

Getting Started with Evolve Web Access



Table of contents

Introduction	2
Browser requirements	3
TELUS Evolve login and getting access	4
Navigating within Evolve	5
Global menu	5
Toll Free menu	6

Introduction

Evolve Web Access

Evolve web access provides a 24x7 web interface to the TELUS Integrated Voice Services system where you can view your Toll Free numbers and routing plans, as well as make changes to the routing of calls. This includes the ability to add, delete or modify any Toll Free routing and announcement features including changes to the terminating numbers that are within the list of terminating numbers.

Web access can also be used to activate/deactivate Emergency Routing pre-plans.

Basic Evolve access is included at no additional cost with all Toll Free services and provides view only access to your Toll Free numbers, which contain pre-plans and enable you to activate and deactivate pre-plans.

Advanced Evolve access is optional for a monthly fee. It includes pre-plan activation as well as the ability to add, modify, activate or delete the following:

Area Code Routing

Exchange Routing

10 Digit Routing

Emergency Routing and Pre-plans

Call Allocator

Time-of-Day Routing

Day-of-Year Routing

Overflow Routing

Modify existing Toll Free features

Browser requirements

The following are the recommended requirements for web access to the TELUS Integrated Voice Services application:

Supported browser:

- Google Chrome
- Other browsers may work but are not recommended or supported
- **Please note:** Microsoft Internet Explorer does not work with the application

Internet access:

- High-speed internet access is recommended

TELUS Evolve login and getting access

Logging into TELUS Evolve Voice Services

All users accessing TELUS Evolve will be presented with the login page, where you enter your unique login ID and password (this will be provided to you by TELUS upon set-up). Logging in establishes the privileges that you will have in the system.

To log into the TELUS Evolve system: **<https://evolve.telus.com>**

The login page is the entry point for all users to access the Evolve application. This page contains fields for entering the login username and password. Notice information is displayed below these fields. If you do not already have access, please contact the Long Distance Implementation Team (LDIT) referencing the contact information on the last page of this guide.

Log in to My TELUS

Email/Username

Forgot your username?

Password

Remember me

Forgot your password?

Log in

Not registered? [Create an account >](#)

Tired of remembering passwords? Log in without one.

Get an email with a link that instantly and securely logs you into your account.

[Send me a login link](#)

Enter a username and password, and then click on Log In.

The system verifies your username and password.

If the login information is accepted by the system, the Evolve Customer Home Page appears.



Navigating within Evolve Web Access

The Evolve system is a web-based system that is accessed through your browser. When navigating through the system, you should be familiar with the following parts of the user interface.

Global menu

The Global Menu appears at the top of every page in the system and includes the following components: Corporation, Long Distance, Toll Free, Hierarchy, Bulletin, Downloads. There are also links to Login and Home pages.



Home

The **Home** link brings the user to the System Home page. This menu selection is available to all users.

Corporation

The **Corporation** link brings the user to the page, where 'corporation to work with' should be selected.

Long Distance

Clicking on the Long Distance link takes the user to the Long Distance Orders for the selected corporation.

Toll Free

Clicking on the **Toll Free** link takes the user to the Toll Free **Orders List** (below) for the corporation and opens another list of links in the **Toll Free Menu** (below).

Hierarchy

The hierarchy is representative of the organization listing both the role of the user and list of Toll Free numbers.

Bulletin

Application specific notifications will be listed within the bulletin tab, including maintenance windows or notices specific to the use and/or operation of the application.

Downloads

Information with the downloads tab will include links to user guides and other application specific tools.

Login

The login tab links directly to the login page.

Selected corporation

To start working with the features, select the appropriate corporation. This should be done using the 'Corporation' tab in the Global Menu.

Toll Free menu

If 'Corporation' is already selected, navigate to 'Toll Free' to view the menu under the Corporation name - Toll Free menu, which deals with Orders, Services, Customer Terminating numbers, Emergency Plan Set, Bulk Preplan Activation, Customer Announcements, Customer Defined Holidays.

Services

The **Services** link brings the user to a list of all of the Toll Free services available.

Orders

The **Orders** link brings the user to a list showing the history of all orders.

Customer Announcements

The **Customer Announcements** link brings the user to a list showing the Customer Announcements available for use. The

Bulk Preplan Activation

The Bulk Preplan feature enables you to activate **Preplans** for multiple Toll Free services, all at the same time. This provides a faster response time in an emergency situation.

Customer Terminating Numbers

The **Terminating Numbers** link brings the user to a list showing all terminating numbers available to use.

Emergency Plan Set

The **Emergency Plan Set** link brings the user to a list of Preplans that have been designated as Emergency Plans. (Can only be one per Toll Free service)

Customer Defined Holiday

The **Customer Defined Holiday** link brings the user to a list showing all days that have been designated "Customer Defined Holidays" in addition to any statutory holidays.

Language switcher is located on the top right corner of the page

Français/English

The Français/English link allows a user to toggle the display language of the system. If the primary language selected is English, the system will display "**Français**" at this position. Click on the link to move to the French pages. If the primary language selected is French, the system will show "**English**". Click on the link to move to the English pages.

.com | [EN](#) | [FR](#)



For Toll Free assistance, please contact us at:

telus.roc@telus.com or

M-F: **1-866-880-4510**

For after-hours preplan activation and support only, please contact us at:

1-877-807-8883

Please note that a service charge will apply if TELUS activates or deactivates your plan.