

Attachment C

Service Renewal

Please see the below information you must have readily available to navigate thru this section of the Wireless Portal:

1. Employee Reference Number
2. Full User Name
3. District / FMC
4. 10 Digit Wireless Number

In the Options Menu, select **Contracted >> E-Catalog >> Wireless Services >> Renew Service Plan**

Funding codes will be needed for Object Code 402

This object code will cover the recurring month to month cost – All Renewal durations will be 12 months.
July thru June (end of Fiscal Year)

Click >> Next

Pop up screen “Wireless Service Renewal User Agreement Notice” will prompt you to download the wireless user agreement. One is required to be on file each fiscal year.

“Close Window”

1. **You must enter the wireless number of the user you want to renew.** Click > Retrieve Info

Please complete the details:

Department name
Dept Full address
Borough / Zip
Email Address
Office Phone #

If you get one of the below wireless errors

No Employee is currently assigned to this Cell Number. Please Enter the Employee ID in the below field.

Or

Please enter an employee reference #.

Or

Object reference not set to an instance of an object.

You must follow one of the two steps:

1. Check the wireless number you entered again
2. Enter the correct Employee Reference number in the field shown and Click “Save ID”

If the employee name does not match the wireless number entered. Please follow the steps below:

1. Check the wireless number you entered again
2. Click “Edit ID”
3. Enter the new employee number for user you wish to assign to the wireless number
4. Click “Save ID”

5. Retrieve Info

All information will be validated before wireless order will be accepted.

Once corrected, please complete the details as described above

Click >> Next

You will then be able to select a Wireless Plan. Each vendor has two types of plans – High end plan and a Moderate end Plan. (It is recommended - Devices for Principals and Executive Staff – High end plan)

Reconciliation / Audit will take place at the end of the Third Qtr. of each Fiscal Year for users who pick the Moderate plan. Users who consecutively exceed their monthly allotted minutes will be contacted and dollars will be recouped.

Click >> Yes or No

Review / validate the services cost associated to your Renewal for the Fiscal Year

Click >> Next

Input your delivery information. Devices will not be shipped to this location as it has always been required that the user or initiator pick up the devices from our Central location. A sign off is required for audit purposes.

Click >> Next

Summary of Purchase order - Review FINAL Wireless Summary page. It will show all service provider(s) and final cost for your Renewal.

Click >> Process Order

This will complete your order.

You will need your ISC or Department head approval

Your Purchase order number will be generated once this approval has taken place.

IMPORTANT

Please make sure you print your Purchase order and note the User name on your printed document as you will not be able to view the user information upon the finalization of your PO.