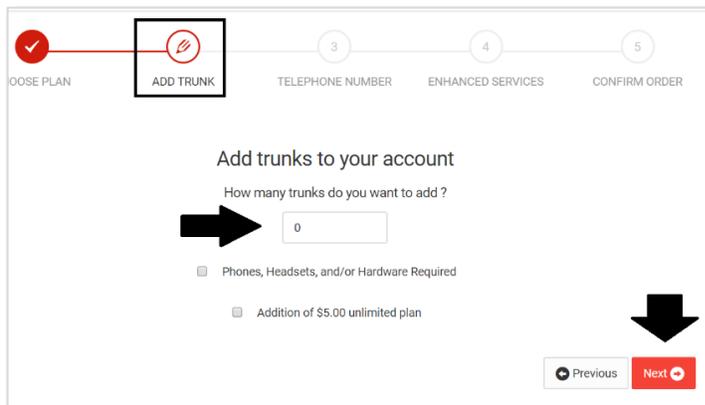
Since you have already set up your initial Veracity service, you will only have your current plan to choose from:



Select your plan. Click "Select" under your current available plan:

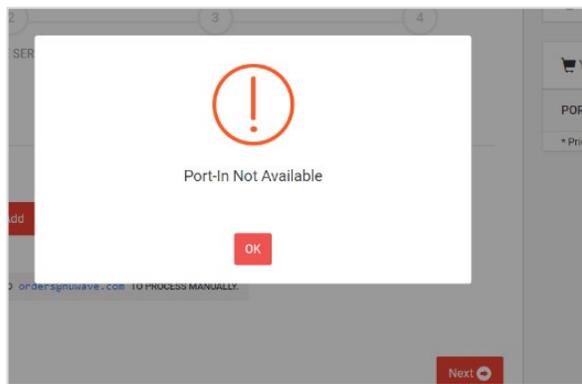


Now the system will request that you enter the number of trunks or users you wish to add. Since you are only here to order DID numbers for your existing Veracity service, either leave the field blank or enter "0". Once finished, select "Next":



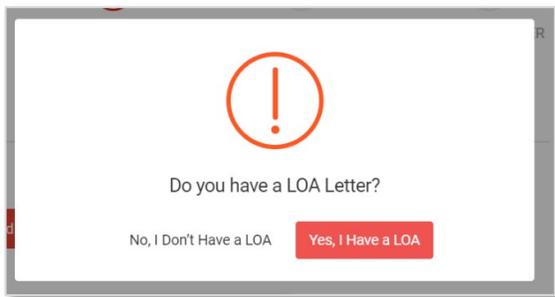
3. Now you will be taken to the first step of porting. You can either enter the number you are porting and click "Add" or if you are porting multiple numbers, import your spreadsheet. If you do not already have the spreadsheet, click the blue hyperlink that says "Click here to download sample file". Fill out the form with the numbers and choose your file to import (you can import and port up to 300 numbers max in one order) and all TNs per order must have the same account number/BTN. Once you have added a TN or imported a file, you can select "Next":

Note If your number(s) is not portable through the system for any reason, it will provide a pop up letting you know your number is not portable, and you will need to email CustomerServiceGroup@veracitynetworks.com to have the order reviewed and handled manually:



Once you have either added your individual number or imported your spreadsheet, you will get a pop up that will ask you if you have a LOA. You should always have a LOA for a porting number, so you would click on "Yes I have a LOA". If you do not, click "No, I don't Have a LOA":

If you do not have a LOA, one will be created and filled out automatically and added to the order with your company information on your account profile. You will be prompted at the end of the order to digitally sign it. If you are not the signer, you must get a blank LOA and have the authorized contact sign it and upload it during step 5



- Once you have made your LOA selection, the account information page will pop up. Enter customer account information and current service address per the LOA that matches the account with the current carrier (or click the box "Use Address Information From Account" if you are porting with your internal company account information). Account Number and Account Telephone Number are both required and must match the account. Some accounts may have PIN numbers (Microsoft customers will require their PIN). Once entered, select "Add Address":

PORT TELEPHONE NUMBER: 8016915800

ACCOUNT INFORMATION

Authorized Name * Admin User
 Authorized Date * 24 February 2021
 Enduser Name * Veracity Networks
 Account Type * Business

Account Number * 000558888
 Account Pin
 Account Telephone Number * 8016915800

Same as Number being Ported
 Use Address Information From Account

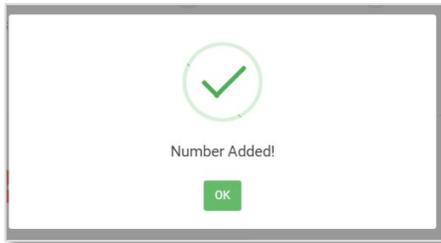
SERVICE ADDRESS

Street Number * 357 S
 Street Pre Direction Select
 Street Name/Box * 670 W
 Street Type (Select Type)
 Street Post Direction Select
 ZIP Code * 84042
 City * LINDON
 Country United States
 State Utah
 Location Type 1 Select
 Location Value 1

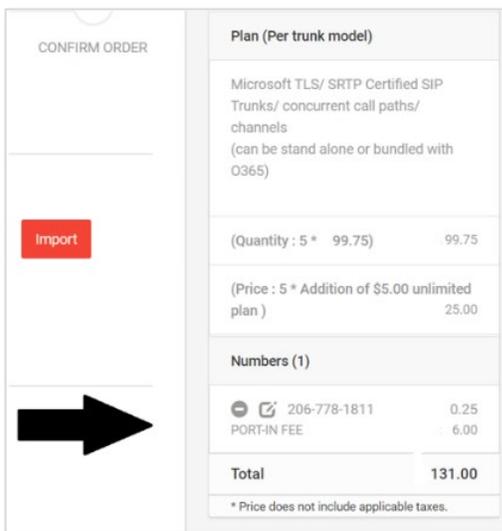
Same As Service Address for Billing

Close Add Address

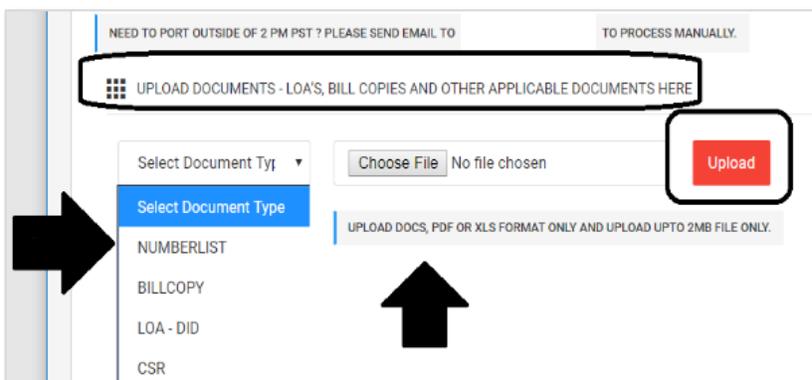
You should then see a pop up that says the number has been added:



You can verify the TN(s) that has been added to your cart to the right of your screen:



5. If you have a LOA or bill copy, now you will be able to upload it. Choose your document type from the drop down document type and then choose your file and click "Upload". You will need to upload each file separately:



You may upload as many documents as you need. Once your documents have uploaded, click "Next" in the bottom right corner to move forward:

6. Next you have the option to select your Enhanced services (features). These are optional. To add CNAM (caller id name), select the radio button next to the DID under the CNAM column. If you wish to add the same name to all numbers, check the "Select All" radio button next to CNAM:

Once you click the CNAM button, you will receive a pop up to enter the CNAM information to be added to the LIDB database. Enter the end user name information you wish to be reflected and select "Add CNAM Service". This is the outbound name information displayed by phone number. *NOTE* Calling Name is limited to 15 alpha-numeric characters, including spaces:

Once the record is added to the order, you should receive a pop up letting you know the CNAM was added, click "OK":

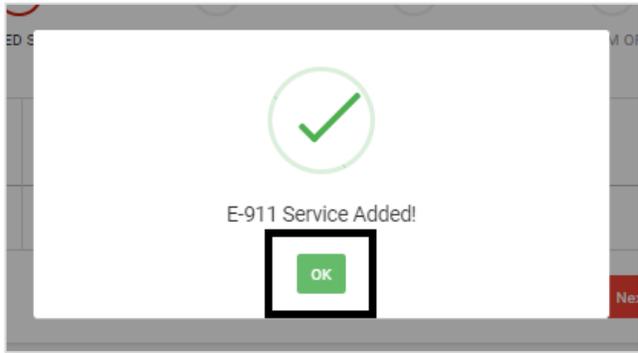


Next you can add an E911 record if you would like. If so, check the box under E911 just like CNAM. If you wish to add the same 911 address record to all numbers, check the "Select All" radio button next to E-911:

ACCOUNT TYPE	PORT TELEPHONE NUMBER	ENHANCED SERVICES	PROVISIONING
		CNAM <input checked="" type="checkbox"/> E-911 <input checked="" type="checkbox"/>	
702-800-2431		CNAM <input checked="" type="checkbox"/> E-911 <input type="checkbox"/>	

When you check the E911 box, you will receive another pop up to add the record information. Add the customer name, number and address to be associated then select "Add E-911 Service":

If your record is successfully added to the order, you will receive a pop up that it has been added. Click "OK". If the address does not validate with the postal system, you will need to adjust it until it validates or provides a valid correction. You will want to make sure you have the thoroughfares correct such as Dr instead of Drive or St instead of Street, as well as pre or post directional and zip codes:



Once you are finished with any features you are adding, you may click "Next" at the bottom right corner to move on to the Provisioning tab. If you selected features, you will now see the boxes checked for the service:

ENHANCED SERVICES

✓
 CHOOSE PLAN

✓
 ADD USER

✓
 PORT TELEPHONE NUMBER

✗
 ENHANCED SERVICES

5
 CONFIRM ORDER

Select All →	CNAM ? <input checked="" type="checkbox"/>	E-911 ? <input type="checkbox"/>
206-778-1811	<input checked="" type="checkbox"/>	<input type="checkbox"/>

← Previous

Next →

↑

7. Now, confirm all the details of your order prior to submission. Enter a PON (purchase order number) for your personal tracking purposes. If you do not assign one, the order number assigned to you will become your PON. Next, enter your desired port date. The date requested cannot be sooner than 5 business days (excluding weekends and most major holidays). Most carriers issue FOC for 5-7 business days from port submission. Now enter the trigger time of your port. This is the time the carrier will trigger the port and release your numbers to us to activate. It will by default, set to 2pm Pacific time. Please note LNP support is only available 7am-5pm Pacific. You may also choose to add any additional notes in the notes section:

CONFIRM ORDER

CHOOSE PLAN ADD USER PORT TELEPHONE NUMBER ENHANCED SERVICES CONFIRM ORDER

ORDER DETAILS (PLEASE REVIEW BELOW ORDER)

CUSTOMER DETAIL:
 REBECCA TEST
 21810 116th St E
 BONNEY LAKE, WA 98391
 206-778-1806

ABCCOMPANY
 Desired Due Date *
 2019-11-13
 *Minimum of 5 business days out
 Desired Port Time *
 2:00 PM

Payment Details:
 Payment Mode: MONTHLY
 Payable Amount: 131.00
 NOTE

PLAN	NAME	QUANTITY	PRICE
Per trunk model	Microsoft TLS/ SRTP Certified SIP Trunks/ concurrent call paths/ channels (can be stand alone or bundled with 0365)	5	19.95

Your Cart

PORT MSTEAMS

Plan (Per trunk model)

Microsoft TLS/ SRTP Certified SIP Trunks/ concurrent call paths/ channels (can be stand alone or bundled with 0365)

(Quantity : 5 * 99.75) 99.75

(Price : 5 * Addition of \$5.00 unlimited plan) 25.00

Numbers (1)

206-778-1811 0.25
 PORT-IN FEE 6.00
 CNAM 0

Now scroll down and verify your model details, phone numbers and features. You will then add your name into the "Print Name" field to accept the terms and conditions. Once you are ready, click "Next":

PLAN	NAME	QUANTITY	PRICE
Per trunk model	Microsoft TLS/ SRTP Certified SIP Trunks/ concurrent call paths/ channels (can be stand alone or bundled with 0365)	5	19.95

TOTAL SELECTED NUMBERS

206-778-1811 0.25
 PORT FEE 6.00
 CNAM 0

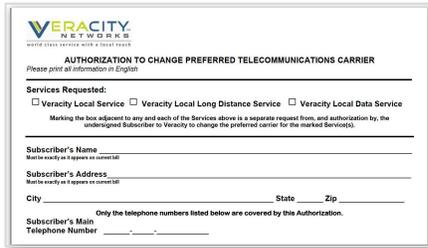
I accept & sign [Terms And Conditions](#)

Print your name
 Rebecca Young

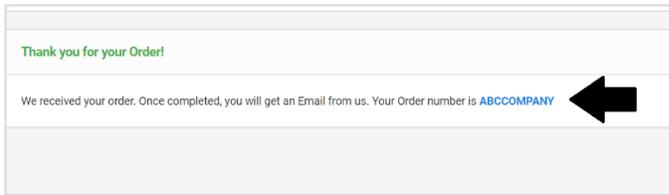
Review your signature
 Type It Draw signature
 Rebecca Young

Previous Submit

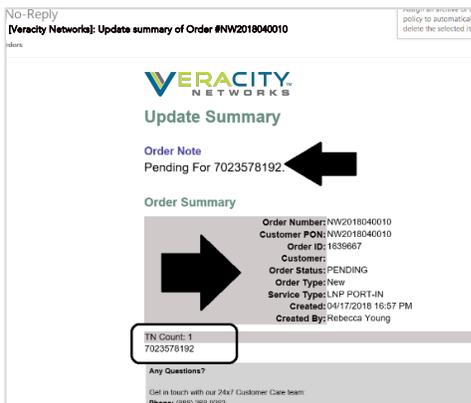
If you have uploaded your LOA at the beginning of your order, skip to step 10. If you have to sign the digital LOA, follow this step before moving on. Here you will sign your digital LOA copy. Please review to make sure the information is correct, digitally sign the LOA in the upper left hand corner and click “Submit Order” on the upper right hand corner once you are ready to submit the document with your order:



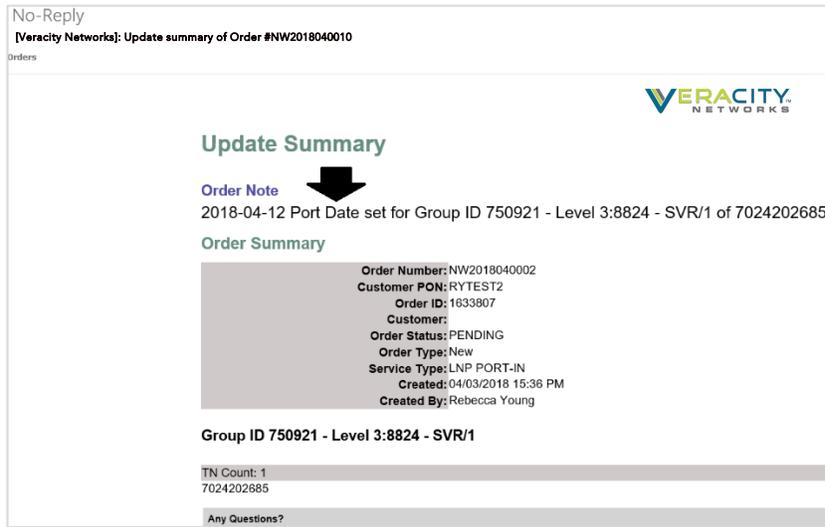
8. You will receive a confirmation page acknowledging that your order has been submitted. If you wish to return to your order to view, you may click on the blue PON link:



9. Next you will receive an update that the order is “Pending”. This means it has been submitted and is pending a carrier/system response. It should show order notes and all of your order information as well as the number(s) being requested to port:

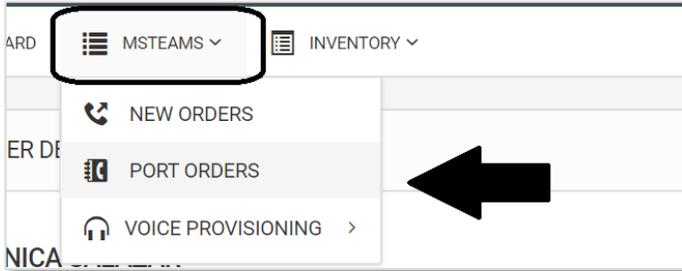


10. Once you have a response, you will either receive an email that the port has a port date set, or that it is rejected. Below is an example of one that has received a FOC port date. In the note the port date is noted per the group of numbers requested for 4/12/18. For port completion see step 16. ****See step 14 for rejected orders and Step 15 for edits or cancels:**

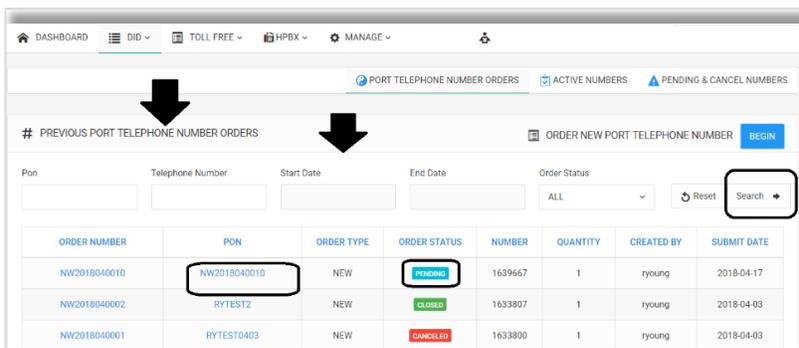


11. If your order is rejected, you should receive the same email but, in the notes it will have a reason for reject. The items you may edit on your order to resubmit are the following:
- Address
 - Authorization Name
 - Business Name
 - Residential or Business Service Type
 - You may remove any TNs from the order (you cannot add TNs to an order)
 - Desired Due Date
 - Port Time
 - PON
 - Add additional documents or notes

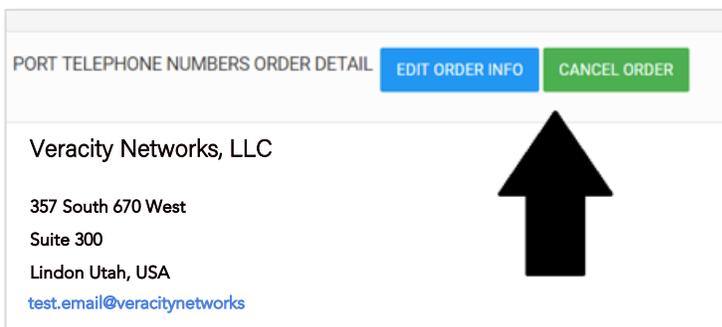
12. You may view, edit or cancel your order by first locating your order by going to your dashboard and clicking back on MSTEAMS and then "Port Orders":



You can search for your order by specific information, or you can search from the list of all orders below. Find your pending order and click on either the PON or Order Number link to get to your order:



Once you are in your order, you may either edit or cancel the order but selecting one of the two click options at the top of the page. You may also view the information and status of your order. This option allows you to edit either the PON or desired due date for port:



If you wish to edit any other order information allowed, go down to the bottom right corner of the page, and select "Edit Number Info":

PHONE NUMBER	Trunk Group	Route Status	Enhanced Services	Edit Number Info
57-8192 <small>ice Address: 8275, S. EASTERN LAS VEGAS, NV, US - 89123 ing Address is same as Service s.</small>	PENDING	TEST	DID NOT CONFIGURED	Edit Number Info

Once the order detail page pops up, edit the information you need to edit and then select "Update" in the bottom right hand corner:

NUMBER INFORMATION

Authorized Name: Authorized Date: 10 August, 2017 Enduser Name:

Account Number: 7023578192 Account Pin: Account Telephone Number: 7023578192

Same as Number being Ported Same as Number being Ported

SERVICE ADDRESS

Street Number: 8275 Street Pre Direction: Select Street Name: Eastern Street Type: AVENUE Street Post Direction: Select

Zip: 89123 City: LAS VEGAS State: Nevada Country: United States

Same As Service Address

Close **Update**

Once you click update you will receive a pop up that will notify you that the information was updated:

NUMBERS ORDER DETAIL [EDIT ORDER INFO](#) [CANCEL ORDER](#)

COMMUNICATIONS, INC

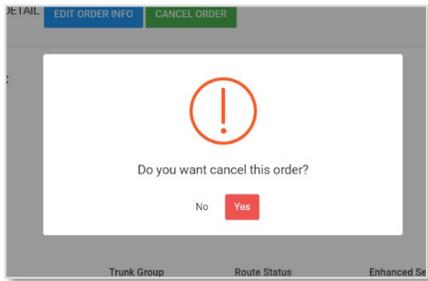
Number Info Updated!

OK

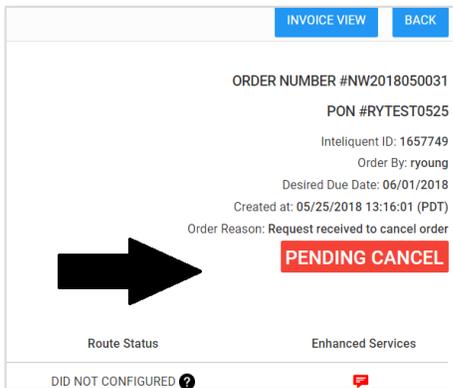
PHONE NUMBER

Trunk Group Route Status Enhanced Serv

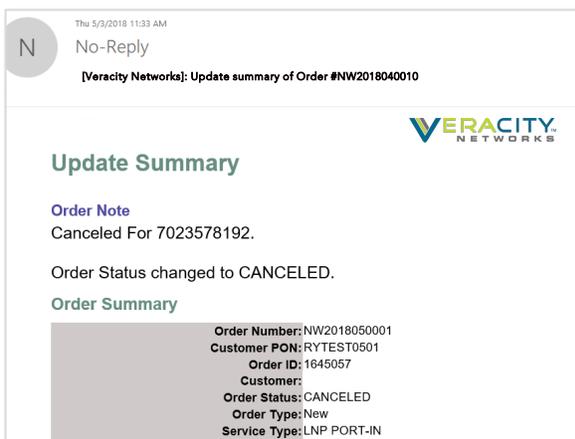
If you are canceling your order, select the “Cancel Order” button. You will be prompted with a pop up requesting you to confirm that you want to cancel the order. If you still do, select the “Yes” button:



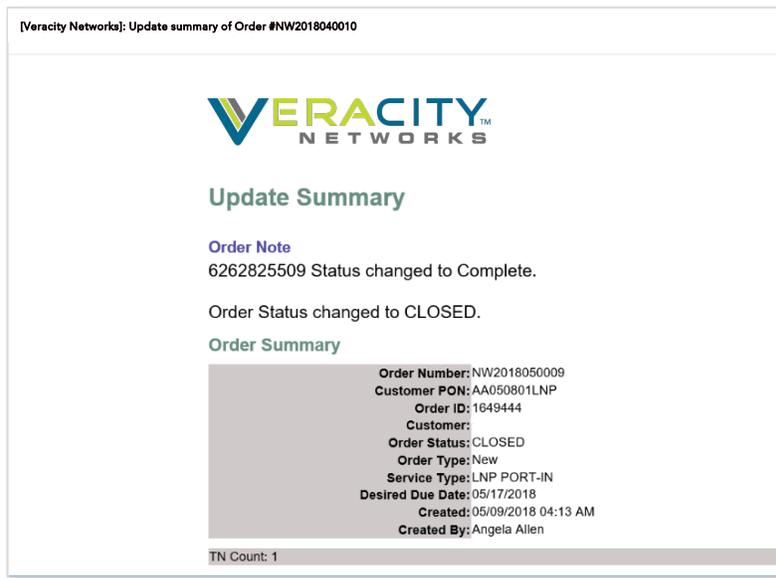
Your order will then show “Pending Cancel” until the cancel is complete:



Once your order is completely canceled, you will receive an updated email advising you that it is completed:



- On the day of your port, the number(s) will trigger at the time selected (Pacific Time). Once the trigger is complete, you will receive an email letting you know your order is closed/complete. Once you have any applicable users provisioned to any numbers, you can now test them. If you do not yet have users assigned, the calls will route but with no user to complete the call to. If there are any issues, please report them to CustomerServiceGroup@veracitynetworks.com



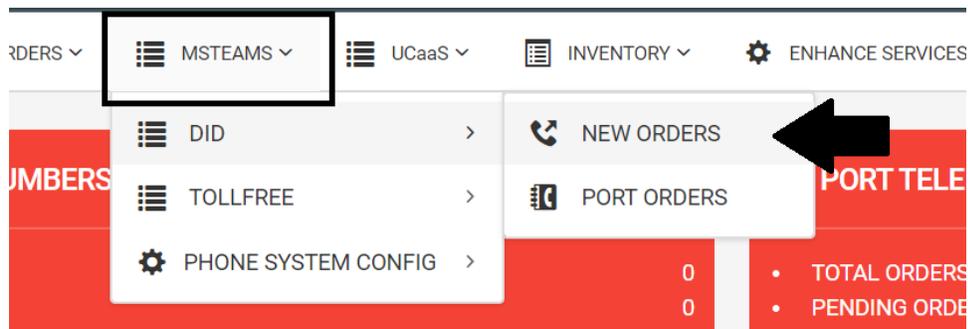
- Once services are complete, a billing notice will be sent to our billing department and services will be added to your account appropriately.

Adding Additional Trunks No Other Services

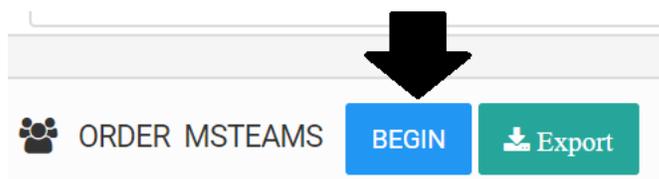
1. Log into the Vconnect Portal using your user log in:
<https://vconnect.veracityteams.com/index.php/site/login>

The screenshot shows the VCONNECT login page. At the top left is the VCONNECT logo. Below it, the text reads "Login to your account" and "Enter your credentials below". There are two input fields: "Username" and "Password". Below these is a blue "Sign In" button with a right-pointing arrow. Underneath is a horizontal line with the word "or" in the center. Below that is a "Sign in with Microsoft" button with the Microsoft logo. At the bottom, it says "powered by IPilot".

2. Once you are logged in, you will see the main dashboard. To start a Veracity request, click on "MSTEAMS" at the top of your Dashboard and then select "DID" and then "New Orders":

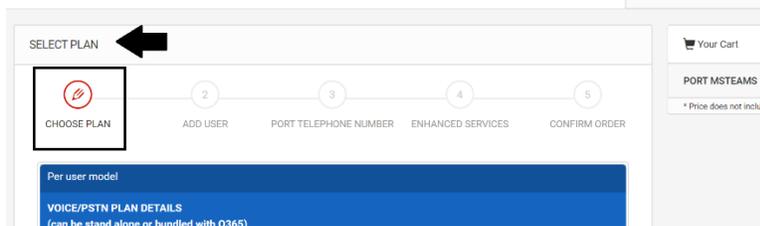


- This will bring you to the ordering screen where you can view previous orders and start a new order. To start a new DID order, select "Begin" in the upper right hand corner:

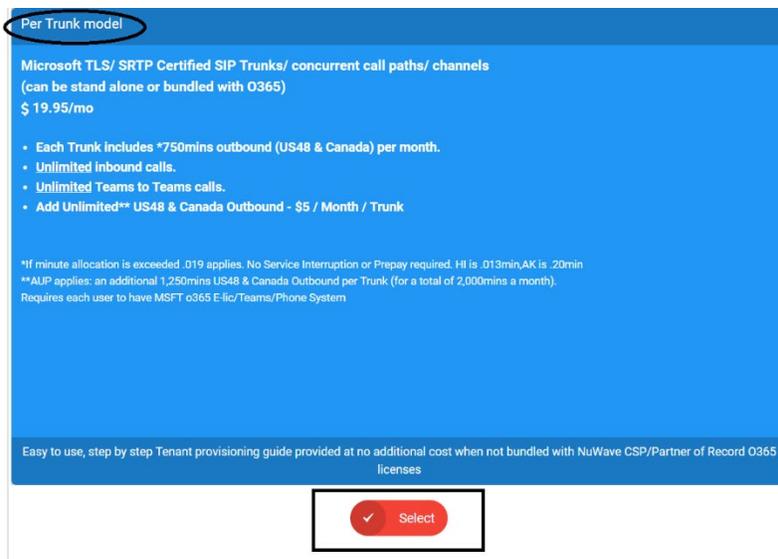


Status

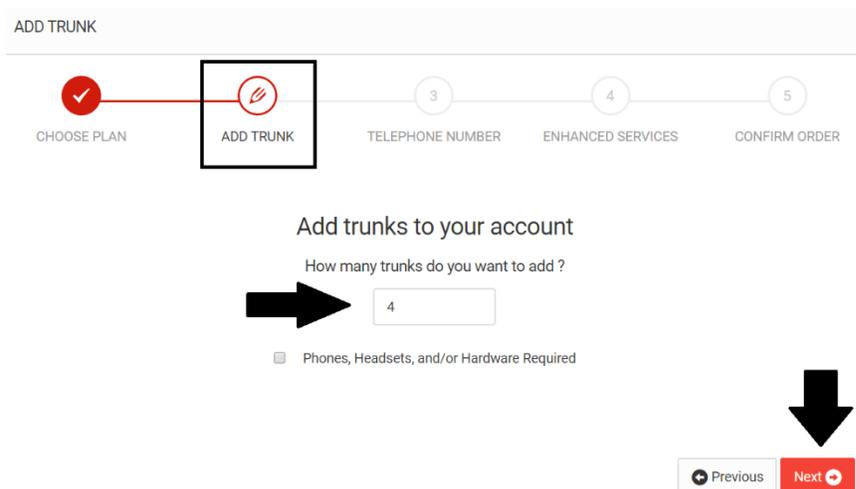
3. Since you have already set up your initial Veracity service, you will only have your current plan to choose from:



- Select your per trunk plan. Click "Select" under your per trunk plan:



4. Now enter the number of trunks that you wish to order and click "Next":



5. Next you will be prompted to search and add new DID numbers but since you are only ordering trunks with no other service, do not enter any information and just click "Next" to move on:

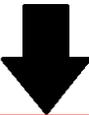
SEARCH TELEPHONE NUMBERS

CHOOSE PLAN ✓ ADD TRUNK ✓ TELEPHONE NUMBER ✗ ENHANCED SERVICES 4 CONFIRM ORDER 5

NEW NUMBERS

United Stat... (Select State) Select LATA RATE CENTER

NPA - NXX - XXXX Sequential



- The system will prompt you to confirm that you want to proceed. Select "Yes" to continue:

Do you want to process without number?

No

- Now you will reach the confirm order screen where you will confirm the number of additional trunks you are ordering in the middle right of the page, and enter your PON (purchase order number) for tracking purposes:

CONFIRM ORDER

ORDER DETAILS (PLEASE REVIEW BELOW ORDER)

CUSTOMER DETAIL:
 REBECCA TEST
 21810 116th St E
 BONNEY LAKE, WA 98391
 206-778-1806
rebecca.test@veracitynetworks.com

PLAN DETAIL: MSTEAMS
 RYNEWTRUNK

PAYMENT DETAILS:
 Payment Mode: MONTHLY
 Payable Amount: \$ 79.80

PLAN	NAME	QUANTITY	PRICE
Per trunk model	Microsoft TLS/ SRTP Certified SIP Trunks/ concurrent call paths/ channels (can be stand alone or bundled with O365)	4	\$ 19.95

- To complete your order scroll down to the bottom of the page and type in the authorized signers name to digitally sign the order and click "Submit Order":

accept & sign [Terms And Conditions](#)

Print your name
 Rebecca Young

Review your signature
 Type it Draw signature
 Rebecca Young

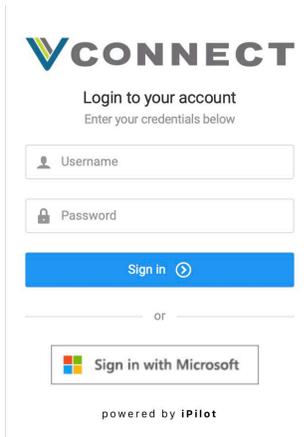
Previous Submit Order

- Your trunks should be available within a short period of time and you will receive a confirmation email of your order and a completion notice once the trunks are complete and ready for use:

ORDER DETAILS					
ORDER DATE: 12/27/2019 15:48:55 (PST)			INTERNAL TRACKING NUMBER: NW2019120102		
ORDER TYPE: TELEPHONE NUMBER			NUMBER TYPE: New MSTEAM DID		
PON: AA7166TEAMSNDID					
PLAN					
PLAN	NAME		QUANTITY	PRICE	TOTAL
Per trunk model	Microsoft TLS/ SRTP Certified SIP Trunks/ concurrent call paths/ channels (can be stand alone or bundled with O365)		12	\$ 19.95	\$ 239.40

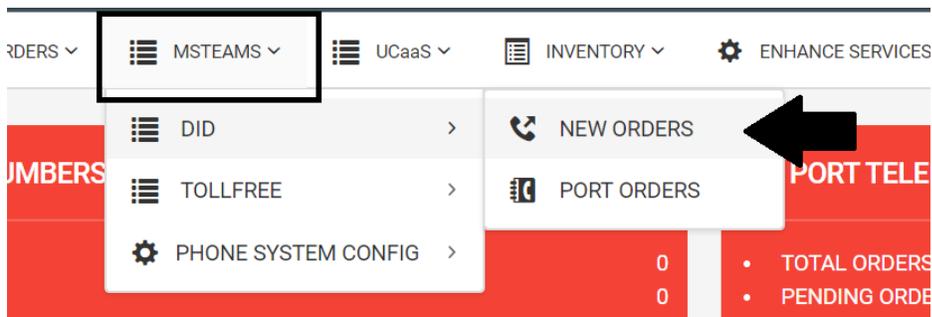
Adding Phones or Hardware with no other services

1. Log into the Vconnect Portal using your user log in:
<https://vconnect.veracityteams.com/index.php/site/login>

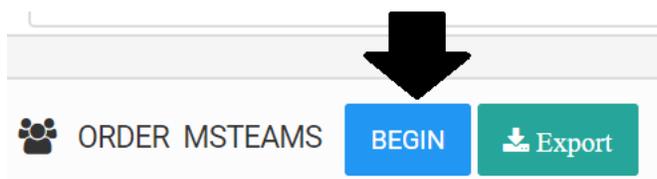


The image shows the VCONNECT login page. At the top is the VCONNECT logo. Below it is the text "Login to your account" and "Enter your credentials below". There are two input fields: "Username" and "Password". Below these is a blue "Sign in" button with a circular arrow icon. Underneath is a horizontal line with the word "or" in the center. Below that is a "Sign in with Microsoft" button with the Microsoft logo. At the bottom, it says "powered by iPilot".

2. Once you are logged in, you will see the main dashboard. To start a Veracity request, click on "MSTEAMS" at the top of your Dashboard and then select "DID" and then "New Orders":

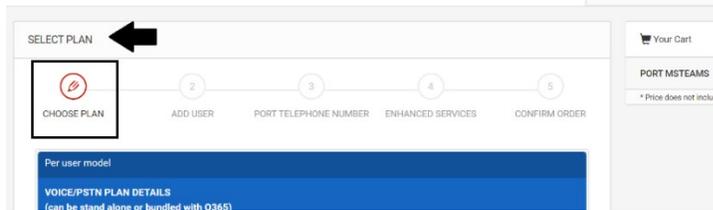


- This will bring you to the ordering screen where you can view previous orders and start a new order. To start a new DID order, select "Begin" in the upper right hand corner:

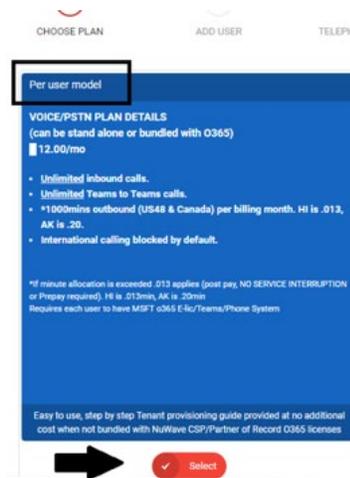


Status

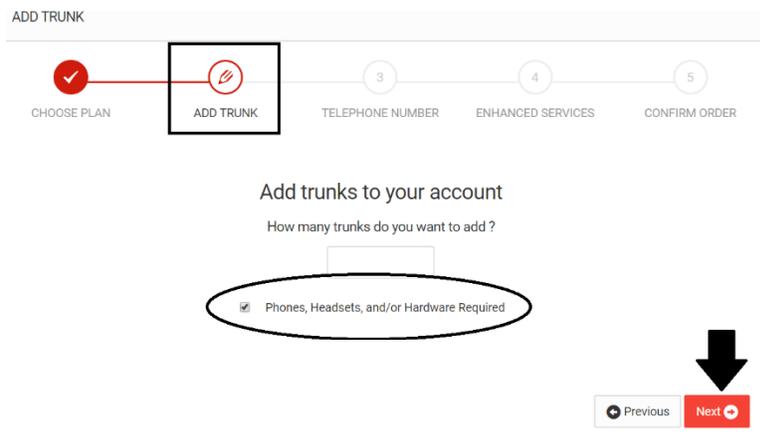
3. Since you have already set up your initial Veracity service, you will only have your current plan to choose from:



- Select your plan. Click "Select" under your current available plan:



- Now the system will request that you enter the number of trunks or users you wish to add. Since you are only here to order additional phones or hardware for your existing Veracity service, either leave the field blank or enter "0". Now check the box that says "Phones, Headsets, and o/or Hardware". Once finished, select "Next":



- Next you will be prompted to search and add new DID numbers but since you are only ordering hardware with no other service, do not enter any information and just click "Next" to move on:

SEARCH TELEPHONE NUMBERS

NEW NUMBERS

United Stat... (Select State) Select LATA RATE CENTER
 NPA - NXX - XXXX Sequential

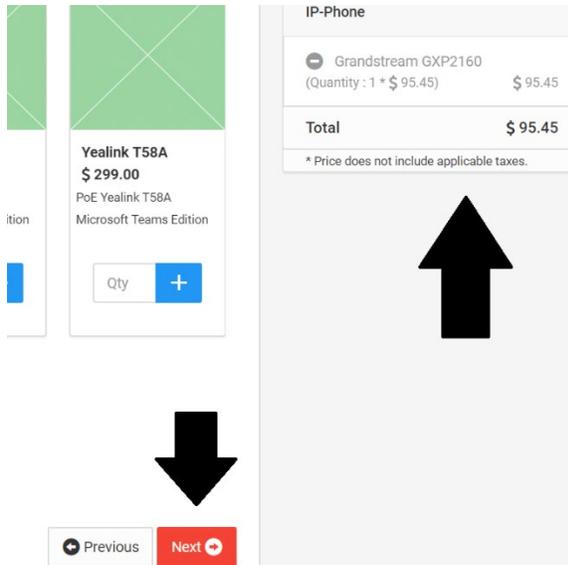
- Now you will be asked to add the devices to your cart that you wish to order. You can click through the tabs of different types of hardware. Add the quantity under the device of your choosing and click the + sign to add to your cart:

ADD DEVICE

Phones Headsets Conference Room Systems SDWAN and/or 4/5G Backup ATA

 CCX 400 Teams Edition, PoE, No Power \$204.71	 CCX 500 W/Handset \$279.20	 CCX 500 NO HANDSET \$266.48	 Poly CCX 600 Without Handset \$350.35	 Polycom CCX 600 With Handset \$408.85
Qty <input type="text"/> <input type="button" value="+"/> <input type="button" value="−"/>	Qty <input type="text"/> <input type="button" value="+"/> <input type="button" value="−"/>	Qty <input type="text"/> <input type="button" value="+"/> <input type="button" value="−"/>	Qty <input type="text"/> <input type="button" value="+"/> <input type="button" value="−"/>	Qty <input type="text"/> <input type="button" value="+"/> <input type="button" value="−"/>

- Once you have all the devices you need in your cart, scroll down and click "Next":



- Now you will need to enter your shipping information. The system will auto generate shipping with the main address and contact listed on your account. Make sure you make any necessary changes. Once address and name are confirmed, select your shipping method and click "Calculate Shipping" to add the shipping amount to your cart. Once finished, click "Next" at the bottom:

The screenshot shows a shipping information form. At the top, a progress bar indicates the current step is 'ADD DEVICE'. The form includes fields for shipping address: First Name (John), Last Name (Doe), Street Number (8725), Street Name (S estern), Zip code (89123), and City (LAS VEGAS). Below these are fields for State (Nevada) and Country (United States). A 'Calculate Shipping' button is highlighted with a red arrow. The form also shows a shipping method dropdown set to 'FedEx Ground' and a 'Next' button at the bottom.

7. Lastly, confirm your account and order information. Verify your cart and add your PON (purchase order number) for tracking purposes:

CONFIRM ORDER

✓ CHOOSE PLAN
✓ ADD USER
✓ TELEPHONE NUMBER
✓ ENHANCED SERVICES
✓ ADD DEVICE
✗ CONFIRM ORDER

ORDER DETAILS (PLEASE REVIEW BELOW ORDER)

CUSTOMER DETAIL:

PARESH DEMO

8725 S eastern
LAS VEGAS, NV 89123
987-975-3898
paresh.demo@veracitynetworks.com

PLAN DETAIL: MSTEAMS

PAYMENT DETAILS:

Payment Mode: MONTHLY
Payable Amount: \$ 106.46

PLAN	NAME	Quantity
Per user model	VOICE/PSTN PLAN DETAILS (can be stand alone or bundled with O365)	0

Your Cart

MSTEAMS

Plan (Per user model)

VOICE/PSTN PLAN DETAILS
(can be stand alone or bundled with O365)

IP-Phone

Grandstream GXP2160
(Quantity : 1 * \$ 95.45) \$ 95.45

Shipping Charges

FedEx Ground \$ 11.01

Total \$ 106.46

* Price does not include applicable taxes.

- Scroll down and verify your hardware and the quantity. Once ready, enter the authorized name on your account to confirm the order and click "Submit Order":

TOTAL SELECTED NUMBERS 0

IP PHONES	QUANTITY	PRICE	
 Grandstream GXP2160	1	\$ 95.45	1

I accept & sign [Terms And Conditions](#)

Print your name

Review your signature

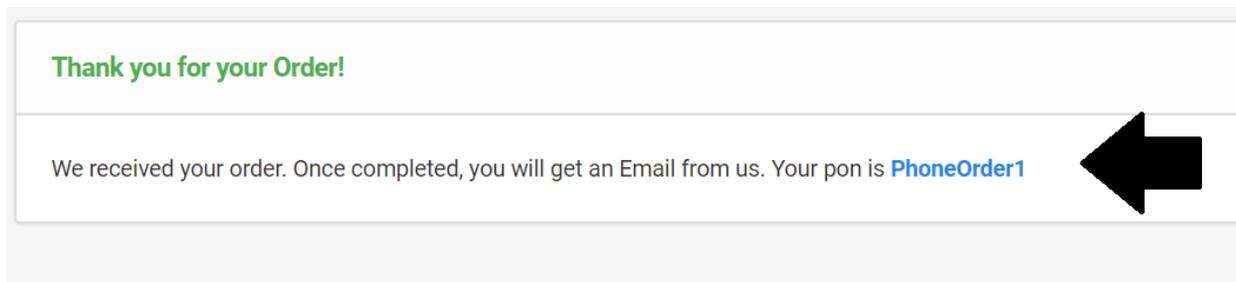
Type It **Draw signature**

John Doe

← Previous

Submit Order →

8. You should now see the confirmation page with a copy of your PON to link back to your order:



- You will receive an email update from no-repy@veracitynetworks.com with updates on the shipping of your devices and you can also check your order in the portal for additional information.

Setting Up Your Account for Automated Onboarding

In order to complete the automated onboarding process, you will need the following:

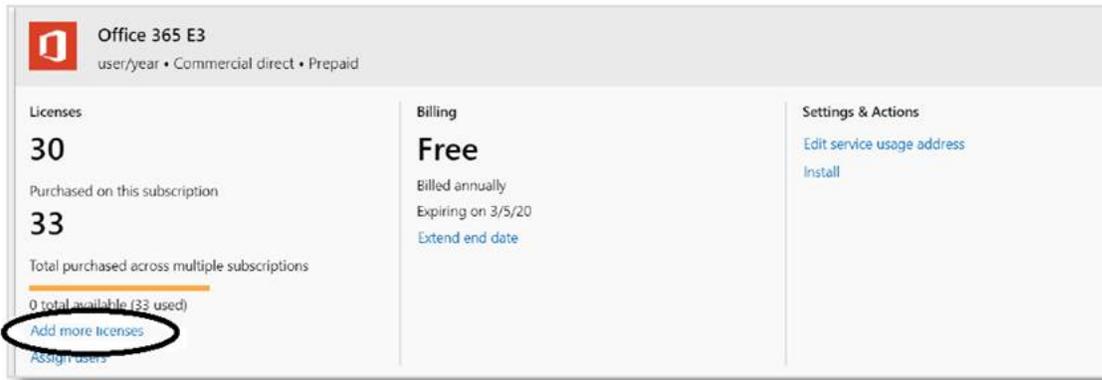
- The credentials for your Global Administrator Account in your Microsoft Office 365 tenant.
- 2 unassigned E3 licenses and 2 Phone System User licenses, purchased in that tenant.

SPECIAL NOTE: If you get your Microsoft Licensing through a Microsoft Cloud Solutions Provider (CSP) or other third party, proceed to **Step 7** AFTER purchasing the above licenses from your vendor.

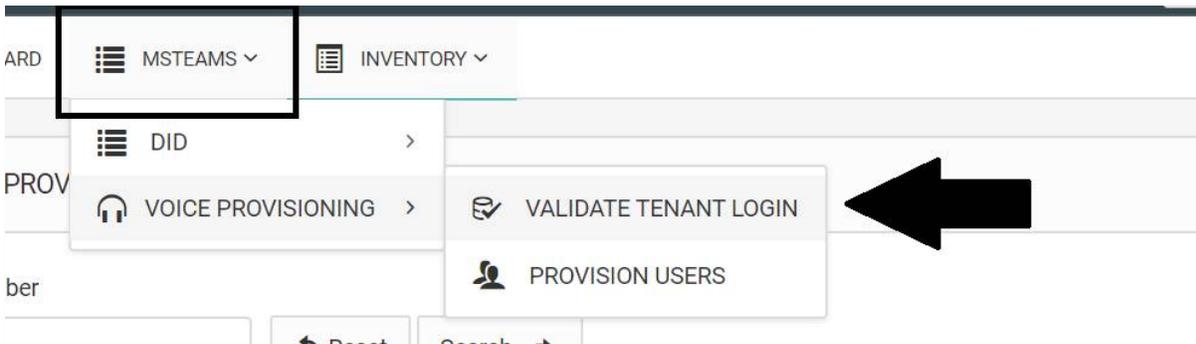
1. Log into your Microsoft O365 tenant from <http://admin.microsoft.com/>
2. Select Billing->Products & Services
3. This will bring you to:
<https://admin.microsoft.com/AdminPortal/Home#/subscriptions/>
4. This will bring you to licensing that will look something like this:

	Office 365 E1	⋮	0 available of 8 8 used		5/31/20
	Phone System	⋮	0 available of 33 1 purchased		11/3/20

5. Click into each and add 2 licenses



6. You will be asked to select your total number of licenses and add credit card information if required.
7. Log into the Vconnect portal from <https://vconnect.veracityteams.com/index.php/site/login>
8. Once there, Select **MSTEAMS->Voice Provisioning -> Validate Tenant Login**



9. When you first arrive at this screen, it will look like this:

ADD TENANT DETAILS

Tenant Login Name *

Tenant Password * Note: Password should not contain ',' or '|'.

[Submit](#)

NOTES: Two E3 and two phone system licenses that are not associated with users need to be available on your tenant before this step can be completed. Trying to validate the login without these licenses available will result in failure. These licenses may be assigned to users or cancelled after the successful setup and validation. Multi Factor Authentication must be disabled on these login credentials.

NOTES: This process can take up to 30 minutes to complete. The system will provide a "validated" status when complete and then allow you to proceed to provision users.

10. Enter your Global Administrator account details, and click Submit

11. You should see a variety of status screens as the process completes. This can take some time, as the automation will move through multiple steps, each of which have their own propagation times.

(888) 524-1855
✉ CustomerServiceGroup@veracitynetworks.com

HOME
Veracity Demo

DASHBOARD
MSTEAMS
INVENTORY

UPDATE TENANT DETAILS

Tenant Login Name *

Tenant Password * Note: Password should not contain ','

[Update](#)

NOTES: Two E3 and two phone system licenses that are not associated with users need to be available on your tenant before this step can be completed. Trying to validate the login without these licenses available will result in failure. These licenses may be assigned to users or cancelled after the successful setup and validation. Multi Factor Authentication must be disabled on these login credentials.

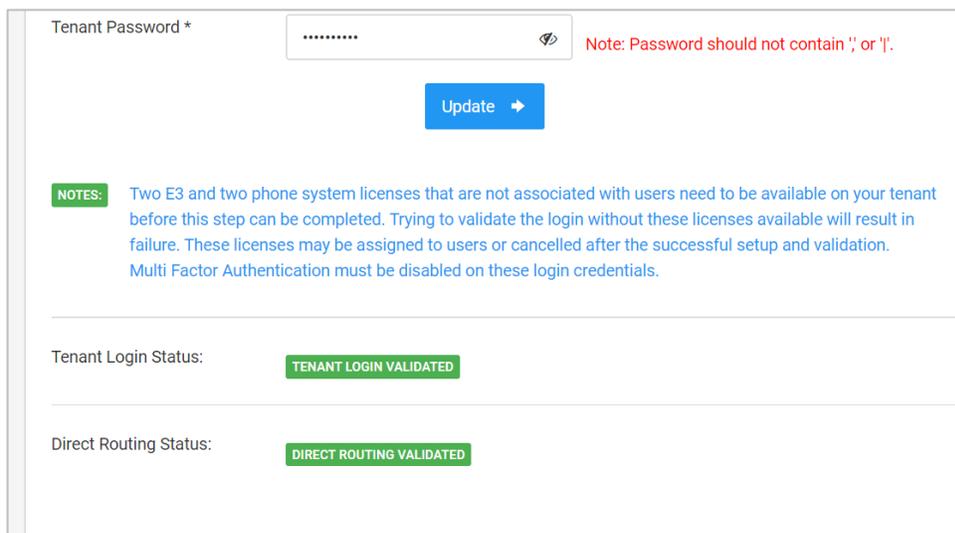
Tenant Login Status: TENANT LOGIN VALIDATED

Direct Routing Status: DIRECT ROUTING VALIDATED

Dynamic 911 Status: DYNAMIC 911 VALIDATED

NOTES: This process can take up to 60 minutes to complete with current Microsoft propagation times. The system will provide a "validated" status when complete and then allow you to proceed to provision users.

- When the process is completed, the two green validation boxes will appear.



Tenant Password *  Note: Password should not contain ';' or '!'.

NOTES: Two E3 and two phone system licenses that are not associated with users need to be available on your tenant before this step can be completed. Trying to validate the login without these licenses available will result in failure. These licenses may be assigned to users or cancelled after the successful setup and validation. Multi Factor Authentication must be disabled on these login credentials.

Tenant Login Status: TENANT LOGIN VALIDATED

Direct Routing Status: DIRECT ROUTING VALIDATED

- Once this process has completed, you may begin testing and provisioning numbers to your users.

Provisioning Numbers to Users

Prerequisites:

1. An active Office 365 tenant.
2. Completion of the above Automated Onboarding Process.
3. New or Ported Numbers in the Vconnect portal per the above process.
4. Users created in the Office 365 portal with one of the following sets of licensing attached:
 - An E1 and a Phone System User License
 - An E3 and a Phone System User License
 - An E5 License
 - Microsoft 365 Business voice (without calling plans) for US adoption promo.

Provisioning Numbers to Users One at a Time

1. From the iPilot portal select [MSTEAMS -> Voice Provisioning -> Provision Users](#)

The screenshot displays the Veracity Networks iPilot portal interface. At the top, there is a header with the Veracity Networks logo, contact information (888) 524-1855, and an email address CustomerServiceGroup@veracitynetworks.com. Below the header is a navigation bar with 'DASHBOARD', 'MSTEAMS', and 'INVENTORY' options. The main content area is split into two columns. The left column, titled '# MSTEAMS', contains a list of metrics: TOTAL CANCELED ORDERS (12), PENDING ORDERS (0), CANCELED ORDERS (12), TOTAL NUMBERS (12), PENDING NUMBERS (0), ACTIVE NUMBERS (12), and CANCELED NUMBERS (0). Below this list are two buttons: 'VIEW ORDERS' and 'ORDER MSTEAMS NUMBERS'. The right column, titled '# MSTEAMS PORT NUMBERS', contains a list of metrics: TOTAL NUMBERS (0), PENDING NUMBERS (0), ACTIVE NUMBERS (0), and CANCELED NUMBERS (0), with buttons for 'VIEW ORDERS' and 'MSTEAMS PORT NUMBERS'. A dropdown menu is open over the 'VOICE PROVISIONING' option in the '# MSTEAMS' panel, showing 'VALIDATE TENANT LOGIN' and 'PROVISION USERS' options.

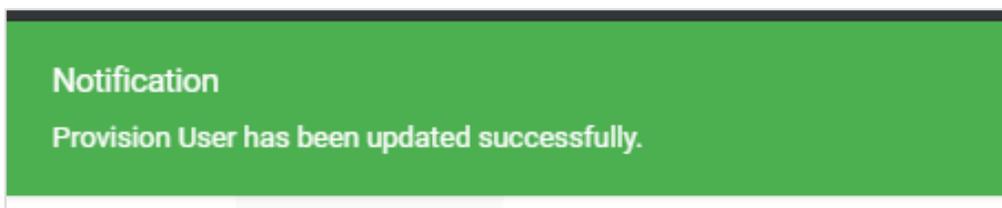
- From this screen, type in the User Principal Name (Email address) of a user that **already has appropriate licenses assigned to it**. Be sure to check the box on the left

The screenshot shows the 'PROVISION USERS' interface. At the top, there are navigation tabs for 'DASHBOARD', 'MSTEAMS', and 'INVENTORY'. Below the title '# PROVISION USERS', there are buttons for 'Submit', 'Sample File', 'Import', and 'Export'. A search bar is present with 'Reset' and 'Search' buttons. A note states: 'Each user must have an E1/E3 with phone system or E5 license associated in the tenant before submitting voice provisioning. Users without licenses will fail the process. Do not provision users currently configured for Skype for Business. Please contact support@nuwave.com for guidance.' Below this is a table with the following columns: a checkbox, 'Number', 'User Principal Name', and 'Status'. The first row has a checked checkbox, the number '301', the email 'test@yourdomain.com', and a 'PENDING' status. There are several other rows with empty checkboxes and numbers.

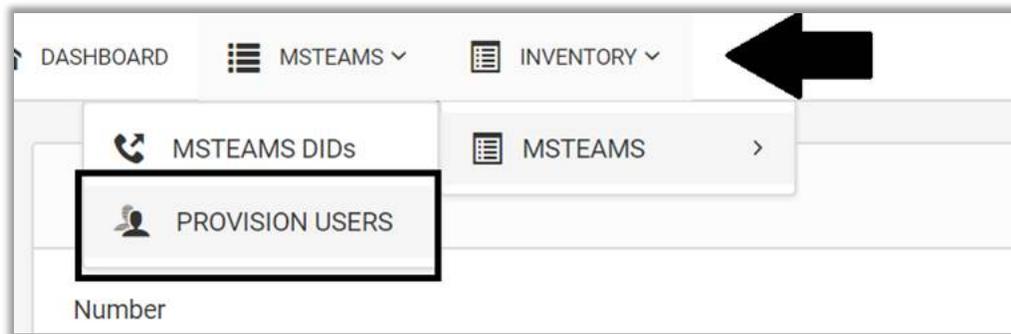
- Then, check the box on the left, and click **Submit**.

This screenshot is similar to the previous one, but with a black arrow pointing to the 'Submit' button. The checkbox in the first row of the table is now checked, and the 'Submit' button is highlighted.

- An update will appear on the top of the screen letting you know the provisioning has been submitted.



5. Then select **Inventory->MSTEAMS->Provision Users**



6. This will display your pending changes as shown below. After some time, the "Queued" status will change to "Configured" and the number can be tested

The screenshot shows the 'PROVISION USERS' table with a search bar and a large black arrow pointing down to the table. The table has columns for 'Number', 'User Principal Name', 'Status', and 'Action'. The first row is highlighted with a black box and shows a 'QUEUED' status.

Number	User Principal Name	Status	Action
7028274538	test@veracitynetworks.com	QUEUED	ⓘ
5054055236	user2@veracitynetworks.com	CONFIGURED	ⓘ
5054055249	user2@veracitynetworks.com	CONFIGURED	ⓘ

Provisioning Numbers to Multiple Users

The process is identical to the above, except you will fill in multiple fields, and check multiple boxes. Fields without checks or User Principal Names will not be assigned.

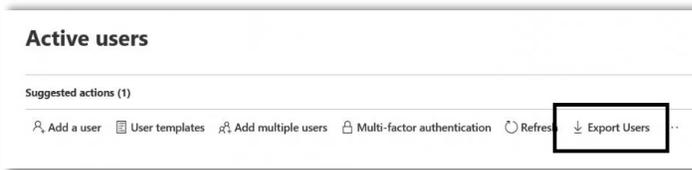
PROVISION USERS [Submit](#) [Sample File](#) [Imp](#)

Number Reset Search NOTES: Each user must have an E1/E3 with phone system or E5 license associated in the tenant before submitting voice provisioning. Users without licenses will fail the process. Do not provision users currently configured for Skype for Business. Please contact support@nuwave.com for guidance.

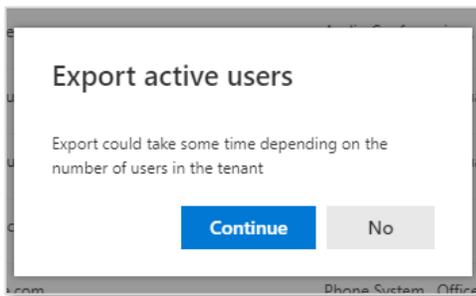
<input type="checkbox"/>	Number	User Principal Name	Status
<input checked="" type="checkbox"/>	301	<input type="text" value="user1@yourdomain.com"/>	PENDING
<input checked="" type="checkbox"/>	301	<input type="text" value="user2@yourdomain.com"/>	PENDING
<input checked="" type="checkbox"/>	301	<input type="text" value="user3@yourdomain.com"/>	PENDING
<input checked="" type="checkbox"/>	301	<input type="text" value="user4@yourdomain.com"/>	PENDING
<input checked="" type="checkbox"/>	301	<input type="text" value="user5@yourdomain.com"/>	PENDING
<input type="checkbox"/>	3014	<input type="text"/>	PENDING
<input type="checkbox"/>	3014	<input type="text"/>	PENDING
<input checked="" type="checkbox"/>	301	<input type="text" value="user6@yourdomain.com"/>	PENDING

Provisioning Numbers to Multiple Users Utilizing a Spreadsheet Exported from Microsoft Office 365

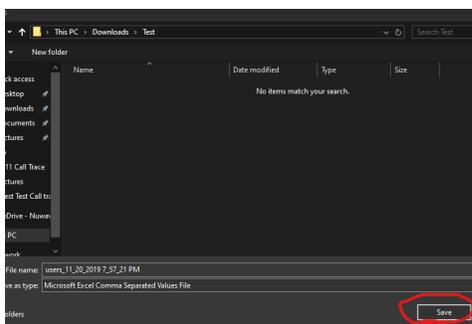
1. Begin by exporting the user list from your Office 365 tenant.
2. Log into the portal <http://admin.microsoft.com/>
3. Select **Users->Active Users**
4. Select **Export Users**



5. Select **Continue**



6. Name your file, and click "Save"



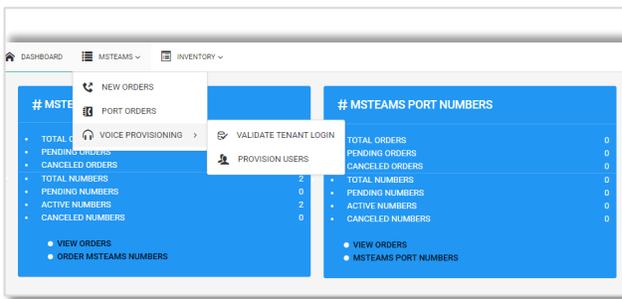
7. The file will look something like this example, with many entries

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	
1	AlternateEmailAddresses	TRUE	City	Country	Department	Display Name	Fax	FirstName	LastDirSyr	LastName	LastPassw	LicenseAS	Licenses	MobilePh	OathToko	ObjectId	Office	Password	PhoneNum	PostalCod	Preferred	Preferred	ProxyAdd	ReleaseTr	SoftDelete	State	StreetAdd	StrongPas	Title
2					Microsoft	Test						2019-06-26	15-31-30Z																

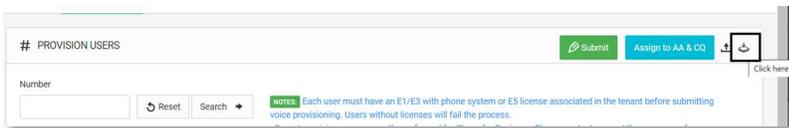
8. Then export your available numbers list from the Vconnect portal

9. Log in to <https://vconnect.veracityteams.com/index.php/site/login>

10. Select **MSTEAMS -> Voice Provisioning -> Provision Users**



11. Select "Export"



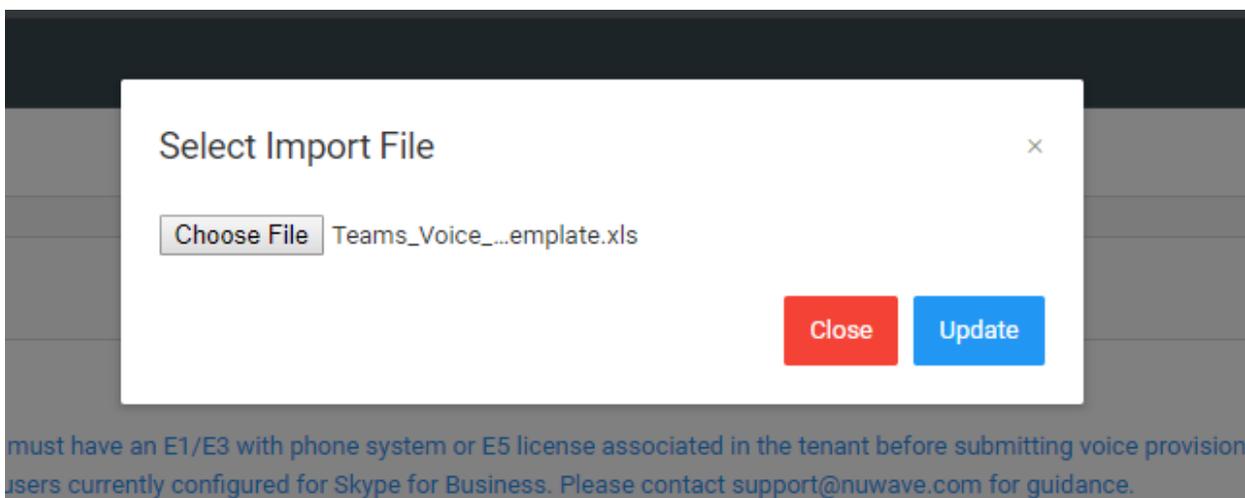
12. The file will look like this example. Of special note is column "AG", where the numbers will be listed

X	Y	Z	AA	AB	AC	AD	AE	AF	AG
						UsageLo	User#	WhenCr	Teams Voice Phone Number
									5554778071
									5554778072
									5554778073
									5554778074
									5554778075
									5554778077
									5554778078
									5554778079
									5554778080
									5554778081
									5554778082
									5559877101
									5553474231
									5553474265
									5553474272
									5553474282
									5553474203
									5553474245
									5553474207
									5553474271
									5553474287
									5553474289
									5553474212

- Merge the two together so that the Information from the Office 365 list is pasted into the Vconnect template spreadsheet. Make sure to get ALL data from the microsoft spreadsheet, which may involve scrolling right to get all the way to column "AF". This means the first 32 columns will be microsoft, and the 33rd will be the numbers exported from Vconnect.

G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG
va Fax	FirstName	LastDirSyr	LastName	LastPassw	LicenseAs	Licenses	MobilePH	OathToke	Objectid	Office	Password	PhoneNui	PostalCod	Preferred	Preferred	ProxyAdd	ReleaseTr	SoftDelet	State	StreetAdd	StrongPas	Title	UsageLoi	UserP	WhenCr	Teams Voice Phone Number
				2019-06-26 15:51:30Z					6159a298-1af2-410c-92fe-9b58c40f5829														test	2019-06-	5554778071	
																										5554778072
																										5554778073
																										5554778074
																										5554778075
																										5554778077

- Remove any numbers you do not intend to assign
- Save the file
- Import the list to Vconnect by uploading it
- Select "Choose file", and then select update after selecting the file you just saved.



- Click "Submit".

How to Stop a Queued UPN/DID, Reset and Return to Inventory

1. If you have assigned the wrong UPN to a number or, the number is stuck in a queued status (numbers should not take longer than 30 minutes to finish queuing and assign), you may stop and reset it. First under the UPN/DID number you wish to edit, click the stop button to the right:

7252066892		CONFIGURED	
5203464384		CONFIGURED TO AA & CQ	
5054552734	user2@veracitynetworks.com	QUEUED	

Displaying 1-8 of 8 results.



- The screen will refresh once it has successfully stopped the queuing and it will show "Pending Stop":

5203464384		CONFIGURED TO AA & CQ	
5054552734	user1@veracitynetworks.com	PENDING STOP	

Displaying 1-8 of 8 results.

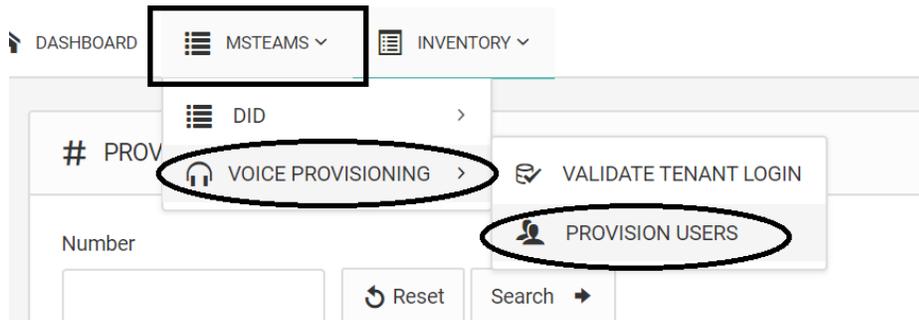


2. Once the queuing has stopped completely, the status will change to "Stopped" and you can then reset the number so it will return to the available inventory:

Number	User Principal Name	Status	Action
7028274538	user3@veracitynetworks.com	STOPPED	




- Once the number is successfully released back to the queue, you can return to reassign or leave it for later assignment. Go back up to the **MSTEAMS** menu and select "Voice Provisioning" and then "Provision Users" to get back to your available inventory:



3. The number is now unassigned and pending ready for assignment:

PROVISION USERS Submit Assign to AA & CQ

Number Reset Search

NOTES: Each user must have an E1/E3 with phone system or E5 license associated in the tenant before submitting voice provisioning. Users without licenses will fail the process.
 - Do not provision users currently configured for Skype for Business. Please contact support@nuwave.com for guidance.

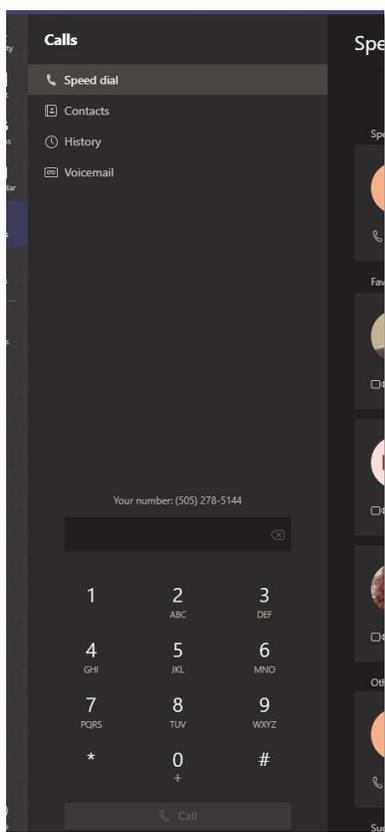
	Number	User Principal Name	Status
<input type="checkbox"/>	7028274538	<input type="text"/>	PENDING

Testing Your New Configuration

The simplest way to test your new configurations basic functions is to log into an account with a DID provisioned to it using the Microsoft Teams desktop app, which can be downloaded from <https://www.microsoft.com/en-us/microsoft-teams/download-app>

It is important to note that if the user is already logged into Teams, they should be logged out of all instances, and then logged back in after the provisioning process is completed.

Once logged in select the call tab from the left, and then click the dialpad button at the bottom left if the dialpad isn't already visible.

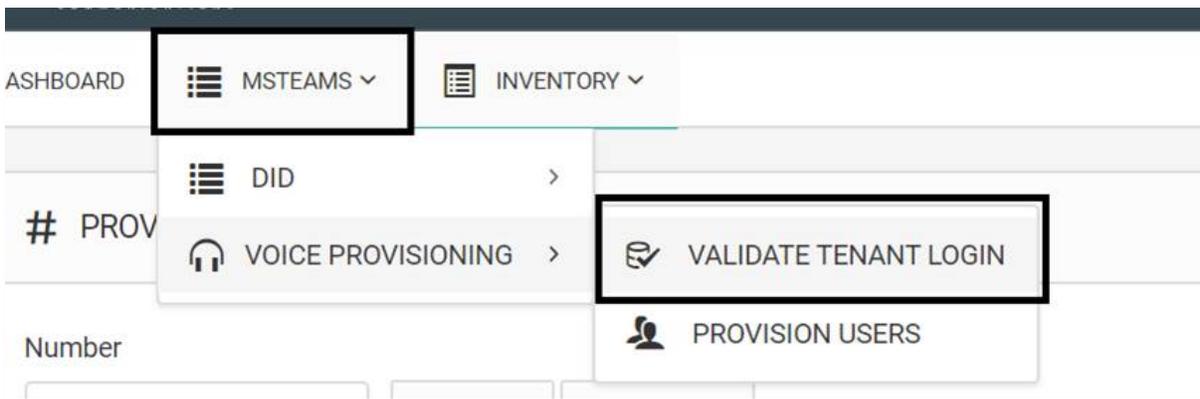


Call the number listed from a cell phone or other PSTN line. You should receive a prompt that there is an incoming call.

Then call out from the dialpad to an external number.

Appendix 1: Changing your Tenant Password in iPilot

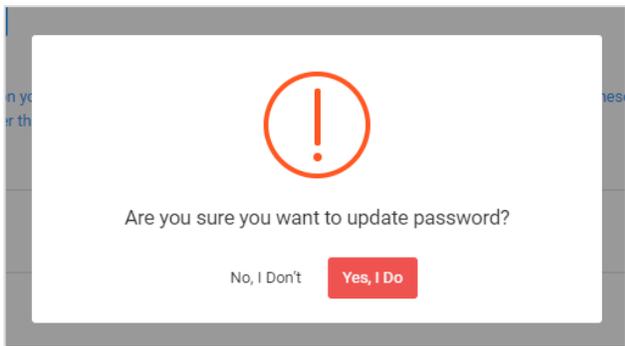
1. Log into the Vconnect portal from <https://vconnect.veracityteams.com/index.php/site/login>
2. Once there, Select **MSTEAMS**->**Voice Provisioning** -> **Validate Tenant Login**



3. When you first arrive at this screen, it will look like this:

A screenshot of the 'ADD TENANT DETAILS' form in the Vconnect portal. The form is titled 'ADD TENANT DETAILS' and contains two input fields: 'Tenant Login Name *' and 'Tenant Password *'. Both fields have a circular refresh icon to their right. Below the 'Tenant Password *' field, there is a red note: 'Note: Password should not contain ; or !'. A blue 'Submit' button is located below the input fields. Below the form, there are two 'NOTES' sections. The first note states: 'Two E3 and two phone system licenses that are not associated with users need to be available on your tenant before this step can be completed. Trying to validate the login without these licenses available will result in failure. These licenses may be assigned to users or cancelled after the successful setup and validation. Multi Factor Authentication must be disabled on these login credentials.' The second note states: 'This process can take up to 30 minutes to complete. The system will provide a "validated" status when complete and then allow you to proceed to provision users.'

4. Click "Update Password"



5. Click "Yes, I do."
6. Enter your new **username** and **password**, and click "Submit"
7. The portal will revalidate your credentials, and your log in will now work using the updated credentials.

Appendix 2: Deprovisioning a Number from a User in Vconnect

To deprovision a number in the Vconnect portal, simply click the blue "X" under the action column to deprovision the number. This will return the number to the unprovisioned number pool, disabling DID calling for the account, and making the number available to be used with another user.

Number	User Principal Name	Status	Action
128274538		QUEUED	
154055236		CONFIGURED	
154055249	test@veracitynetworks.com	CONFIGURED	UNASSIGN
203464384		CONFIGURED TO AA & CQ	