

uControl

Managing 911 Information

Important note regarding 911 service: VoIP 911 service has certain limitations relative to Enhanced 911 service that is available on most traditional telephone service.

Table of Contents
Login to uControl
Navigate the Management Menu
911 Management Page
Create 911 Record
Update 911 Record
Bulk Create
Bulk Update

Login to uControl

Open your web browser and go to <https://ucontrol.thinktel.ca>. Once there, you will be prompted to login; simply enter the username and password that were provided to you when you opened your account with ThinkTel. If you do not have the information at hand, please contact your Account Manager or Account Relations Manager.

ThinkTel

Small business

Enterprise

Service providers

About Us

If you have any problems using uControl please submit a ticket at support.thinktel.ca or contact us at 1.866.928.4465 and select option 3.

uControl

Login to manage your numbers and services.

[Forgot Password](#)



Pour le service en français, veuillez cliquer [ici](#).

Navigate the Management Menu

The first step in managing your 911 data is to choose **911 Management** from the Management menu.

The screenshot shows the ThinkTel user interface. At the top, there is a navigation bar with the ThinkTel logo and several menu items: Profile, Services, Management, Orders, Billing, and Support. The Management menu is currently open, showing a dropdown with the following options: 911 Management, Dashboard, Provisioning Device, and Users. Below the navigation bar, there are several sections: My Account - Company ABC, My Recent Invoices, My Numbers, and Recent Orders. The My Numbers section is highlighted, showing a table with columns for Number, Parent, Label, Additional Label, Offering, and Type. The table contains five entries, each with a Details | Edit link.

911 Management Page

After selecting **911 Management** you will be brought to a page listing your current 911 records.

The screenshot shows the ThinkTel 911 Management page. At the top, there is a navigation bar with the ThinkTel logo and several menu items: Profile, Services, Management, Orders, Billing, and Support. Below the navigation bar, there is a section titled 911 Management. This section contains four tabs: Create, Download List, Download Missing, and Upload Changes. Below the tabs, there is a search bar and a table with columns for Phone, First Name, Last Name, TransactionType, and Status. The table is currently empty, with the text "No data available in table" displayed. At the bottom of the table, there is a "Show 50 entries" dropdown and a "Showing 0 to 0 of 0 entries" message.

Above the table listing your current 911 records you will see four Tabs:

Create: Create a single 911 record for a number that currently has none.

Download List: Download a CSV file listing all existing 911 records.

Download Missing: Download a CSV file listing all numbers that do not currently have a 911 record.

Upload Changes: Upload a CSV or XLSX file to make bulk changes.

If you have any existing 911 records, then you will also see an Edit and Delete link in the Action column

Create 911 Record

Upon clicking the **Create** Tab on the 911 Management page you will be brought to a page with a blank form to fill out.

Create

911 Information

Number	5877824102
First Name	
Last Name	
Suite Number	
Street Number	
Street Name	
City	
Province	Select an Option
Postal Code	
Transaction Type	Add
Other Information	

Create Cancel

Choose Number

The first step is to choose the number for which you wish to add 911 information. Click the drop down arrow and select the number from the list. The drop down only displays numbers on your account that currently have no 911 information.

Create

911 Information	
Number	5877824102
First Name	5877824102 5877824109 5877824112
Last Name	5877824113 5877824115
Suite Number	
Street Number	
Street Name	
City	
Province	Select an Option
Postal Code	
Transaction Type	Add
Other Information	

TIP: If you have many numbers on your account, then you can optionally type in the first few digits of the number while the drop down is selected. This will reduce the list to only those numbers that match what you have typed; making the list much easier to navigate and to select the number you want.

Enter Address Details

Once you have chosen the number you wish to add 911 information, then you are ready to enter the address details. When you are satisfied everything looks correct, press the **Create** button.

Create

911 Information	
Number	5877824102
First Name	
Last Name	ThinkTel
Suite Number	1506
Street Number	10250
Street Name	101 ST NW
City	Edmonton
Province	Alberta
Postal Code	T5J 3P4
Transaction Type	Add
Other Information	

After clicking the **Create** button you will be brought to a page listing your 911 records and their status.

911 Management

[+ Create](#) [Download List](#) [Download Missing](#) [Upload Changes](#)

Search:

Phone	First Name	Last Name	TransactionType	Status	
5877824102		ThinkTel	Accepted OK	Add	Edit Delete

Show entries Showing 1 to 1 of 1 entries ⏪ ⏩ 1 ⏪ ⏩

Update 911 Record

Upon clicking the **Edit** link on the 911 Management page you will be brought to a new page showing the existing 911 information for the number.

Edit : 5877824102

911 Information	
Number	5877824102
First Name	<input type="text"/>
Last Name	ThinkTel
Suite Number	1506
Street Number	10250
Street Name	101 ST NW
City	Edmonton
Province	Alberta
Postal Code	T5J 3P4
Transaction Type	Modify
Other Information	<input type="text"/>

Change Address Details

Choose which information you wish to change or correct. When you are satisfied everything looks correct, press the **Save** button.

Edit : 5877824102

911 Information	
Number	5877824102
First Name	<input type="text"/>
Last Name	ThinkTel
Suite Number	1504
Street Number	10250
Street Name	101 ST NW
City	Edmonton
Province	Alberta
Postal Code	T5J 3P4
Transaction Type	Modify
Other Information	<input type="text"/>

After clicking the **Save** button you will be brought to a page listing your 911 records and their status.

911 Management

[+ Create](#)
[Download List](#)
[Download Missing](#)
[Upload Changes](#)

Search:

Phone	First Name	Last Name	TransactionType	Status
5877824102		ThinkTel	Accepted OK	Modify

[Edit](#) | [Delete](#)

Show 50 entries Showing 1 to 1 of 1 entries

Bulk Create

For customers that order a large list of numbers and wish to update all numbers from spreadsheet data or output from your existing administrative systems, we have provided a method to bulk create 911 records.

Download Missing

The first step is to click the **Download Missing** link on the 911 Management page. This will download a CSV file listing all numbers that do not currently have a 911 record, along with the appropriate columns required by our upload page. In the example below, the file was downloaded and opened in Microsoft Excel 2010.

Phone Num	First Name	Last Name	Suite Num	Street Num	Street Name	City	Province	Postal Code	Transaction Type
5877824109									Add
5877824112									Add
5877824113									Add
5877824115									Add

Enter Address Details

The second step, once you have downloaded the CSV file, is to enter address details for each of the numbers. If you only wish to create 911 records for a subset of the numbers, then simply remove the rows you haven't filled out before saving.

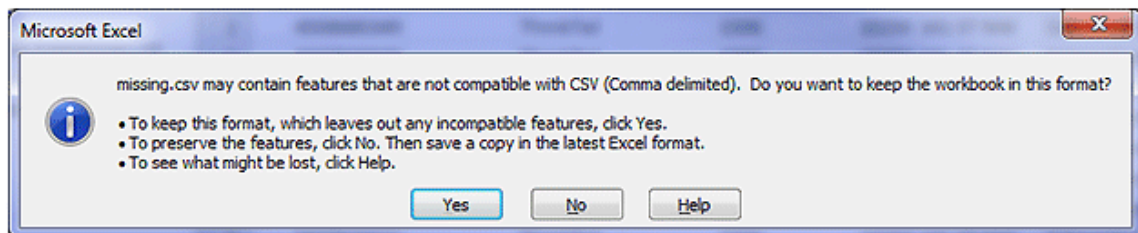
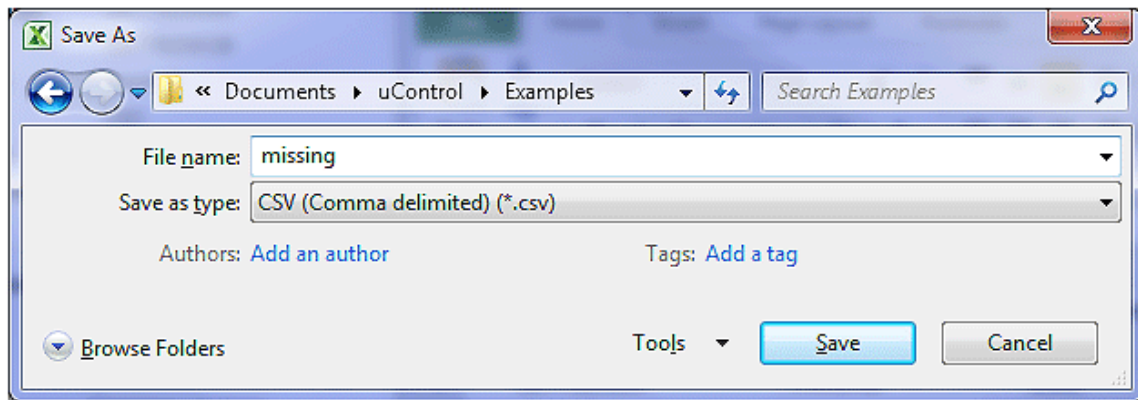
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	Phone Num	First Name	Last Name	Suite Num	Street Num	Street Name	City	Province	Postal Code	Transaction Type						
2	5877824109		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	Add						
3	5877824112		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	Add						
4	5877824113		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	Add						
5	5877824115		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	Add						
6																
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NOTE: You should not change the header names, or modify data in the Phone Number or Transaction Type columns. If you do, then uploading the file will very likely fail.

Save As CSV File

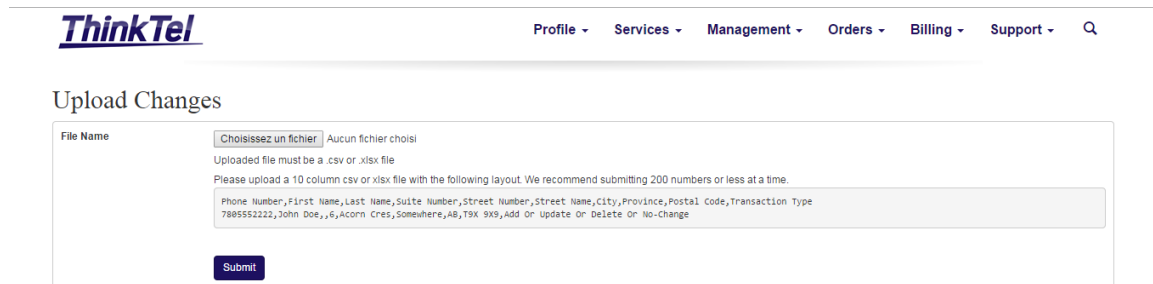
The third step is to save the updated CSV file locally on your computer. Where to save the file is up to each individual user; however, you will have to remember where you saved it and be able to find the file in subsequent steps.

For Microsoft Excel users, you must ensure the correct file type is chosen and choose **Yes** when it asks to leave out incompatible features.



Upload Changes Page

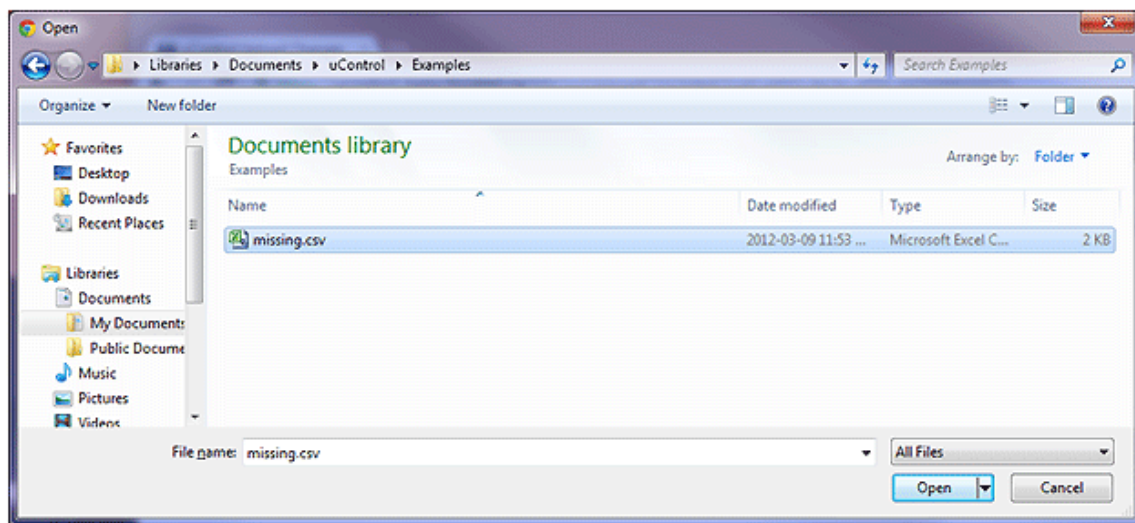
The fourth step is to upload your previously saved CSV file back into uControl. This can be accomplished by first clicking the **Upload Changes** link on the 911 Management page, then **Choose File** on the Upload Changes page.



The screenshot shows the ThinkTel website's 'Upload Changes' page. At the top, there is a navigation menu with links for Profile, Services, Management, Orders, Billing, and Support. The main heading is 'Upload Changes'. Below this, there is a form with a 'File Name' field containing the text 'Choisissez un fichier' and 'Aucun fichier choisi'. Below the field, there is a note: 'Uploaded file must be a .csv or .xlsx file'. A larger text box contains instructions: 'Please upload a 10 column csv or xlsx file with the following layout. We recommend submitting 200 numbers or less at a time.' Below this, a sample CSV header is shown: 'Phone Number,First Name,Last Name,Suite Number,Street Number,Street Name,City,Province,Postal Code,Transaction Type' followed by a sample row: '789552222,John Doe,,6,Acorn Cres,Somehere,AB,T9X 9X9,Add or Update or Delete or No-change'. At the bottom of the form is a 'Submit' button.

Choose Previously Saved CSV File

How you choose the previously saved CSV file will be different depending on your browser and operating system. Please consult your browser's (Internet Explorer, Firefox, Chrome, Safari, etc) documentation if you require details.



Upload

Once you have chosen your file, it should display on the upload page and you are ready to click the **Submit** button

ThinkTel Profile - Services - Management - Orders - Billing - Support - Q

Upload Changes

File Name Aucun fichier choisi

Uploaded file must be a .csv or .xlsx file

Please upload a 10 column csv or xlsx file with the following layout. We recommend submitting 200 numbers or less at a time.

Phone Number,First Name,Last Name,Suite Number,Street Number,Street Name,City,Province,Postal Code,Transaction Type
789555222,John Doe,,6,Acorn Cres,Somewhere,AB,T9X 9X9,Add Or Update Or Delete Or No-Change

Submit

After clicking the Submit button you will be brought to a page listing your 911 records and their status

ThinkTel Profile - Services - Management - Orders - Billing - Support - Q

911 Management

[+ Create](#) [Download List](#) [Download Missing](#) [Upload Changes](#)

Search:

Phone	First Name	Last Name	TransactionType	Status	
5877824102		ThinkTel	Accepted OK	Modify	Edit Delete
5877824109		ThinkTel	Accepted OK	Modify	Edit Delete
5877824112		ThinkTel	Accepted OK	Modify	Edit Delete
5877824113		ThinkTel	Accepted OK	Modify	Edit Delete
5877824115		ThinkTel	Accepted OK	Modify	Edit Delete

Show entries Showing 1 to 5 of 5 entries

Bulk Update

For customers that manage a large list of numbers and wish to update many numbers from spreadsheet data or output from your existing administrative systems, we have provided a method to bulk update 911 records.

Download List

The first step is to click the **Download List** link on the 911 Management page. This will download a CSV file listing all existing 911 records in the format required by our upload page. In the example below, the file was downloaded and opened in Microsoft Excel 2010.

Phone Number	First Name	Last Name	Suite Number	Street Number	Street Name	City	Province	Postal Code	Transaction Type	Status
4508680349		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	No-Change	Accepted OK
4509100397		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	No-Change	Accepted OK
4509100398		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	No-Change	Accepted OK
5145876689		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	No-Change	Accepted OK
5145876691		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	No-Change	Accepted OK
5877920630		ThinkTel	1504	10250	101 ST NW	Edmonton	AB	TSJ 3P4	No-Change	Accepted OK
5877920631		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	No-Change	Accepted OK
5877920632		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	No-Change	Accepted OK
5877920633		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	No-Change	Accepted OK
5877920639		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	No-Change	Accepted OK
5877920640		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	No-Change	Accepted OK
5877920641		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	No-Change	Accepted OK
5877920642		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	No-Change	Accepted OK
5877920643		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	No-Change	Accepted OK
5877920644		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	No-Change	Accepted OK
7787220124		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	No-Change	Accepted OK
7787220125		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	No-Change	Accepted OK

Change Address Details

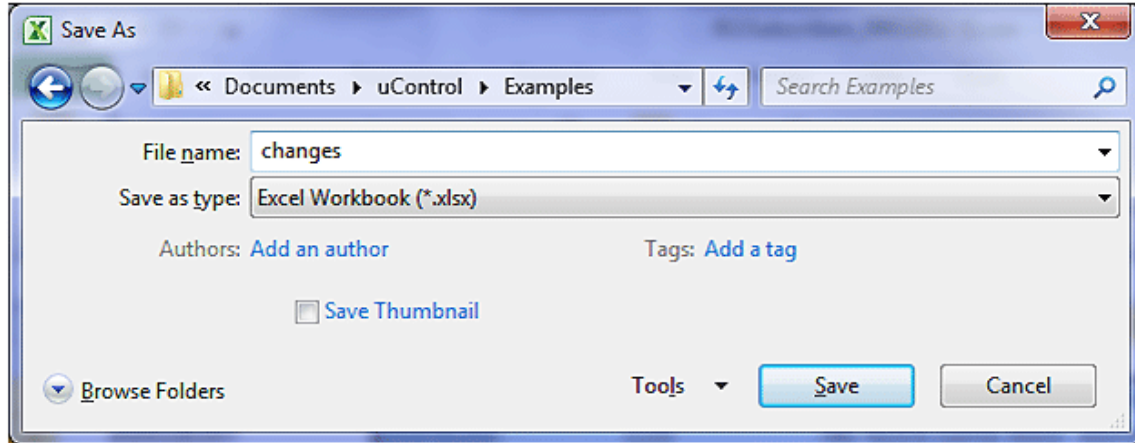
The second step, once you have downloaded the CSV file, is to modify address details. If you only wish to update 911 records for a subset of the numbers, then you may simply remove the rows or leave the **Transaction Type** as **No-Change**. Only records with **Update** as their **Transaction Type** will be considered during upload.

Phone Number	First Name	Last Name	Suite Number	Street Number	Street Name	City	Province	Postal Code	Transaction Type	Status
Distributel		Distributel	1135	740	Notre Dame West	Montreal	QC	H3C 3X6	Update	Accepted OK
4509100397		Distributel	1135	740	Notre Dame West	Montreal	QC	H3C 3X6	Update	Accepted OK
4509100398		Distributel	1135	740	Notre Dame West	Montreal	QC	H3C 3X6	Update	Accepted OK
5145876689		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	No-Change	Accepted OK
5145876691		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	No-Change	Accepted OK
5877920630		ThinkTel	1504	10250	101 ST NW	Edmonton	AB	TSJ 3P4	No-Change	Accepted OK
5877920631		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	No-Change	Accepted OK
5877920632		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	No-Change	Accepted OK
5877920633		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	No-Change	Accepted OK
5877920639		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	No-Change	Accepted OK
5877920640		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	No-Change	Accepted OK
5877920641		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	No-Change	Accepted OK
5877920642		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	No-Change	Accepted OK
5877920643		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	No-Change	Accepted OK
5877920644		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	No-Change	Accepted OK
7787220124		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	No-Change	Accepted OK
7787220125		ThinkTel	1506	10250	101 ST NW	Edmonton	AB	TSJ 3P4	No-Change	Accepted OK

NOTE: You should not change the header names, or modify data in the Phone Number column. If you do, then uploading the file will very likely fail.

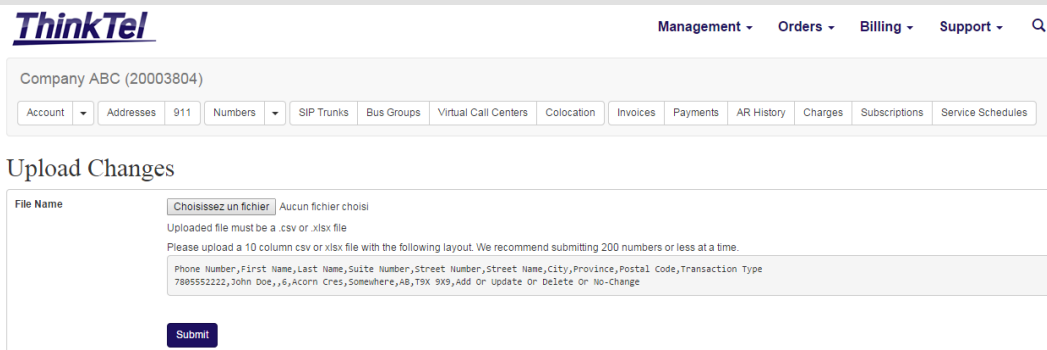
Save As XLSX File

The third step is to save the updated CSV file locally on your computer. Where to save the file is up to each individual user; however, you will have to remember where you saved it and be able to find the file in subsequent steps.



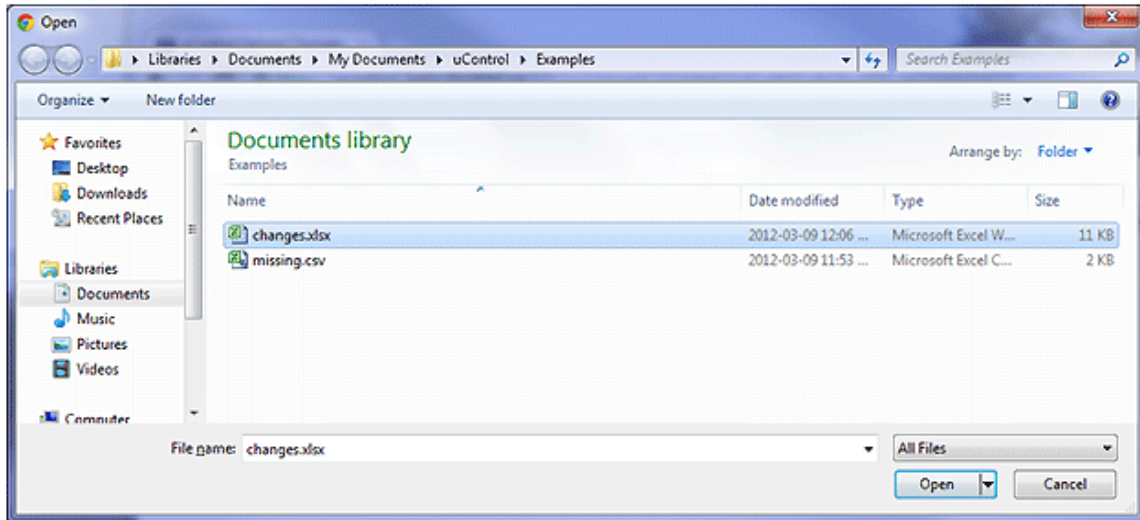
Upload Changes Page

The fourth step is to upload your previously saved CSV file back into uControl. This can be accomplished by first clicking the **Upload Changes** link on the 911 Management page, then **Choose File** on the Upload Changes page.



Choose Previously Saved XLSX File

How you choose the previously saved CSV file will be different depending on your browser and operating system. Please consult your browser's (Internet Explorer, Firefox, Chrome, Safari, etc) documentation if you require details.



Upload

Once you have chosen your file, it should display on the upload page and you are ready to click the Save button.

Upload Changes

File Name missing.csv.xlsx

Uploaded file must be a .csv or .xlsx file

Please upload a 10 column csv or xlsx file with the following layout. We recommend submitting 200 numbers or less at a time.

Phone Number,First Name,Last Name,Suite Number,Street Number,Street Name,City,Province,Postal Code,Transaction Type
7805552222,John Doe,,6,Acorn Cres,Somewhere,AB,T9X 9X9,Add Or Update Or Delete Or No-Change

After clicking the **Submit** button you will be brought to a page listing your 911 records and their status.