

Frequently Asked Questions

Q. Where do I login at?

A. The login area is accessed through www.directwest.com. From there you just click on the "Customer Login" button on the left hand side of the screen and you will then be directed to the main DirectWest ePDF site.



Q. I have forgotten my username.

A. Your username will be a nine digit DirectWest Customer ID number. This can be found on most of your personalized correspondences from DirectWest and usually starts with 500 or 700. If you are not able to find your ID number, simply [email us](#).

Q. I forgotten my password or it does not seem to work.

A. If you have forgotten your password, [click here](#) to obtain a temporary one. If you wish to change your suggested password simply log in to the DirectWest ePDF site and click on the "Update Account" link. **Please note that passwords are case sensitive.**

Q. How often can I change my file?

A. Up to 52 times per year. New files submitted (once verified by DirectWest) will be uploaded to your business listing on the online SaskTel Phonebook once a week.

Q. Can I submit something other than a PDF?

A. A PDF is preferred, but you can try submitting the file in a different format. The system will automatically try to convert it to a PDF. If unsuccessful, a notification will be sent back to you. Other acceptable formats include: .jpg, .tif, .bmp, .png

Q. How secure is the site? Can my competitor access/manipulate my files?

A. Individual passwords are encrypted and the online SaskTel Phonebook is housed on a secure server at Sasktel with 24/7 back up and monitoring.

Q. Will I have to wait for a file to get verified every time I want to activate it?

A. No, once a file has been uploaded and verified you can activate or deactivate it as often as you like.



Anywhere. Anytime. Anyhow.



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