



cloudUC

E911 Notifications

# NCTC cloudUC E911 Notifications

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## Description

In compliance with federal regulations, NCTC cloudUC should be configured to send email notifications to one or more administrators whenever an emergency call has been placed.

The E911 notification setting is administered in the NCTC cloudUC Customer Admin Portal (CAP) on a per user basis.

For each NCTC cloudUC user, a E911 service address is configured to include the street address as well as a specific location, for example 2<sup>nd</sup> Floor.

Additionally, for each NCTC cloudUC user, a notification email(s) can be configured to be alerted when that user places an emergency call.

## Administering E911 Service Address

The base E911 service address was configured when your NCTC cloudUC service was installed however the specific location information must be manually input if desired. If the physical address where a cloudUC telephone is deployed is changed, for example in work from home scenarios, the E911 service address must be updated manually via the CAP.

1. Log into the CAP by visiting <https://clouduc.nctc.com> (Chrome preferred)
2. Login using your CAP username/password. Note that if your account is designated as “End User” you will only be able to modify your extension. To make changes to other extensions other than your own, you must be designated as an “Admin User”. Check with your system administrator to have your designated role changed if necessary.
3. For End User Roles:
  - a. Select My Extension from the left menu
  - b. In the right pane, select the green edit button in the Action column
  - c. Select the E911 tab across the top
  - d. Expand the Service Address section
  - e. Input the correct street address in the Address 1 field
  - f. Input the correct location in the Address 2/Location field
  - g. Input the correct city, state and ZIP code

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- h. Click Save
  - i. The entered information is validated to ensure that the address is a valid E911 address
  - j. If valid, the address will be displayed, click Submit to save
4. For Admin User Roles:
- a. Expand Locations from the left menu
  - b. Select the Location where the user resides below Locations
  - c. In the right pane, select the green edit button in the Action column next to the user that you wish to edit
  - d. Select the E911 tab across the top
  - e. Expand the Service Address section
  - f. Input the correct street address in the Address 1 field
  - g. Input the correct location in the Address 2/Location field
  - h. Input the correct city, state and ZIP code
  - i. Click Save
  - j. The entered information is validated to ensure that the address is a valid E911 address
  - k. If valid, the address will be displayed, click Submit to save

## Administering E911 Notification Email

To administer E911 notifications, you must be logged in as a user with the Admin Role.

1. For Admin User Roles:
  - a. Expand Locations from the left menu
  - b. Select the Location where the user resides below Locations
  - c. In the right pane, select the green edit button in the Action column next to the user that you wish to edit
  - d. Select the E911 tab across the top
  - e. Expand the Email Notification section
  - f. Input a valid email address where the notification is to be sent
  - g. To add additional email addresses, click the + button and enter subsequent email addresses as desired
  - h. Click Save

## Testing E911

Basic E911 functionality is tested during initial installation however after making any changes to the E911 service address or adding E911 email notifications, such should be tested for proper operation. You should NOT make test calls to 911 without first calling the PSAP ahead of time on a non-emergency number to notify them that you are going to place a test call. Instead of dialing 911, a special test number can be used instead which will simulate an actual 911 call.

1. From a cloudUC device, dial 933

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2. An automated system will answer the call and read back the E911 address information associated with the user/device that made the call
3. Additionally, an email will be sent to the configured notification email address(s)

### **Additional Assistance**

If you need any assistance setting up or changing your E911 configuration, please contact NCTC support by calling 615-666-2151 or by sending an email to [support@nctc.com](mailto:support@nctc.com).