



Instant Business Continuity Plan

Corporate Portal User Guide



Table of Contents

<i>Table of Contents</i>	2
1. <i>Overview</i>	3
2. <i>User Logon Screen</i>	4
3. <i>System Announcement</i>	5
4. <i>iBCP Service</i>	6
5. <i>View iBCP Plan</i>	7
6. <i>Activate iBCP Plan</i>	8
7. <i>Edit iBCP Plan</i>	9



1. Overview

iBCP is instant Business Continuity Plan. It is a VAS of HKT PSTN lines which allow customer to activate backup plan anytime anywhere via Internet.

There is a Corporate Portal provided. Customer needs to use their registered email account to turn on the backup plan to ensure minimal interruption during disaster occurred. The backup plan can be personalized down to mobile or HKT fixed line number.

Software requirements

The software needs to run on Microsoft Windows Platform

- Windows 7, Windows 2000, Windows XP, Windows Vista
- Internet Explorer 9 or above
- Mozilla Firefox 19, 20, 21
- Google Chrome 25, 26, 27

The iBCP service enquiry, please call our Technical Helpdesk Hotline on 28887180.

2. User Logon Screen

Log-in Corporate Portal allows customer to management and activate backup plan. This allows customer to view, edit and turn on or turn off backup plan.



Unified Communications Service Management - User Portal

Registered Email Address

Password

Log In

*This website is best viewed with Internet Explorer 9 or above.

Figure 1 - Logon Screen

You can login directly from web browser with url: <http://www.hkt-uc.com> :

- 1) Enter the user name and password in Registered Email Address and Password. Note that the user name and password is located in welcome letter.
- 2) Press “Log In” button to login.

3. System Announcement

There is system announcement from time-to-time. The announcement message is to remind customer on different system activities such as system maintenance period, system upgrade or any alert such as changing password within every 3 month.



Unified Communications Service Management - User Portal

Home Company Services Personal			
Announcement			
Nature	Items	Announcement	Date
System	1	Please regularly change your password every 3 months to ensure your account security.	2013-03-01

*This website is best viewed with Internet Explorer 9 or above.

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Figure 2 - Home Page - System Announcement

4. iBCP Service

To go to iBCP service, click the Menu: "Services"-> "Instant Business Continuity Plan"

Unified Communications Service Management - User Portal

Home Company Services Personal			
Announcement	Overview		
	Instant Business Continuity Plan		
	Corporate Fax		
Nature		Announcement	Date
System	1	Please regularly change your password every 3 months to ensure your account security.	2013-03-01

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Figure 3 - iBCP Service Menu

Unified Communications Service Management - User Portal

Home Company Services Personal						
Instant Business Continuity Plan						
<input type="button" value="Refresh"/>						
Plan Code	Plan Name	Plan Nature	Plan Status	Plan Detail	Activation Status	Last Action
TESTIP0006	TESTIP0006	Instant	Normal	View	Activated	Activation at 2013-09-18 11:33:07 by Peter Chan (peterchan@ibcp.com)
TESTIP0008	TESTIP0008	Instant	Normal	View	Deactivated	Deactivation at 2013-09-18 11:16:59 by Peter Chan (peterchan@ibcp.com)

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Figure 4 - Instant Business Continuity Plan Service Page

Inside the Instant Business Continuity Plan service page, you will see all backup plan subscribed by the company.

- Plan Code - short code for backup plan
- Plan Name - plan for different department or different project propose
- Plan Nature - Instant means iBCP Plan
- Plan Status - Normal which means it already provisioned and is ready for used.
- Plan Detail - To activate or manage backup plan. Click the View hyperlink.
- Activation Status - Either Deactivated or Activated. If Deactivated, the backup plan is in operated in normal status. If Activated, all phone number is forward based on pre-defined mobile or HKT fixed line.
- Last Action - The information of last activation or deactivation is recorded in this area.

5. View iBCP Plan

When go into detail of iBCP backup plan, you will see the backup plan detail of from number list and to number list. There you can see the number belongs to which user and department. The line status meaning it is now being forwarded or activated or in normal status or deactivated state.

Home Company **Services** Personal

View iBCP Plan

Activate Edit Line Info Edit Plan Name Refresh Export Plan Back

Plan Code: TESTIP0006
 Plan Name: Scenario 1
 Plan Nature: Instant Plan
 Plan Status: Normal

Activation Status: Deactivated
 Last Action: Deactivation at 2014-02-06 18:34:42 by Peter Chan (peter.chan@ibcp.com)

Line Information:

No.	From	To	Line User Name	Line User Title / Department	Line Status	Remark
1	27854775	94505971			Deactivated	-
2	36640051	28833293			Deactivated	-
3	39284588	94505971			Deactivated	-

Figure 5 - View iBCP Plan

There are buttons in the upper right hand corners:

- Activate – To activate the backup plan
- Edit Line Info– Edit “To “number in the backup plan list
- Export Plan – export the phone number in CSV format
- Back – return to home page

6. Activate iBCP Plan

After pressing Activate, you will see the plan is activating. Click “Refresh” to see the latest status”

Home Company **Services** Personal

✔ Your request is under process. Please click 'Refresh' button to view the latest status of your plan.

View iBCP Plan

Edit Plan Name Refresh Export Plan Back

Plan Code: TESTIP0006
 Plan Name: Scenario 1
 Plan Nature: Instant Plan
 Plan Status: Normal

Activation Status: Activation Pending
 Last Action: Activation at 2014-02-10 16:25:04 by Peter Chan (peter.chan@ibcp.com)

Line Information:

No.	From	To	Line User Name	Line User Title / Department	Line Status	Remark
1	27854775	94505971			Activated	-
2	36640051	28833293			Activated	-
3	39284588	94505971			Activating	-

Figure 6 - Active iBCP Plan

If enabled security code feature, after pressing Activate, you will receive a security code in registered email. After entered the security code, the backup plan is activated.

Home Company **Services** Personal

iBCP Plan : TESTIP0006

To activation this plan, admin is required to submit the security code. The security code has been sent to your login email.

Re-generate

Submit Cancel

Figure 7 - Security Code

7. Edit iBCP Plan

Edit Plan Name

Home
Company
Services
Personal

Edit iBCP Plan

Plan Code: TESTIP0006

Plan Name:

Plan Nature: Instant Plan

Plan Status: Normal

Activation Status: Activated

Last Action: Activation at 2013-09-18 11:33:07 by Peter Chan (peterchan@ibcp.com)

Destination No:

Index	From	To	Line User Name	Line User Title / Department	Line Status
1	27854775	94505971			Activated

Figure 8 - Edit iBCP Plan Name

Edit Line Info

Home
Company
Services
Personal

Edit iBCP Plan

Plan Code: TESTIP0006

Plan Name: Scenario 1

Plan Nature: Instant Plan

Plan Status: Normal

Activation Status: Deactivated

Last Action: Deactivation at 2014-02-10 16:25:58 by Peter Chan (peter.chan@ibcp.com)

Line Information:

No.	From	To	Line User Name	Line User Title / Department	Line Status	Remark
1	27854775	94505971			Deactivated	-
2	36640051	28833293			Deactivated	-
3	39284588	94505971			Deactivated	-

Figure 9 - Edit iBCP Line Info

To Edit, the backup plan detail, customer can update:

- Plan Name - Name of plan defined by customer
- Destination number list - either mobile number or HKT fixed line number, line user information.

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