

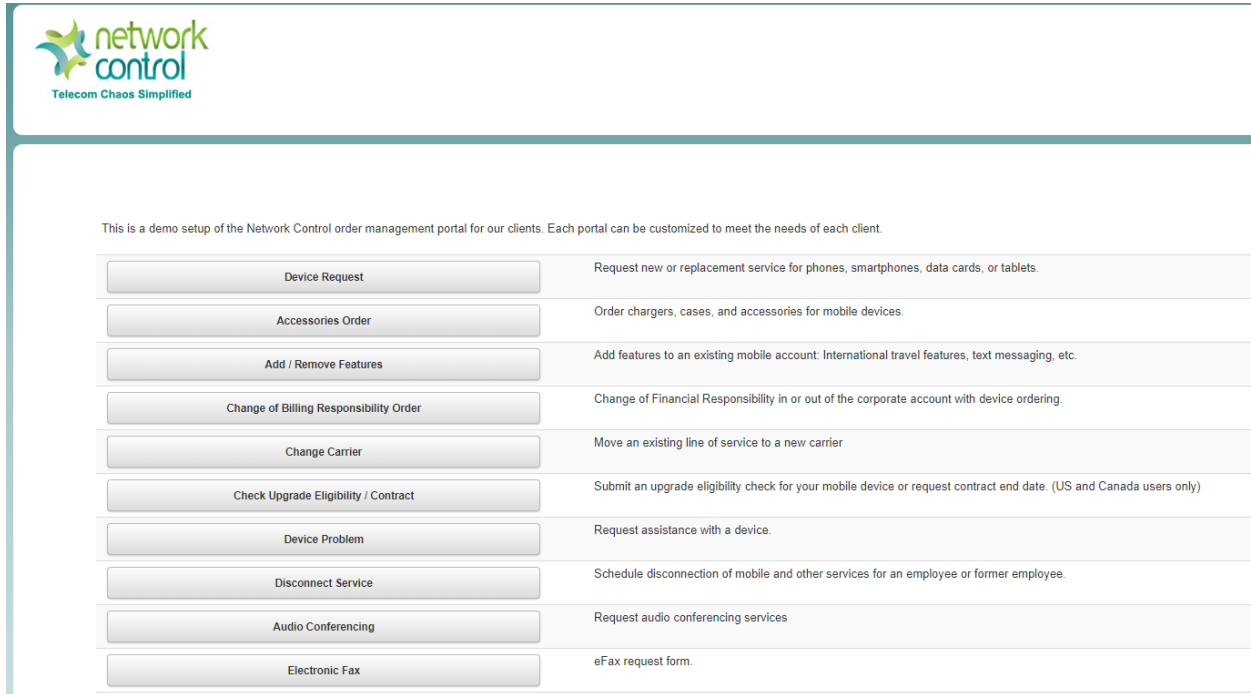


Order Portal User Guide

This document will help guide you through the Network Control Order Portal. It will provide explanations on the typical order portal functions and options. Your exact portal may have different options than described in this document.

You will be provided a unique weblink for your company order portal. Please do not share this link outside of your company.

After accessing into the order portal, you will be taken to a page with several form buttons along with a description of what that form is used for.



The forms located on your portal may vary from what is shown in the picture above.

A description of each form is located to the right of the button. Select the form button on the left for the form you wish to access.

Please start at the top and work your way down through each section of the form. What you select in each step with a button or checkmark, will open up new options on the form for you to create your request.

Requestor

- I am submitting this request for myself

Use this option if the request is for you. You will be required to enter your contact information.

- I am submitting this request for another employee

Use this option if the request is for another person. You will be required to enter their information along with yours.

MOBILE PHONE OPTIONS

Type of Service Request

- New Line of Service

Select this option if you don't already have a corporate number and would like a new number on the corporate account.

- Replacement or Upgrade Device

Select this option if you already have a corporate number and would like a new or different device ordered for you.

Note If your number is personally paid for, then the Change of Billing Responsibility Order form would be the form you select to move the number to the corporate account. From that form, you can request a device if needed.

REQUEST TYPE

Features Request Type

- International Travel Features

Select this option if you are going to be travelling outside the US or if you are going to be on a cruise ship.

- Domestic Service Features

Select this option if you need additional plans/features on your phone while you are in the US.

Employee Information

This is where you fill in the details about the person needing a device or assistance. On most forms, there is a Lookup button which allows you to populate some of the employee details.

The lookup usually uses an employee ID/number or employee's email address. The field to the left of the Lookup button will tell you which format your form uses. Enter the employee ID/number or employee email into that field and then press the Lookup button. The form will populate the details.

Required fields are identified with a red asterisk (*).

Employee Information

Employee Email Address

Please enter your email address and click on the lookup button to autofill your employee information.

Employee Number

Cost Center

Business Unit

*First Name

Middle Initial

The information that is populated here comes from information provided to us from your company. If there are required fields that aren't populated during the lookup process, you will need to fill in that information before submitting the request.

Approver Information

This section is usually filled out during the employee lookup process. This person will receive an email notification that a request has been submitted and will be required to review the request and either approve or deny the request.

At this point, if the request is approved, Network Control will start processing the request.