

## CP-to-CP Communications Tool How-to Guide

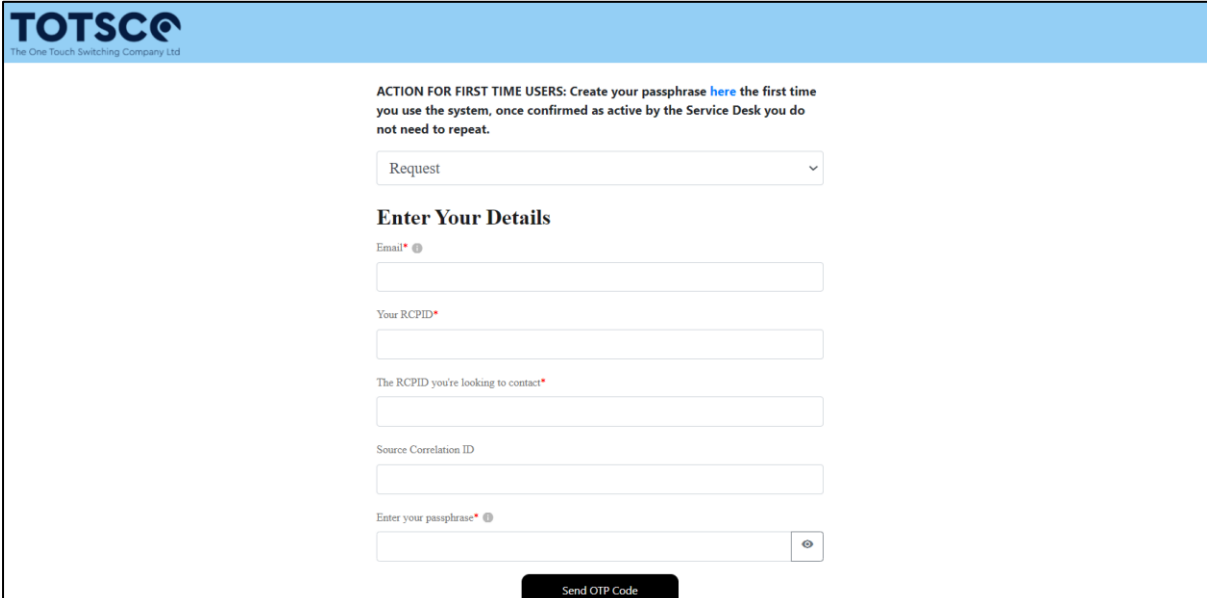
### Introduction

To provide a short how-to guide on how to sign up and use the CP-to-CP Communications Tool.

### Step-by-step guide

You can access the CP-to-CP tool via our website - <https://channel.totSCO.co.uk/>.

The first step is to obtain your passphrase. This is a one-time only process required to opt in and to start using the tool.



The screenshot shows the registration page for the CP-to-CP tool. At the top left is the TOTSCO logo with the tagline 'The One Touch Switching Company Ltd'. Below the logo is a blue header bar. The main content area has a white background. At the top of this area, there is a message: 'ACTION FOR FIRST TIME USERS: Create your passphrase [here](#) the first time you use the system, once confirmed as active by the Service Desk you do not need to repeat.' Below this message is a dropdown menu labeled 'Request'. Underneath is a section titled 'Enter Your Details' with several input fields: 'Email\*' (with a help icon), 'Your RCPID\*', 'The RCPID you're looking to contact\*', 'Source Correlation ID', and 'Enter your passphrase\*' (with a help icon and a toggle for visibility). At the bottom of the form is a black button labeled 'Send OTP Code'.

Note: The passphrase is not individual to yourself, but if appropriate, to be shared within your teams that will be using this tool.

At top of the screen click 'here', (circled below) next to 'Create your passphrase'.

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The One Touch Switching Company Ltd

ACTION FOR FIRST TIME USERS: Create your passphrase here the first time you use the system, once confirmed as active by the Service Desk you do not need to repeat.

Request

**Enter Your Details**

Email\*

Your RCPID\*

The RCPID you're looking to contact\*

Source Correlation ID

Enter your passphrase\*

Send OTP Code

You will be taken to the following screen.

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**Create your passphrase for CP portal**

Passphrase\*

Confirm Passphrase\*

Generate

You can enter your passphrase. This should have 12 to 20 characters, with at least 4 alphanumeric characters (underscores and hyphens are allowed).

Re-enter your passphrase exactly in the Confirm Passphrase field. These must match. Then click on the 'Generate' button.

Note: Pressing on the eye button, to the right of the field, will allow you to see what you enter.

You will then see the following screen.

**TOTSCO**  
The One Touch Switching Company Ltd

## Create your passphrase for CP portal

Passphrase\*

.....

**Hashed value of Passphrase:**  
YtkQd+NdFAic+KT7Nk4ge2i98ZT5dc4dvh+/kqkGANc=

You will be given a hashed value of the Passphrase that you have entered. Click 'Copy' and send this along with your RCPID, via email, to the Service Desk.

**TOTSCO**  
The One Touch Switching Company Ltd

**channel.totSCO.co.uk says**  
Copied to clipboard: YtkQd+NdFAic+KT7Nk4ge2i98ZT5dc4dvh+/kqkGANc=

.....

**Hashed value of Passphrase:**  
YtkQd+NdFAic+KT7Nk4ge2i98ZT5dc4dvh+/kqkGANc=

Click 'OK' to confirm.

Once you receive confirmation from the Service Desk; this implies you have now opted into the service and can continue to use the CP-to-CP Communication Tool.

You can now go back into the CP-to-CP Communication tool and start the process of entering your request.

**TOTSCO**  
The One Touch Switching Company Ltd

**ACTION FOR FIRST TIME USERS:** Create your passphrase [here](#) the first time you use the system, once confirmed as active by the Service Desk you do not need to repeat.

Request

### Enter Your Details

Email\*

.....

Your RCPID\*

.....

The RCPID you're looking to contact\*

.....

Source Correlation ID

.....

Enter your passphrase\*

.....

First enter the email address, this is where the OTP code will be sent to.  
Enter your RCPID and then the RCPID of the CP you are intending to send the request to.  
Sometimes you may see an Error message with a code, this is explained below.

### Error Code Description

- 101 The RCPID you are looking to contact has not opted in for this feature.
- 102 Your RCPID seems wrong or there is no record for it.
- 103 The RCPID you are looking to contact seems wrong or there is no record for it.
- 104 Both of the RCPIDs you have provided are invalid or there are no records for them.
- 105 Your RCP Id has not opted in for this feature and can't be validated
- 106 Both RCPIDs have not opted in for this feature.

If you have a Source Correlation ID, you may enter it here, but it is not a mandatory field.  
Finally enter your passphrase that you registered earlier.  
Press 'Send OTP Code'.

The screenshot shows the 'Enter Your Details' form on the TOTSCO website. At the top left is the TOTSCO logo with the tagline 'The One Touch Switching Company Ltd'. Below the logo is a blue header bar. The main content area has a white background. At the top of the form, there is a note: 'ACTION FOR FIRST TIME USERS: Create your passphrase [here](#) the first time you use the system, once confirmed as active by the Service Desk you do not need to repeat.' Below this note is a dropdown menu labeled 'Request'. The form is titled 'Enter Your Details' and contains several input fields: 'Email\*' (with a red asterisk and a small icon), 'Your RCPID\*' (with a red asterisk), 'The RCPID you're looking to contact\*' (with a red asterisk), 'Source Correlation ID', and 'Enter your passphrase\*' (with a red asterisk and a small icon). Each field has a light blue border and a small red asterisk indicating it is required. Below the 'Enter your passphrase\*' field is a toggle icon for visibility. At the bottom center of the form is a black button with white text that says 'Send OTP Code'.

You will see the following screen.

The screenshot shows the 'Verify Your OTP' form on the TOTSCO website. At the top left is the TOTSCO logo with the tagline 'The One Touch Switching Company Ltd'. Below the logo is a blue header bar. The main content area has a white background. The form is titled 'Verify Your OTP' and contains two input fields: 'Email' (with a small icon) and 'OTP Code:'. Below the 'OTP Code:' field is a black button with white text that says 'Verify OTP'.

Please check your email for your OTP and enter your OTP that you received here.

You will be then taken to the screen below where you can now enter the details of your request.

**Enter Your Comments**

Email\*: i@totSCO.org.uk

Your RCPID: RDXV

The RCPID you're looking to contact: RBTV

Source Correlation ID:

Destination Correlation ID:

The Switch Order Reference:

Source CP internal reference:

Select a Usecase\*:  
Select a usecase

Comments\*:  
4000 characters remaining

Please do not put customer sensitive or (PII) Personally Identifiable Information within this comments form.

Please do not put hyperlinks in the comments field, as these may be interpreted as malicious site links.

Submit Comments

Your email, your RCPID, the destination RCPID and, if entered earlier, the Source Correlation ID will be automatically filled.

If appropriate, you can enter a Destination Correlation ID and The Switch Order Reference, these are not mandatory. You can also enter your internal Source CP internal reference, this could be an email address of a member of your team. Again this is not a mandatory field.

Next is the drop down list of Use Cases.

Select a Usecase\*:

Select a usecase

Select a usecase

Trends

Performance

Message format issues

Post switch issues

other

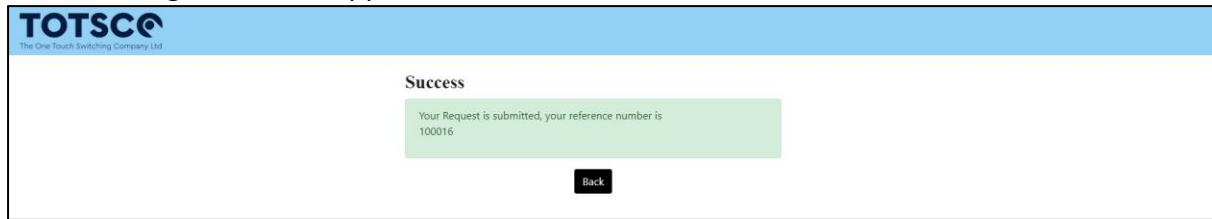
Please select the most appropriate Use Case for your query.

In the Comments field you can enter the details of your query.

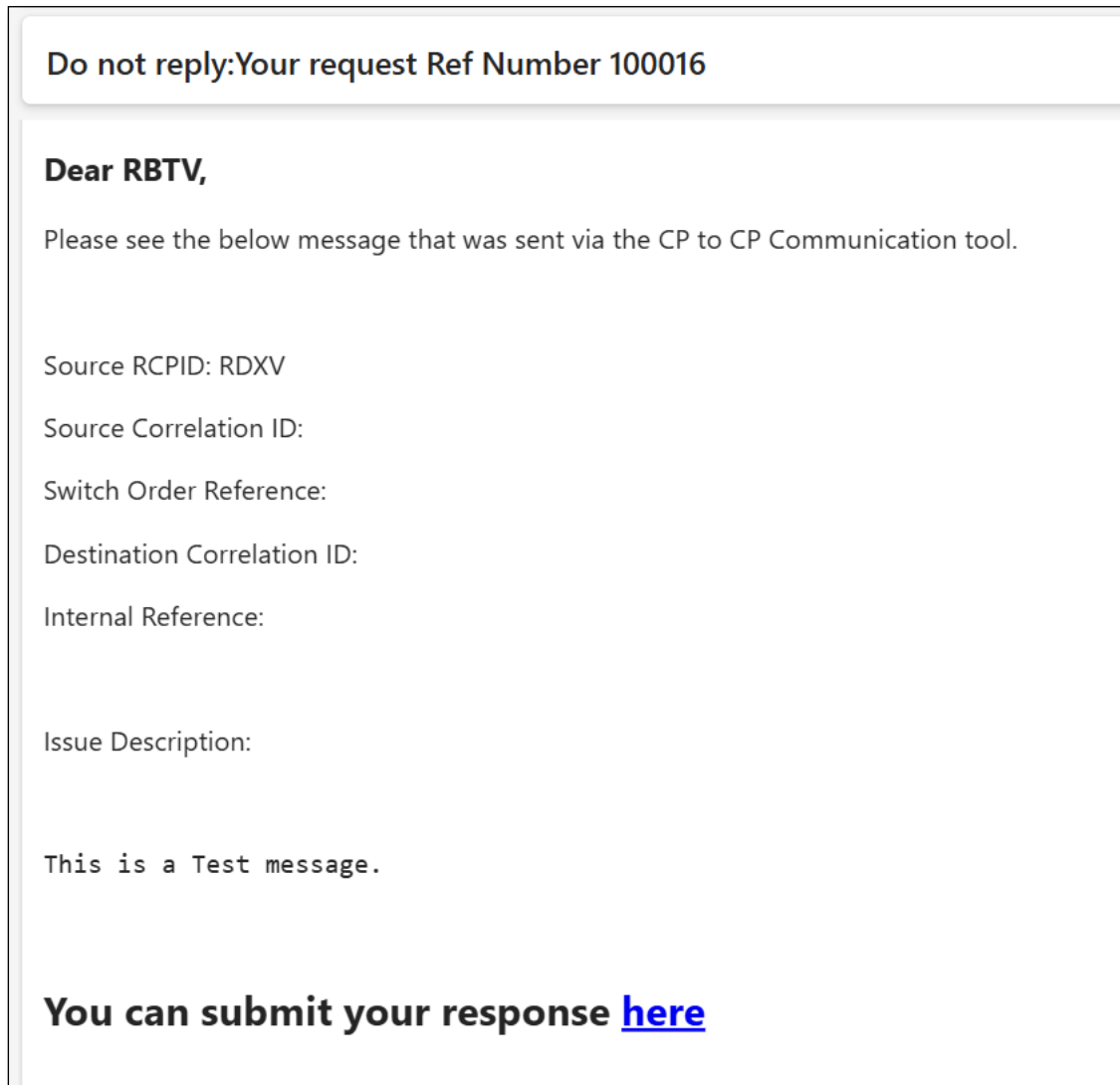
Please do not put customer sensitive or (PII) Personally Identifiable Information within this comments form. Also, please do not put hyperlinks in the comments field, as these may be interpreted as malicious site links.

Click on 'Submit Comments' once ready.

The following screen will appear.



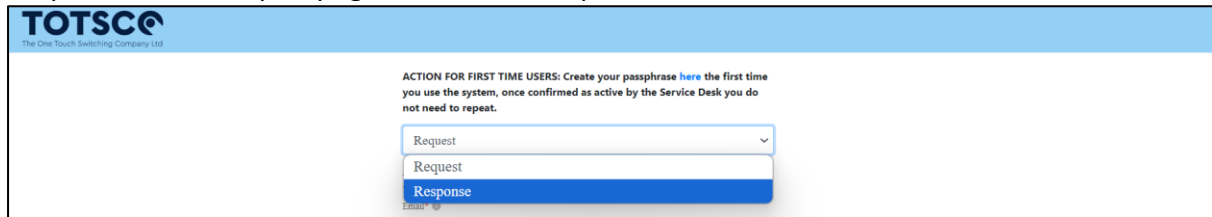
The recipient of the request will receive the following email.



How to respond to a query.

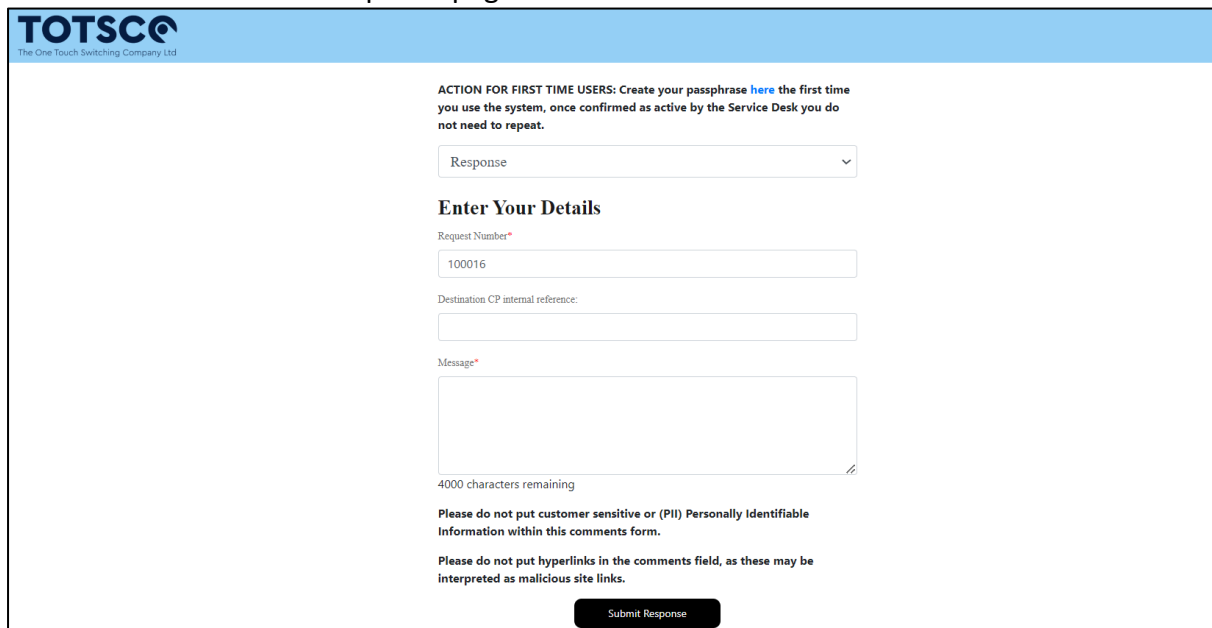
Having received an email, like the one shown above. You can choose to respond by clicking 'here', next to 'You can submit your response...'. You do not need to register on the tool to respond.

You would have only received the email if you have already opted into the service. Alternatively, you can access the CP-to-CP Communications Tool directly and use the dropdown at the top of page and select 'Response'



The screenshot shows the top section of the TOTSCo CP-to-CP Communications Tool. At the top left is the TOTSCo logo with the tagline 'The One Touch Switching Company Ltd'. Below the logo is a blue header bar. The main content area contains a message: 'ACTION FOR FIRST TIME USERS: Create your passphrase [here](#) the first time you use the system, once confirmed as active by the Service Desk you do not need to repeat.' Below this message is a dropdown menu with 'Request' selected. The dropdown menu is open, showing 'Request' and 'Response' as options, with 'Response' highlighted in blue.

You will be taken to the Response page of the CP-to-CP Communication Tool.



The screenshot shows the 'Response' page of the TOTSCo CP-to-CP Communications Tool. At the top left is the TOTSCo logo with the tagline 'The One Touch Switching Company Ltd'. Below the logo is a blue header bar. The main content area contains a message: 'ACTION FOR FIRST TIME USERS: Create your passphrase [here](#) the first time you use the system, once confirmed as active by the Service Desk you do not need to repeat.' Below this message is a dropdown menu with 'Response' selected. Below the dropdown menu is a section titled 'Enter Your Details'. This section contains a 'Request Number\*' field with the value '100016'. Below this is a 'Destination CP internal reference:' field. Below that is a 'Message\*' field with a text area and a character count of '4000 characters remaining'. Below the text area are two lines of text: 'Please do not put customer sensitive or (PII) Personally Identifiable Information within this comments form.' and 'Please do not put hyperlinks in the comments field, as these may be interpreted as malicious site links.' At the bottom of the form is a 'Submit Response' button.

Note the request number has already been pre-populated.

You can enter a Destination CP internal reference here, but this is not mandatory. In the Message field you can enter your response to the query.

Please do not put customer sensitive or (PII) Personally Identifiable Information within this comments form. Also, please do not put hyperlinks in the comments field, as these may be interpreted as malicious site links.

Also, currently this version of the tool only allows for one message exchange. Please include your business email address in the text, if further discussion is needed.

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**ACTION FOR FIRST TIME USERS:** Create your passphrase [here](#) the first time you use the system, once confirmed as active by the Service Desk you do not need to repeat.

Response

**Enter Your Details**

Request Number\*

100016

Destination CP internal reference:

Message\*

I received your test message.  
Please contact me on xxx.xxx@totsc.org.uk

3926 characters remaining

**Please do not put customer sensitive or (PII) Personally Identifiable Information within this comments form.**

**Please do not put hyperlinks in the comments field, as these may be interpreted as malicious site links.**

Submit Response

Click on 'Submit Response' once ready.

You will see the following screen.

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**Success**

Your Response is submitted

Back

The recipient of your response will receive the following email.



Do not reply:Your response Ref Number 100016

**Dear RDXV,**

Destination RCPID: RBTV

Source Correlation ID:

Switch Order Reference:

Destination Correlation ID:

Internal Reference:

Please find below the CP's response

I received your test message.

Please contact me on [xxx.xxx@totsco.org.uk](mailto:xxx.xxx@totsco.org.uk)

If you have any questions, please contact our **service desk** on [service\\_desk@totsco.org.uk](mailto:service_desk@totsco.org.uk).

