

Smart Office

VoIP 9-1-1

Quick start guide

Welcome to your Smart Office quick start guide for VoIP 9-1-1!

About VoIP 9-1-1

Smart Office customers have access to VoIP 9-1-1, which means your Emergency Call and location information are not automatically sent to the nearest emergency response centre. Please inform anyone using Northwestel Smart Office on your team about these limitations.

How are Emergency VoIP 9-1-1 calls handled?

The Emergency Call is first answered by a third-party operator. You must be ready to provide your location information verbally to the operator who will then route the Emergency Call to the appropriate emergency response centre based on the information you provided.

What about Emergency Calls made from outside of Canada or the United States?

Please use another phone service like a cellphone or a landline. An operator may answer the call but will not be able to transfer it to the appropriate emergency response centre.

Northern 9-1-1 information database

Smart Office includes a web portal which you may use to input and update as needed to the address and location information for telephone numbers provided with Northwestel Smart Office services. This guide helps you to do that.



Ensure your address and location information is always up-to-date.

You are solely responsible for providing the correct address and location information via the web portal which may be used by the emergency response centre if the 9-1-1 caller is unable to identify their location.

If you do not provide the correct address and location information, emergency services may be dispatched to the wrong address. In such cases, Northwestel and its suppliers are not liable for all claims or actions arising out of any such misrouted 9-1-1 calls.

How to access the Northern 9-1-1 web portal

1. From your browser, go to <https://addressinfo.northern911.com>
2. For **first time login**, click *(Don't know your passcode?)* link, key in your Phone Number, then click *the Call me now* button.

3. The system will phone that Phone Number and provide a Passcode. Jot it down for your login reference.

4. Login to the web portal using your Phone Number and the Passcode provided.

5. Once logged in, your Current Address Information will show up. This is also the same section where you can make a permanent or temporary change to your address information.

Permanent address change

9-1-1 Information Database Français | Logout

Current Address Information

Please confirm that the address information below is the location of the telephone number listed.

Telephone: 867-455-4284
Name: OCS - CORPORATE SERVICES
Address: 301 LAMBERT ST
City: WHITEHORSE
Province: YT
Postal Code: Y1A 1Z5
Other Info:

Permanent Address Change

[Make a Permanent Address Change](#)

Temporary Change of Address

Use this tool to schedule a temporary change of address. You may schedule up to three changes in advance.

[Schedule Temporary Address Change](#)

1. Click the button. [Make a Permanent Address Change](#)
2. Make the changes to your address information on the form, then click Save Changes.

9-1-1 Information Database Français | Logout

Permanent Address Change

Make the changes to your address information in the form below.

Extension: 8674554284
First Name:
Last Name:
Street Number:
Street Name:
Suite/Apt:
City:
Province:
Postal Code:
Other Info:

Temporary change of address

1. Click the button. [Schedule Temporary Address Change](#)
Use this tool to schedule a temporary Change of address. You may schedule up to three (3) changes in advance.

9-1-1 Information Database Français | Logout

Temporary Address Change

Complete the following form to schedule a temporary change of address.

1. Select the time frame that you'll be at the temporary location:

Starting:

Ending:

2. Enter the address information for the temporary location:

Street Number:
Street Name:
Suite/Apt:
City:
Province:
Postal Code: Find postal/zip code in Canada or U.S.A.
Other Info:

2. Set the period that you'll be at the temporary location, and enter the address information for the temporary location, then click Schedule Change to save the information. Temporary address change should appear on the Scheduled Changes section.

9-1-1 Information Database Français | Logout

Current Address Information

Please confirm that the address information below is the location of the telephone number listed.

Telephone: 867-436-4105
Name: PAPERCRAFT SIMONDS LTD. ver 2
Address: 11 Boswell Cres
City: Whitehorse
Province: YT
Postal Code: Y1A4T2
Other Info:

Permanent Address Change

[Make a Permanent Address Change](#)

Temporary Change of Address

Use this tool to schedule a temporary change of address. You may schedule up to three changes in advance.

Scheduled Changes

	Date Range	Address
1.	From 03/28/2024 2:00 pm to 04/04/2024 12:00 am	12 Main Street Kingston, ON K7K3Y3

3. When you're all done, don't forget to Logout.

For support

Please contact us at 1-888-423-2333.