Wireless Watchdogs Portal User Guide for Colorado State University

Portal User Guide

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Portal User Guide

PURPOSE:

The Wireless Watchdogs portal serves the purpose of providing an organization of any size with increased visibility into mobile devices for inventory management, policy enforcement & compliance, and reporting needs.

In addition to providing improved visibility, the Wireless Watchdogs portal provides an organization with a single-source solution for submitting requests for mobility assistance. Our help-desk will assist with all mobility requests and challenges.

PROCESSES:

In the following section, you will find a step-by-step guide on how to use the Wireless Watchdogs web-portal.

Based on the different types of mobility requests you may need to submit to Wireless Watchdogs, this guide will assist you with any questions you may have.

In addition, you are able to contact Wireless Watchdogs the following ways:
1. Portal: use the guide below
2. Phone: (866) 522-0688
3. Email: support@wirelesswatchdogs.com

Support hours are provided Monday – Friday from 3am-7pm PST with emergency support for afterhours and weekends.

Please contact the Central IT Technical Support Helpdesk if you need assistance with non-carrier issues such as setting up/accessing Office365 email, calendar, contacts, etc. or operating system questions on a user's mobile device.
1. Phone: (970) 491-7276
2. Email: help@colostate.edu

Login:

To login to the web portal please go to: https://www.wirelesswatchdogs.com/clientportal

Username: Your username to login to the portal will be your first.last@colostate.edu email address.

Password: Wireless Watchdogs will email your initial password. You will need to change your password once you login to a personal password you will be able to remember.

Note: Should you forget or lose your password, you can use the link at the login screen that says 'Forgot Password?' to receive assistance with resetting your password.

Manager Dashboard:

The Wireless Watchdog's Manager Dashboard will give you a snapshot of your account.

From this page, you will be able to navigate through the portal to complete any mobility request using the navigation bar at the top.

Navigation bar:
- **Home** – this button will always take you back to the homescreen
- **Shop** – This will take you to a landing page that will allow you to submit a request for a new activation, upgrade/replacement device, porting a number from one carrier to another, and a page to place your accessory orders
- **Support** – this page will allow you to submit any requests outside of those listed for the shop. This will consist of feature add/removes, international features, troubleshooting, swaps, phone number change, and the like…
- **Reports** - this tab will allow you to navigate to a landing page with different report options, such as top user reports, download reports, and bill details

In addition, you will be able to search by a specific phone number or username to submit a request for that particular user under the 'Quick Search' section.
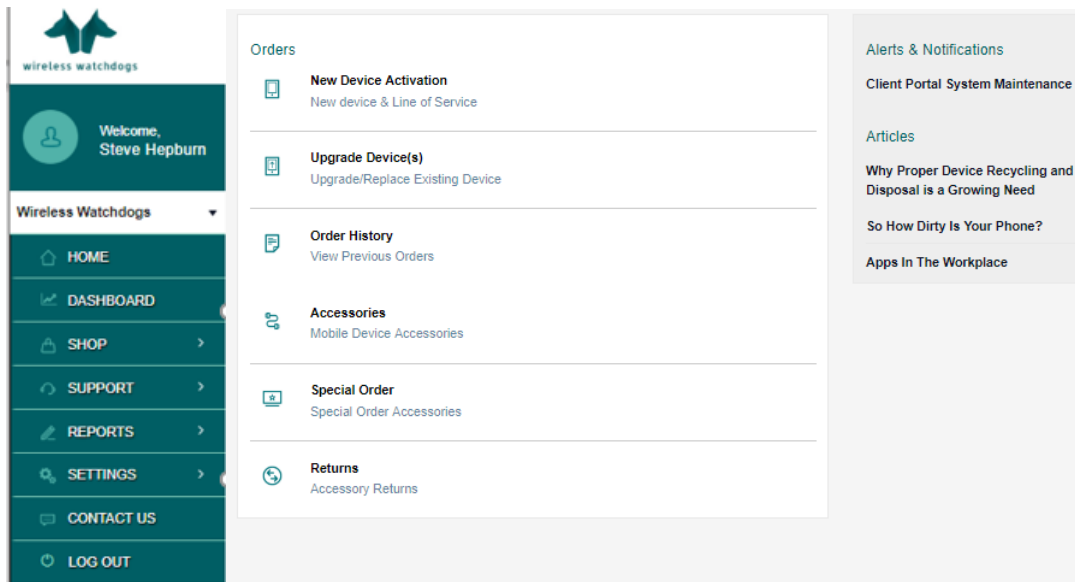
When searching by phone #, please use the following format: XXXXXXXXXX (no dashes)

SHOP

On the Home Page, if you scroll down, there will be a section for 'Orders' with links to select the order option desired. You can also access the Order options by selecting the 'Shop' navigation option on the left, then select the option for the order type that is needed.
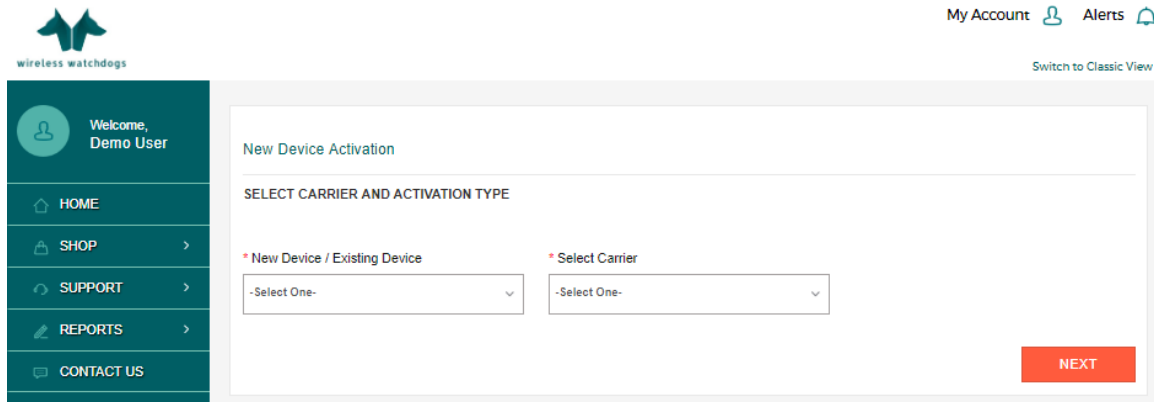
New Activation:

A new activation request is for a new line of service and may require the purchase of a new mobile device. This request can be located under the 'Shop' section.

Once you have selected 'New Device Activation' it will take you to the beginning of the request:

Step 1: Answer the initial 2 questions and once answered, it will take you to the following screen:

Step 2: Enter:

- Device Type
- Device Model ($ based on each carrier's pricing)
- Area Code and Prefix
- User Name
- Employee ID
- Text Messaging Package (The default is set to 'Block Text Messaging' so if the user will need to text please select one of the options in the drop down menu here from 'Pay per Use' to 'Unlimited Text Messaging'
- Premium Text and Downloads (The default is set to 'Block Downloads & Premium Text' which should not be changed. If you 'Allow' this feature your department could be charged for any content downloaded or texted to the user's device such as games, horoscopes, ring tones, etc.)
- Tethering/Hotspot (This feature can only be enabled on smartphones. The default is set to 'No'. If you choose 'Yes' the smartphone you're ordering will be enabled with a mobile hotspot that will allow other devices such as laptops or tablets to be able to connect to the internet wirelessly through the smartphones data connection)
- Color (choose the color of the device from the drop down menu options)
- ADDITIONAL DEVICE INFORMATION

DEVICE #1 DETAILS

Quantity ⓘ

| 1 | ⌄ |

Use the quantity selector to place an order for multiple devices that will all have the same information. If information needs to be different for each device, then add each new device separately.

* Device Type ⓘ

| Smart Phone | ⌄ |

* Device Model

| Apple iPhone 7 Plus 32GB | ⌄ |

View Devices

* Area Code ⓘ

| 303 |

* User Name

| Joe Newguy |

* Employee ID

| 908989776Y |

* Text Messaging Pkg

| Mid-Range Text Plan | ⌄ |

Color

| Silver | ⌄ |

ADDITIONAL DEVICE INFORMATION ⓘ

NOTE: If the criteria below is NOT selected properly, this will affect the accuracy of your monthly reports.
Please ensure that all criteria information is selected.

* Business Group:	* Region:	* Local Office:
-Select One- ⌄	-Select One- ⌄	-Select One- ⌄

* PCA:	* INDEX:	* Admin Note:
-Select One- ⌄	-Select One- ⌄	-Select One- ⌄

SAVE

If you are unsure of what device you would like to order, you can view the options and obtain more information by selecting 'View Devices'.

Next, click the 'Save' button at the bottom of the right corner of the page. Then click the 'Next" button to proceed to step 3.

ADDITIONAL DEVICE INFORMATION (OPTIONAL) ⓘ

NOTE: If the criteria below is NOT selected properly, this will affect the accuracy of your monthly reports.
Please ensure that all criteria information is selected.

* Business Group:

-Select One-

* Region:

-Select One-

* Local Office:

-Select One-

* PCA:

-Select One-

* INDEX:

-Select One-

Admin Note:

-Select One-

SAVE

New Device Activation

New Device

Fill in the information below for your new VERIZON device. Click on the 'SAVE' button to continue to add additional devices to this order. You may add up to 10 devices on a single order. **VERIZON - Acct # XXXX0001**

BACK   NEXT

Actions	Device	Device Type	Model Name	User Name
⊗	1	Smart Phone	Apple iPhone 6S 128GB($199.99)	JOHN SMITH

Step 3: The final step in placing an order is to enter the shipping address.

Lastly, there is an optional field to fill out to whose attention the order should be shipped to. There is a final spot for any notes or comments you would like to leave. Click 'Submit' to place your order.

Order Summary - 1 Device(s)

⊞ Device 1 - Apple iPhone 7 Plus 32GB - JOE NEWGUY

SHIPPING DETAIL

Please input a 'Shipping Address' below. Even though you may already have your device in hand, an address is required at the carrier in order to process the activation request. You will not be shipped a new device or charged for a device. This is only for processing your order with the carrier.

◉ Use Existing Shipping Address   ○ Create New Shipping Address

-Select A Location-

Ship Type: ◉ Standard Shipping

                  ○ Overnight Shipping (may have additional charge)

PO/Reference # ⓘ

* Email Address ⓘ

demouser@wwd.com

* Call-Back Number ⓘ

Attn To

Notes/Comments ⓘ

You have 1000 characters left.

BACK   **SUBMIT**

Upgrade:

An upgrade request is for a replacement device or for upgrading to a newer model device type. This request can be located under the 'Shop' section.
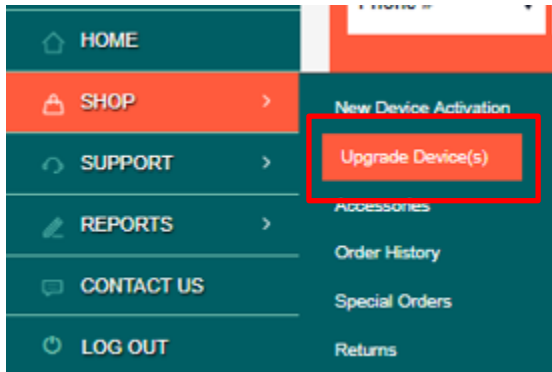
Another way to place an upgrade is to locate the number using the 'Quick Search' function. Once you have pulled up the phone #, you can place an upgrade using the link to upgrade on the right side of the screen. Note, next to the 'Upgrade Device' link you will be able to see the 'Upgrade Eligibility Date' of the current user's device.

Step 1: The first step will be to select the device type and model. If you would like to change the username or the cost center/department information, you can do so on the same page for device reassignment.

Device Type: (*)
Smart Phone

New Device Model: (*)
Apple iPhone 6S 128GB($199.99)   View Devices

User Name:
COLLABORATIVE COMMUNICATIONS

(*) **Employee ID:**
OR0191023

Ship Phone:
Active

Color:
Gold

(*) **Tethering/Hotspot:**
No

☑ Recycle Existing Device(Mandatory)

↻ Company policy indicates that old devices MUST be returned to Wireless Watchdogs for recycling. A Prepaid shipping label will be emailed to you along with your order confirmation.

Device Type: (*)
Smart Phone

New Device Model: (*)
Apple iPhone 7 Plus 32GB   View Devices

User Name:
LAMAR GASNER

(*) **Employee ID:**

Color:
Silver

☑ Recycle Existing Device(Mandatory)

↻ Company policy indicates that old devices MUST be returned to Wireless Watchdogs for recycling. A Prepaid shipping label will be emailed to you along with your order confirmation.

IMPORTANT: Please verify that the SIM and IMEI numbers below are the correct values of your <u>current</u> device. If the values below are incorrect, please update these values before completing your order.

SIM/ICCID:
                    Edit SIM #

IMEI:
                    Edit IMEI #

ADDITIONAL DEVICE INFORMATION

(*) Business Group:	(*) Region:	(*) Local Office:
DHS-CW-FIELD	District 08	Grants Pass > 2101 NW Hawthorne Ave.

(*) PCA:	(*) INDEX:	(*) Admin Note:
10101	12121	Check Out Device

⑦ Information Not Listed? Submit Request

NEXT

Then enter:
- The 'Device Type' (this defaults to a Smart Phone but can be changed to a tablet, basic phone, Data card, or MiFi / Mobile Hotspot.
- Then select the 'New Device Model'. Note the price of each available device will be displayed to the right of the device model.
- The 'Additional Device Information' is pre-populated but the following criteria fields can be updated before moving to the next step:
  - User Name
  - Employee ID

- Then select the 'Color' you would like for the device.
- Tethering/Hotspot (This feature can only be enabled on smartphones. The default is set to 'No'. If you choose 'Yes' the smartphone you're ordering will be enabled with a mobile hotspot that will allow other devices such as laptops or tablets to be able to connect to the internet wirelessly through the smartphones data connection)
- Note: the 'Recycle Existing Device (Mandatory) field is preselected and cannot be unchecked. When you order an upgrade, a prepaid shipping label will be attached to the email you receive for your order confirmation. Your old phone must be returned to Wireless Watchdogs using the prepaid shipping label provided. Wireless Watchdogs will then wipe the device and recycle the equipment through ISO Certified EPA-Registered Facility.

Step 3: The final step in placing an order is to enter the shipping address.

Lastly, there is an optional field to fill out to whose attention the order should be shipped to. There is a final spot for any notes or comments you would like to leave.

DEVICE #1

Device Type:

Smart Phone

Device Model:

Apple iPhone 7 Plus 32GB

Phone Number:

(555)555-2163

User Name:

LAMAR GASNER

Employee ID:

Color:

Silver

ADDITIONAL DEVICE INFORMATION

Business Group:

DHS-CW-FIELD

Region:

}

Local Office:

Grants Pass > 2101 NW Hawthorne Ave.

PCA:

10101

INDEX:

12121

Admin Note:

Check Out Device

SHIPPING DETAIL

⦿ Use Existing Shipping Address   ◯ Create New Shipping Address

-Select A Location-   ⌄

-Select A Location-
Attn: Bob Smith,987 2nd Ave East,Suite 200,Rockville,IL,40589,USA
Attn: Joe Jones,123 Main St,Anytown,CA,90001,USA
Demo,909 ROYAL CT,MEDFORD,OR,97504,USA

◯ Overnight Shipping (may have additional charge)

DEVICE RETURN/RECYCLING

Order History:

From the 'SHOP' tab, select 'Order History'. Once there, you can select the individual orders to find more information.

Order History

Below is a list of all device orders. Click on the order number to view the details of the order. You can use the 'Search Option' to search by Order Number, Tracking Number and other order parameters.

-Select One-		Start Date	End Date
		Business Group:	Region:
		<All>	<All>

Local Office:	PCA:
<All>	<All>

INDEX:	Admin Note:	
<All>	<All>	SEARCH

XLS Download
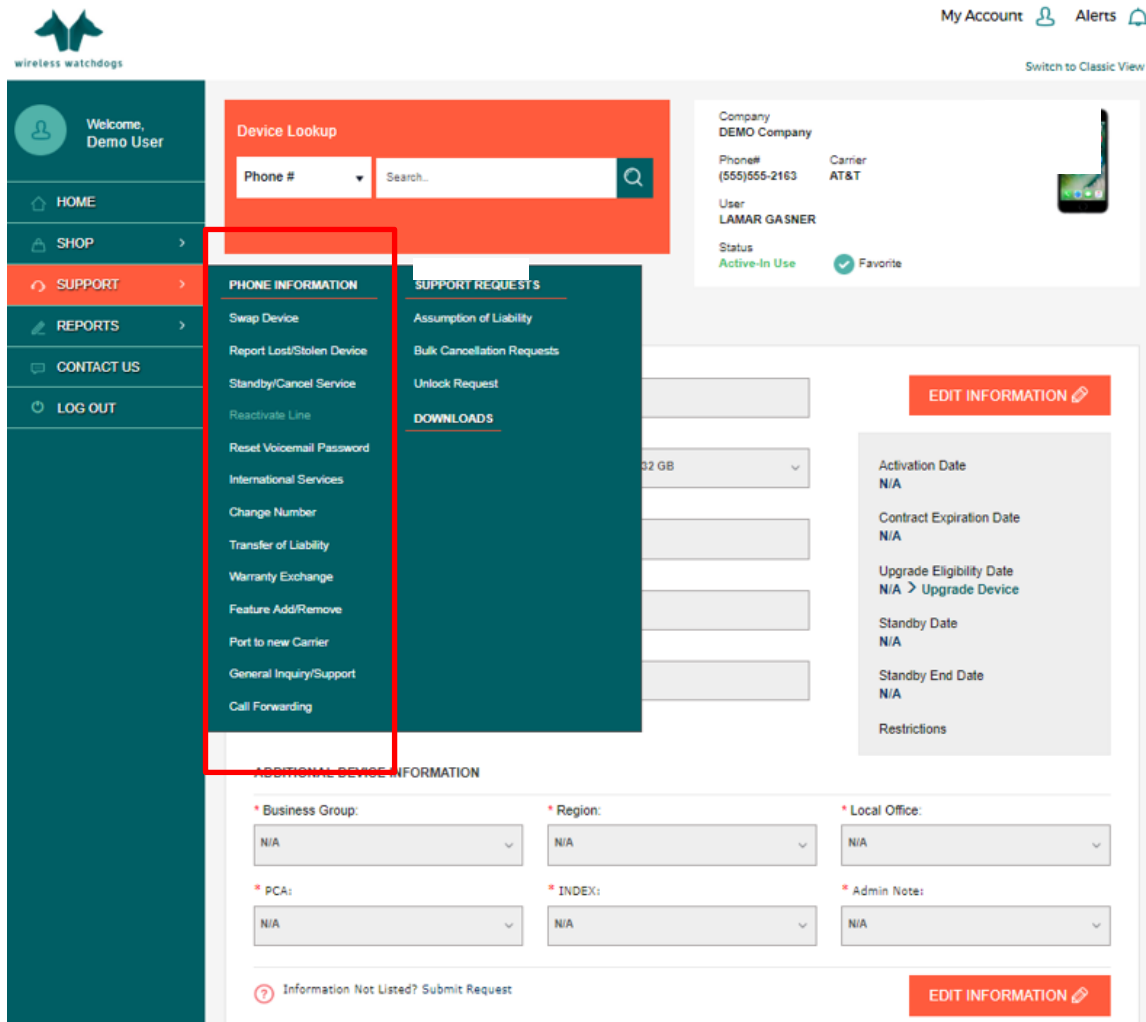
Web Order #	Order Date	PO #	Carrier	# Devices	Order Type	Tracking(s) #
330351	1/9/2017 11:47:20 AM		VERIZON	1	New Activation	
330338	1/9/2017 10:48:50 AM		VERIZON	1	New Activation	
330333	1/9/2017 10:36:31 AM		SPRINT	1	New Activation	
330327	1/9/2017 10:23:14 AM		Sprint	1	Upgrade	
330315	1/9/2017 10:10:23 AM		Sprint	1	Upgrade	
330196	1/6/2017 3:56:07 PM		SPRINT	1	New Activation	
330189	1/6/2017 3:29:17 PM		VERIZON	1	New Activation	
330150	1/6/2017 1:11:39 PM		SPRINT	1	New Activation	
330097	1/6/2017 10:25:42 AM		SPRINT	2	New Activation	,
330084	1/6/2017 9:44:18 AM		AT&T	1	New Activation	1Z1WE1710202022331
329961	1/5/2017 4:42:34 PM		Sprint	1	Upgrade	1ZX8W9201303149700
329952	1/5/2017 3:24:08 PM		VERIZON	1	New Activation	710165312436
329949	1/5/2017 3:13:07 PM		AT&T	1	New Activation	1Z1WE1710202024928
329932	1/5/2017 1:58:13 PM		Sprint	1	Upgrade	1ZX8W9201303052895
329846	1/5/2017 10:44:22 AM		VERIZON	1	New Activation	710165308890

< 1 2 3 4 5 ... 389 390 >

Note: You will only be able to see the orders that you yourself have placed through the portal.

SUPPORT

The Support options are available after looking up a number. Use the Device Lookup tool to locate the number requiring support. When the number is found, the available support options will appear under the 'Support' section. (Note: depending on your login access rights you may not be able to see all of these support options)

Swap:

A swap request is for a user who has received a replacement/new device. It is the process of moving (swapping) their mobile # from their old device to the new device.

Once the number you would like to swap has been pulled up in the system, select 'Swap device' from the options on the left hand side of the screen. The process will begin from there:

Step 1: The first step will be to confirm if you are activating the new device with the current carrier or moving to a different carrier.

Swap Device

The device is currently a SPRINT device. Will your new device be activated on a different carrier?

- ● Keep device as a **SPRINT** device ○ Activate Device with the following Carrier

NEXT

Step 2: You will then be prompted to fill in the information required to complete the swap.

- Enter the username (please note that you are able to update the username here if you are reassigning a device to a different user)
- Select the New Device Model from the New Device Model drop down menu
- The 'Additional Device Information' is pre-populated but the following criteria fields can be updated before moving to the next step:
  - o User Name
  - o Employee ID
- Enter the device information (SIM/ICCID, IMEI, Serial#/MSN) from the device into the relative fields
- Power off the old device and power on the new device

Swap Device

Please select your new AT&T device from the drop-down below and update information where needed.

DEVICE INFORMATION

CURRENT DEVICE INFORMATION

Current Device Model	Unit Name	SIM/ICCID
Apple iPhone 6s 32 GB	LAMAR GASNER	

IMEI	MEID HEX	MEID DEC

NEW DEVICE INFORMATION

Device Type	New Device Model	SIM/ICCID
Smart Phone	-Select One-	

IMEI	MEID HEX	MEID DEC

ADDITIONAL DEVICE INFORMATION

* Business Group:	* Region:	* Local Office:
-Select One-	-Select One-	-Select One-

* PCA:	* INDEX:	* Admin Note:
-Select One-	-Select One-	-Select One-

NEXT

Step 3: The final stage will be to confirm that the information you have filled out is correct and then select 'Submit'.

Please verify the information below and click Submit to confirm your request. Click the Back button if you need to change any of the information.

DEVICE INFORMATION

CURRENT DEVICE INFORMATION

Current Device Model	Unit Name	SIM/ICCID
Apple iPhone 6s 32 GB	LAMAR GASNER	

IMEI	MEID HEX	MEID DEC

NEW DEVICE INFORMATION

Device Type	New Device Model	SIM/ICCID
Smart Phone	Apple iPhone 8 Plus 256GB	89894654531351354167

IMEI
35649456135416546854

ADDITIONAL DEVICE INFORMATION

Business Group:	Region:	Local Office:
DHS-SS-FIELD	District 08	Grants Pass > 2101 NW Hawthorne Ave.

PCA:	INDEX:	Admin Note:
10101	12121	Check Out Device

Email Address ⓘ	Contact # ⓘ
demouser@wwd.com	

Notes/Comments

You have 1000 characters left.

BACK   SUBMIT

Report Lost / Stolen Device:

Reporting a device as lost or stolen is for a user who has lost a corporate provided device. For the protection of corporate information, it is very important that should you misplace a device, it is immediately reported.

Insert OIS Text here:

Report Lost/Stolen Device

To report a lost or stolen device, please input the date/time that the device was lost/stolen.

DEVICE INFORMATION

User Name:

LAMAR GASNER

Device Model:

Apple iPhone 6s 32 GB

Approximate Date/Time Lost/Stolen

01:00 ∨

AM ∨

Notes/Details:

You have 1000 characters left.

NEXT

Step 2: Confirm the information is correct and hit submit.

Report Lost/Stolen Device

| Please verify the information below and click Submit to confirm your request. Click the Back button if you need to change any of the information.

DEVICE INFORMATION

User Name:

LAMAR GASNER

Device Model:

Apple iPhone 6s 32 GB

Approximate Date/Time Lost/Stolen:

02/07/2019

02:30

AM

Notes/Details:

BACK   SUBMIT

Standby / Cancel Service:

A cancellation request is for a line of service that is no longer needed. As an example, this would apply for an employee that has been terminated or has left the company.

Once the number you would like to cancel has been pulled up in the system, select 'Standby / Cancel Service' from the options on the left hand side of the screen. The process will begin from there:

Step 1: Decide whether you would like to cancel the line or place it on a Standby plan for later reassignment.

Standby/Cancel Service

Do you want to Cancel this line or Place on Standby?

⦿ Cancel Line   ◯ Place on Standby

NEXT

Step 2: Government accounts are not subject to ETFs (Early Termination Fees) so you will always select the first option, 'Continue with Cancellation' here.

Standby/Cancel Service

You have selected to 'Cancel' this number. Early termination fees may apply for this device. If early termination fees apply, how would you like to proceed?

○ Continue with Cancellation   ○ Do not proceed with Cancellation

○ Notify me of termination fee(s) and request to approve/disapprove Cancellation

BACK	NEXT

Step 3: Finalize your request and select 'Submit'

DEVICE INFORMATION

Unit Name	SIM/ICCID	MEID DEC
LAMAR GA8NER		

IMEI	Current Device Model	Device Type
	Apple iPhone 6s 32 GB	Smart Phone

Serial#/MSN

☑ Recycle Existing Device(Mandatory)

↻ Company policy indicates that old devices MUST be returned to Wireless Watchdogs for recycling. A Prepaid shipping label will be emailed to you along with your order confirmation.

ADDITIONAL DEVICE INFORMATION

Business Group:	Region:	Local Office:
N/A	N/A	N/A

PCA:	INDEX:	Admin Note:
N/A	N/A	N/A

SHIPPING FROM

For device recycling purposes, please indicate the address of where the device will be shipping from. You can select from an existing shipping address or type in a new address. This address is only used for generating a pre-paid USPS shipping label for recycling of the old device.

◉ Use Existing Shipping Address   ○ Create New Shipping Address

-Select A Location-

If early termination fees apply: **Notify me of termination fee(s) and request to approve/disapprove Cancellation**

Email Address ⓘ	Notes/Comments
demouser@wwd.com	
	You have 1000 characters left.

BACK   SUBMIT

Reset Voicemail Password:

Should you forget your mobile device voicemail password, you can submit a request to have the password reset.

Once the number you would like to reset has been pulled up in the system, select 'Reset Voicemail Password' from the options on the left hand side of the screen. The process will begin from there:

Step 1: Simply add in any special notes and hit 'Submit'

Reset Voicemail Password

> Please verify the carrier, username and device model below. Click on Submit to send your request for processing. If any of the below information is incorrect, please click the 'Back' button to make necessary changes from the Detail screen, then submit your Reset Voicemail Password request.

DEVICE INFORMATION

Phone #	Carrier	Unit Name
(555)555-2163	AT&T	LAMAR GASNER

Device Model	Email Address ⓘ
Apple iPhone 6s 32 GB	demouser@wwd.com

Notes

You have 1000 characters left.

SUBMIT

International Services:

An International Services request is used to add international voice, international text, and or international data packages to a device that will be traveling internationally.

Step 1: select the start date and the end date of the end user's travel itinerary by clicking the calendar icon to the right of the 'Start Date' and 'End Date'

Next, check the box next to the feature the end user will need while traveling. The choices are 'International Voice', 'International Text', and 'International Data'. Then enter the country/countries the end user will be traveling to in the 'Travel Destination(s):' field.

Lastly, enter any notes you would like included with the request and click 'Next'.

Step 2: Click 'Submit' to submit your international services to support

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International Services

> To enable international features on your device, please input the start and end dates for your travel destination(s).
> Your international features will begin and end on the dates provided.

DEVICE INFORMATION

* Indicates required field.

Unit Name	Device Model
LAMAR GASNER	Apple iPhone 6s 32 GB

* Start Date	* End Date
📅	📅

☐ International Voice   ☐ International Text   ☐ International Data

* Travel Destination(s)	Email Address
	demouser@wwd.com

Notes

You have 1000 characters left.

NEXT

Change Number:

A Change Number request which can also be referred to as a Market Transfer can be used to change the mobile phone number associated with a user's device. This request is commonly used when reassigning a device to a different user that requires a different area code and phone number or when an existing user is receiving a lot of unwanted calls and needs to change their mobile phone number.

Step 1: select the desired new area code and prefix.

If you are reassigning the device to a new user you can enter here the new user's name and click 'Next'. If you are not reassigning the device to a different user simply click 'Next' and proceed to ep 2.

Change Number (Market Transfer)

Please input the area code and prefix to request phone number change. If there are any changes needed to the device type or criteria information, please update the information here.

* Area Code/Prefix ⓘ		Unit Name	Device Model
303		LAMAR GASNER	Apple iPhone 6s 32 GB

Central Colorado: Denver (see 970, also 720 overlay)

ADDITIONAL DEVICE INFORMATION

* Business Group:	* Region:	* Local Office:
DHS-SS-FIELD	District 08	Grants Pass > 2101 NW Hawthorne

* PCA:	* INDEX:	* Admin Note:
10101	12121	Check Out Device

⊘ Information Not Listed?   Submit Request >

NEXT

Step 2: Verify that the information you've inputted is correct. If you would like to add any comments or special instructions you can use the 'Notes/Comments' box at the bottom of the page. Once you have verified that information is correct click the 'Submit' button at the bottom right side of your screen.

Change Number (Market Transfer)

Please verify the information below and click Submit to confirm your request. Click the Back button if you need to change any of the information.

Current #	Carrier	New Area Code/Prefix
(555)555-2163	AT&T	303-

Central Colorado: Denver (see 970, also 720 overlay)

Unit Name	Device Model
LAMAR GASNER	Apple iPhone 6s 32 GB

ADDITIONAL DEVICE INFORMATION

Business Group:	Region:	Local Office:
DHS-SS-FIELD	District 08	Grants Pass > 2101 NW Hawthorne

PCA:	INDEX:	Admin Note:
10101	12121	Check Out Device

Email Address

demouser@wwd.com

Notes/Comments

You have 1000 characters left.

BACK   SUBMIT

Transfer of Liability (OIS Function Only):

A Transfer of Liability request is used when an end user wants to transfer the financial responsibility of an individual or personal account to Colorado State University.

Step 1: fill in all of the requested device and account information and click 'Next'

Transfer of Liability

Please fill in the information below for your current device that you will be transferring out of the DEMO Company Company account.

CURRENT DEVICE INFORMATION

Phone Number

(555)555-2163

User Name

LAMAR GASNER

Name of the New Customer

Joe Newguy

Email Address of New Customer

Joe@csu.gov

Requested Transfer Date

02/21/2019

☑ I authorize transfer of billing responsibility for the wireless number from the current account to the individual user.

I understand that the user must complete the transfer before the date selected, or the number will be canceled. I also acknowledge that the organization remains responsible for the number until the user accepts responsibility or the number is canceled on the date selected.

I further acknowledge that cancellation may result in an early termination fee, where applicable, depending on the device type and the months remaining on the contract.

NEXT

Step 2: Verify that the information you've input is correct. If you would like to add any comments or special instructions you can use the 'Notes/Comments' box at the bottom of the page. Once you have verified that information is correct click the 'Submit' button at the bottom right side of your screen.

Transfer of Liability

Please verify the information below and click Submit to confirm your request. Click the Back button if you need to change any of the information.

CURRENT DEVICE INFORMATION

Phone Number

(555)555-2163

User Name

LAMAR GASNER

Name of the New Customer

Joe Newguy

Email Address of New Customer

Joe@csu.gov

Requested Transfer Date

02/21/2019

Notes/Comments

You have 1000 characters left.

BACK   SUBMIT

Portal User Guide

Warranty Exchange:

Step 1: all Verizon devices come with a one year manufacturer's warranty. If a device is not functioning and is within the first year of purchase and has not incurred physical or water damage your device may be able to be replaced via a warranty exchange.

Please fill out the reason for the replacement and then check the 'Yes' or 'No' button as to whether or not the device has had any physical or water damage. If you answer 'Yes', please provide an explanation in the 'If yes, please explain' box. Then click 'Submit

Warranty Exchange

> Warranty replacement devices that are determined not to be covered under the warranty terms and conditions such as water or physical damage, will be charged to the billing account at the full replacement cost.

Info

? Please verify the Device Information below and provide a reason for the replacement exchange.

DEVICE INFORMATION

Phone Number	Carrier	User Name
(555)555-2183	AT&T	LAMAR GA 8NER

Current Device Model	SIM/ICCID	MEID DEC
Apple IPhone 6s 32 GB		

MEID HEX	IMEI	Serial #/MSN

* Reason for replacement

Screen won't power on

You have 979 characters left.

Is there Physical and/or Liquid Damage? ○ Yes ● No

SHIPPING DETAIL

● Use Existing Shipping Address   ○ Create New Shipping Address

Demo,808 ROYAL CT,MEDFORD,OR,87604,U8A

Ship Type   ● Standard Shipping   ○ Overnight Shipping (may have additional charge)

PO/Reference #	Email	Attn To

SUBMIT

Feature Add/Remove:

A feature add/remove request is for a user who would like to alter a device's capabilities by adding a new feature or removing a feature already on the line.

30 | P a g e

Once the number you would like to alter has been pulled up in the system, select 'Feature Add / Remove' from the options on the left hand side of the screen. The process will begin from there:

Step 1: select from the checkboxes the options of features that you wish to add or remove from the line and hit 'Next':

Feature Add/Remove

| To Add/Remove a feature to this device, please select one or more options from the Add Features/Remove list.

	Add	Remove	N/A
Block Text Messaging	◯ Add	◯ Remove	◯ N/A
Block Picture Messaging	◯ Add	◯ Remove	◯ N/A
Minimum Text Package	◯ Add	◯ Remove	◯ N/A
Largest Text Package	◯ Add	◯ Remove	◯ N/A
Block Download and 3rd Party	◯ Add	◯ Remove	◯ N/A
Block Data	◯ Add	◯ Remove	◯ N/A
Data Package	◯ Add	◯ Remove	◯ N/A
Hotspot Package	◯ Add	◯ Remove	◯ N/A
HD/Advanced Calling	◯ Add	◯ Remove	◯ N/A
Insurance (only allowed to add within 15 days of activating device)	◯ Add	◯ Remove	◯ N/A
International Calling (not Roaming; if a roaming package is needed, please use international Services option)	◯ Add	◯ Remove	◯ N/A
Push-to-Talk/Direct Connect	◯ Add	◯ Remove	◯ N/A
Voice Calling	◯ Add	◯ Remove	◯ N/A
Caller ID	◯ Add	◯ Remove	◯ N/A

NEXT

Step 2: Once you have selected the features, finalize your request by adding in any additional notes and hitting submit:

Feature Add/Remove

| Please verify the information below and click Submit to confirm your request. Click the Back button if you need to change any of the information.

Hotspot Package   ◉ Add   ○ Remove   ○ N/A

Email Address   Notes/Comments

demouser@wwd.com

You have 1000 characters left.

BACK   SUBMIT

Port to New Carrier:

A port is a request to move a line of service from one carrier to another.

Once the number you would like to port has been pulled up in the system, select 'Port to New Carrier' from the options on the left hand side of the screen. The process will begin from there:

Step 1: You will be prompted to select the carrier you wish to move to and how you would like to proceed if the line is under contract and subject to an Early Termination Fee.

Port Device to New Carrier

Which carrier will you be moving this phone number to?

VERIZON (Acct #: XXXXDEMO)

When moving a number Early termination fees may apply for this device. If early termination fees apply, how would you like to proceed?

(•) Continue with Port number to new carrier   ( ) Do not proceed with Port

( ) Notify me of termination fee(s) and request to approve /disapprove Port

You have selected to move this device from **AT&T** to **VERIZON** .

Please select your new **VERIZON** device from the drop-down below and update information where needed.

DEVICE INFORMATION

Unit Name	* Employee ID	Current Device Model
LAMAR GASNER	90336736Y	Apple iPhone 6s 32 GB

* Device Type	* New Device Model	* Text Msg Pkg
Smart Phone	Apple iPhone 6s Plus 32 GB	Mid-Range Text Plan

Prem Text & Downloads	* Tethering/Hotspot	Color
Block Downloads & Premium Text	Yes	Gold

☑ Recycle Existing Device(Mandatory)

🔄 Company policy indicates that old devices MUST be returned to Wireless Watchdogs for recycling. A Prepaid shipping label will be emailed to you along with your order confirmation.

IMPORTANT: Please verify that the SIM and IMEI numbers below are the correct values of your current device. If the values below are incorrect, please update these values before completing your order.

SIM/ICCID:		IMEI:	
	Edit SIM #		Edit IMEI #

ADDITIONAL DEVICE INFORMATION

* Business Group:	* Region:	* Local Office:
DH8-CW-FIELD	District 08	Grants Pass > 2101 NW Hawthorne Ave.

* PCA:	* INDEX:	* Admin Note:
10101	12121	Check Out Device

NEXT

Step 2: Fill in the required information to complete the port from the fields listed. Hit 'Next' to be taken to the final page to confirm your request.

Port Device to New Carrier

Please verify the information below and click Submit to confirm your request. Click the Back button if you need to change any of the information.

When moving a number Early termination fees may apply for this device. If early termination fees apply, how would you like to proceed?

Continue with Port number to new carrier.

Info

ⓘ You have selected to move this device from AT&T to VERIZON .

NEW DEVICE INFORMATION

Unit Name	Employee ID	Current Device Model
LAMAR GASNER	90886785Y	Apple iPhone 6s 32 GB

Device Type	New Device Model	Text Msg Pkg
Smart Phone	Apple iPhone 6s Plus 32 GB	Mid-Range Text Plan

Prem Text & Downloads	Tethering/Hotspot	Color
Block Downloads & Premium Text	Yes	Gold

ADDITIONAL DEVICE INFORMATION

Business Group:	Region:	Local Office:
DHS-CW-FIELD	District 08	Grants Pass > 2101 NW Hawthorne Ave.

PCA:	INDEX:	Admin Note:
10101	12121	Check Out Device

SHIPPING DETAIL

◉ Use Existing Shipping Address   ◯ Create New Shipping Address

-Select A Location-

Ship Type   ◉ Standard Shipping   ◯ Overnight Shipping (may have additional charge)

DEVICE RETURN/RECYCLING

You have selected to recycle your device with Wireless Watchdogs. A prepaid USPS shipping label will be emailed to you along with your confirmation order. Please use this label to return your old device(s).

IMPORTANT : Please verify that the SIM and IMEI numbers below are the correct values of your current device. If the values below are incorrect, please update these values before completing your order.

SIM/ICCID: IMEI:

PO/Reference #   Notes/Comments

Email Address ⓘ

demouser@wwd.com

* Attn To

You have 1000 characters left.

BACK   SUBMIT

General Inquiry/Support:

For general inquiries or technical support you can use the 'General Inquiry/Support' link. Please fill out the phone number you need assistance with and provide as much details as possible in regards to your support issue or inquiry in the text box provided. You can enter up to 1000 characters per request.

Once you have completed entering your request click the 'Submit' button.

Support

(?) If you have a non-technical comment or suggestion, please use form below. The information below is ONLY for non-technical comments.

First Name

Last Name

Company Name

Email Address

Confirm Email Address

Comments

You have 1000 characters left.

SUBMIT

Contact Us

Your comments are very important to us.

We welcome your feedback on how we can improve our services for you in order to save your money and help make you and your business more efficient.

Customer Service
M-F: 3^{AM} to 7^{PM} PST

Direct
(310) 943-3400

Toll Free
(866) 522-0688

Email
support@wirelesswatchdogs.com

Cost Center / Criteria Change:

A cost center or criteria change is the need to simply reassign a wireless device to a different cost center.

Once the number you would like to update has been pulled up in the system, select 'Edit Information' on the right side of the screen. The process will begin from there:

Step 1: select 'Edit Information'

Step 2: Once you have selected the 'Edit Information' button, the page will change and will be fully editable. Using the dropdown at the bottom of the page, you will be able to alter the cost center information.
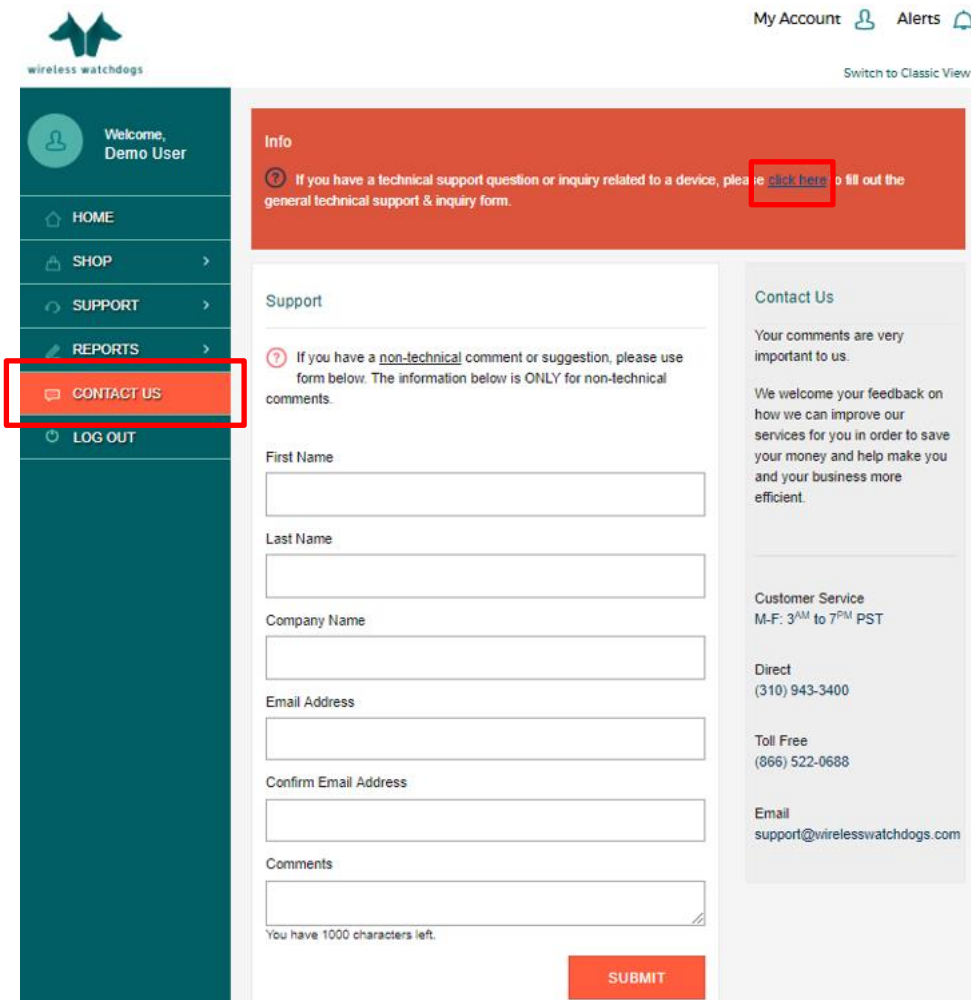
Billing Question / General Inquiry / Troubleshoot:

For any billing question, you can contact us through the 'Contact Us' page found at the top of the screen. This will be available on any page in the portal.

Portal User Guide

Step 1: select 'Contact Us'

Step 2: Once you arrive at the screen below, select the 'Click Here' button located in the middle of the screen:

Step 3: Fill out the form below and select 'Submit'

Usage Summary:

Once you have pulled up a wireless number to work with you can click on the 'Usage Summary' tab to view usage details which will also display graphical trending of the usage period selected. The default usage period is for 3 months but you can select up to 12 months of usage via the drop down menu on the upper left hand side of the page.

When you click on the 'Summary' link it will open a new page showing most frequently called numbers.

When you click on the 'Detail' link it will open a new page showing voice call detail.

All of these reports can be exported into an Excel or into a PDF file.

REPORTS

There are various reports contained in the portal for pulling information related to your devices. If there are any custom reports that you need that are not already contained in these reports, please contact your dedicated Account Executive or a Customer Service Representative with your request. All reports are able to be exported to Microsoft Excel and many reports can be exported to Adobe PDF as well.

Here are the reports that are currently contained within the portal:
- Call/Usage Summary & Detail
  - o This is a report of all the individual transaction records for each unit on the bill
- Bill Detail
  - o This report contains all the charges per device and the allocated charges per unit
- Top Users
  - o This is a report for gathering the highest usage for voice/text/data/intl, etc.
- Download Details
  - o This report contains a list of all the application downloads for all units
- User/Device List
  - o This is a list of all devices in the system, including the user name and device model
- Acknowledge Bill Report
  - o This report allows cost center managers to review and acknowledge usage and costs each month for the devices they are responsible for

Reports Home

ACCOUNT STATISTICS		DEVICE STATISTICS	
Top Users	**Download Details**	**Bill Details**	**Call/Usage Summary & Detail**
Provides a List of Top Users based on Wireless Usage	List of Mobile Downloads for All Company Devices	Detailed Report Showing Usage and Allocated Cost Per Device	Call, Text and Download Summary & Detail per Device
User/Device List		**Data/Text Usage Report**	**Acknowledge Bill Report**
List of All Users on Account and their Devices		Download Data/Text Usage Report	Review & Acknowledge Bill Data

Top Users

The Top Users report will generate a report broken down by usage categories or the highest users for each of the categories.   Use the drop-down menu option to select how many users to display for the list, then select the category checkboxes on the right side of the screen. Click Generate to create the report to the screen.

The report will display in descending order by the current month usage, along with the previous 2 months of usage as well.

Top Users

Company: **Oregon - DHS/OHA** | Carrier: **All** | Bill Cycle: **December, 2016**

XLS Download

TOP USERS - Total Cell Minutes

Phone Number	Carrier	Account #	Name	December	October	November	Average	Bu
(503)569-3160	SPRINT	XXXX0640	LORI COYNER	3,837	2,037	2,508	2,794	OHA
(971)600-7892	VERIZON	XXXX0001	CHELAS KRONENBERG	3,230	977	1,069	1,758	DHS
(503)930-3614	VERIZON	XXXX0001	LYNNE SAXTON	3,139	3,301	3,158	3,199	OHA
(971)337-5603	VERIZON	XXXX0001	JULIE EFFINGER	3,017	1,999	2,090	2,368	DHS
(503)798-7100	AT&T	XXXX4276	BETHANNE DARBY	2,970	1,879	2,175	2,341	OHA

TOP USERS - Direct Connect/Push to talk

Phone Number	Carrier	Account #	Name	December	October	November	Average	Bu
(503)576-0947	SPRINT	XXXX0640	LARRY HILL	21	1	5	9	OHA
(503)932-8203	SPRINT	XXXX0640	MOBILE01 HVAC	14	3	10	9	OHA
(503)884-0231	SPRINT	XXXX0640	PH 11 - C. CREASEY	11			3	OHA
(503)932-8502	SPRINT	XXXX0640	PH 19 - C. CREASEY	10			3	OHA
(503)932-6862	SPRINT	XXXX0640	BMS 1 - L. HILL	4	2		2	OHA

TOP USERS - Peak Cell Minutes

Download Details

The Download Details report will show a list of all application downloads for all devices on the account, along with the description of the download and any associated charges for the download.

Top Users	Download Details	User/Device List
Provides a List of Top Users based on Wireless Usage	List of Mobile Downloads for All Company Devices	List of All Users on Account and their Devices

Select Carrier

All

Select Bill Cycle

December, 2016

GENERATE

Download Details

Company: **Oregon - DHS/OHA** | Carrier: **All** | Bill Cycle: **December, 2016**

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Download Date	Phone #	User name	Emp ID	Radio #	Account #	Carrier Name	Bu
12/8/2016 12:00:00 AM	(541)844-6133	STEPHANIE NIKO	OR0201670		XXXX0001	VERIZON	DHS-
11/26/2016 12:00:00 AM	(541)972-0753	BEA HUBER HV#1	OR0174624		XXXX0001	VERIZON	DHS-
11/26/2016 12:00:00 AM	(541)972-0758	BEA HUBER HV#2	OR0174624		XXXX0001	VERIZON	DHS-
11/25/2016 12:00:00 AM	(541)972-0778	TYSON WOODKE	OR0193098		XXXX0001	VERIZON	DHS-
11/25/2016 12:00:00 AM	(541)972-0780	TYSON WOODKE	OR0193098		XXXX0001	VERIZON	DHS-

SHOW 10   <   1 OF 1   >   GO TO PAGE: GO >

Scroll to the right to view the description of the download and the associated charges.

User/Device List

The User/Device list displays a list of ALL units on the account. This can include Active and/or Inactive devices. Scroll to the right to see the current Status and the current device model for each unit. This list can also be exported to an Excel spreadsheet or a PDF file.

Top Users

Provides a List of Top Users based on Wireless Usage

Download Details

List of Mobile Downloads for All Company Devices

User/Device List

List of All Users on Account and their Devices

Select Carrier

All

Select Bill Cycle

Current Data

Type: ● Active   ○ Inactive   ○ All   **GENERATE**

User/Device List

Company: **Oregon - DHS/OHA** | Carrier: **All** | Bill Cycle: **Current Data**

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Phone #	User name	Carrier Name	Radio #	Employee ID	Business Group	Region
(360)836-6111	LINDA MCCAULL	Verizon		OR0211798	OHA-PH-AGRH	District 02
(458)210-5005	SABRINA CUNLIF	Verizon		OR0192553	DHS-VR-FIELD	District 05
(503)201-8289	MATT VIEGAS	Verizon		OR0080700	DHS-CW-ADMIN	District 03
(503)201-9932	JASON PRUETT	Verizon		OR0192551	DHS-APD-FIELD	District 15
(503)208-1009	JENNIFER UHLMA	AT&T		or0218116	OHA-OHPR	District 03
(503)208-1010	AMANDA PEDEN	AT&T		OR0226553	OHA-OHPR	District 03
(503)209-0830	CHERYL COLLINS	Sprint		or0009238	OHA-OSH-HIG	District 03
(503)209-0989	SARA BALES	Sprint		OR0206366	DHS-DD-ADMIN	District 02
(503)209-1105	KATHY A. MARTIN	Sprint		OR0229688	OHA-OSH-HIG	District 03
(503)209-1756	CHRISTOPHER M	Sprint		OR0128424	OHA-SHARED-OIS-SDD	District 03

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User/Device List

Company: **Oregon - DHS/OHA** | Carrier: **All** | Bill Cycle: **Current Data**

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	Admin Note	Standby Status	Model Name	Device Category	Device Type	Upgrade Eligib
		Active-In Use	Apple iPhone 6 16GB	Smart Phone	Apple iOS Device	04-06-2017
		Active-In Use	Apple iPhone 6 PLUS 16GB	Smart Phone	Apple iOS Device	04-17-2016
		Active-In Use	Apple iPhone 5S 16GB	Smart Phone	Apple iOS Device	06-05-2016
		Active-In Use	Apple iPhone 5S 16GB	Smart Phone	Apple iOS Device	06-28-2016
		Active-In Use	Apple iPad Pro (9.7) 128GB	Tablet	Apple iOS Device	05-19-2018
		Active-In Use	Apple iPhone 6 16GB	Smart Phone	Apple iOS Device	04-06-2018
		Active-In Use	Apple iPhone 5S 16GB	Smart Phone	Apple iOS Device	07-01-2015
		Active-In Use	Apple iPhone 5S 16GB	Smart Phone	Apple iOS Device	10-01-2015
		Active-In Use	Apple iPhone 5S 16GB	Smart Phone	Apple iOS Device	07-01-2015
		Active-In Use	Apple iPhone 5S 16GB	Smart Phone	Apple iOS Device	05-01-2015

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Bill Detail

The Bill Detail report is more of a manager report that indicates the usage and charges for each number. The Allocated Charges for each unit is shown at the far right by scrolling to view the information.

Select the categories to output for the report and click 'Generate' to create the report.

Portal User Guide

Use the filter options at the top of each column to search for values in specific column(s).

Scroll to the right to see the charges for each of the categories, along with the total Allocated Charges.

Call/Usage Summary & Detail
The Call/Usage Summary & Detail report contains all of the transaction information that is contained on the bill for each number. This will include All incoming/outgoing calls, downloads and text messages. You can scroll to the right to view a breakdown of usage in each of the categories(ie: Voice, Text, Data, Downloads, etc.)

You can click on the '**Summary**' or '**Detail**' link to the left of each number to see the statistics for each unit.

	Bill Details	Call/Usage Summary & Detail	Data/Text Usage Report	Acknowledge Bill Report
	Detailed Report Showing Usage and Allocated Cost Per Device	Call, Text and Download Summary & Detail per Device	Download Data/Text Usage Report	Review & Acknowledge Bill Data

Select Carrier

| ALL ▾ |

Select Bill Cycle

| December, 2016 ▾ |

GENERATE

Call/Usage Summary & Detail
Company: **Oregon - DHS/OHA** | Carrier: **ALL** |
Bill Cycle: **December, 2016**

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View	Phone#	User Name	Emp Id	Radio #	Carrier	Account #	E
Summary Detail	(503)208-1009	JENNIFER UHLMA	or0218116		AT&T	XXXX4276	OF
Summary Detail	(503)208-1010	AMANDA PEDEN	OR0226553		AT&T	XXXX4276	OF
Summary Detail	(503)269-0603	STEPHEN LOFAM	OR0188036		AT&T	XXXX4276	OF
Summary Detail	(503)269-0902	MELISSA GOMEZ	OR0093433		AT&T	XXXX4276	DH
Summary Detail	(503)269-1146	CARRIE WOUDA	OR0164291		AT&T	XXXX4276	OF
Summary Detail	(503)269-4789	STEPHEN BLAIR (	OR0205891		AT&T	XXXX4276	DH
Summary Detail	(503)269-5591	SAVENA WEST	OR0160340		AT&T	XXXX4276	OF
Summary Detail	(503)269-6641	MICK MITCHELL	OR0194961		AT&T	XXXX4276	DH
Summary Detail	(503)269-7295	WESLEY CHARLEY	OR0195325		AT&T	XXXX4276	DH
Summary Detail	(503)269-8135	ROB TALBOT	OR0183364		AT&T	XXXX4276	OF

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Summary

The summary page shows a list of the number of calls to/from each number on the bill. There is also a breakdown showing the number of calls incoming/outgoing and the number of minutes to/from each number. There is also a column to indicate if the call is a domestic or international call. Down at the bottom will show a row with the totals for each type of call.

Call Summary for: **(503)** ✕

Company	Oregon - DHS/OHA	Billing	11/17/2016 TO 12/16/2016	Minutes	1,074
User Name		Carrier	AT&T		
Business Group	OHA-OHPR	Region	District 03	Local Office	Portland > 421 SW Oak St
PCA	78605	INDEX	78410	Admin Note	

Voice Calls ⌄   All ⌄   SHOW 10 ⌄   XLS Download

# Calls	Call To/From	Contact Name	Business Name	# Out Calls	# Out Mins	# In Calls	# In Mins
5	(888)557-8511			5	251	0	
4	(503)934-0625			0	0	4	8
3	(971)673-2960			3	3	0	
3	(503)890-1244	DAVID SIMNITT	Oregon - DHS/OHA	2	2	1	
2	(888)204-5984			2	196	0	
2	(888)398-2342			2	56	0	
2	(888)554-1419			2	81	0	
2	(503)235-1259			0	0	2	1
2	(503)380-7694			2	32	0	
2	(503)507-2990	OLIVER DROPPERS	Oregon - DHS/OHA	0	0	2	4
27				18	621	9	14

Detail

Clicking on the Detail link will pull up a window with all of the transaction records for the unit. This will be in date/time order of each transaction and will indicate the number of minutes for each call and whether it was a domestic or international call. You can use the drop-down window in the top left corner to select the type of data to view(ie: Voice/Text/Data/Intl). NOTE: This report is often easier to view by exporting to Excel, as there may be hundreds(maybe thousands) of transaction records.

Phone Call Details for: (503): ✕

Company	Oregon - DHS/OHA	Billing	11/17/2016 TO 12/16/2016	Minutes	1,074
User Name		Carrier	AT&T		
Business Group	OHA-OHPR	Region	District 03	Local Office	Portland > 421 SW Oak St
PCA	78605	INDEX	78410	Admin Note	

Voice Calls ⌄   All ⌄   XLS Download

Date/Time	Day	Call To/From #	Contact Name	Business Name	Call To	Call Fr
11/17/2016 8:49:00 AM	Thursday	(503)235-1259			INCOMING CL	PORTLAN
11/17/2016 11:33:00 AM	Thursday	(503)945-5623			SALEM OR	PORTLAN
11/17/2016 12:13:00 PM	Thursday	(503)934-0625			INCOMING CL	PORTLAN
11/17/2016 2:01:00 PM	Thursday	(503)507-2990	OLIVER DROPPERS	OREGON - DHS/OHA	INCOMING CL	PORTLAN
11/17/2016 2:20:00 PM	Thursday	(503)507-2990	OLIVER DROPPERS	OREGON - DHS/OHA	INCOMING CL	PORTLAN
11/21/2016 9:52:00 AM	Monday	(541)497-3585			INCOMING CL	PORTLAN
11/21/2016 12:33:00 PM	Monday	(503)934-0625			INCOMING CL	PORTLAN
11/22/2016 4:32:00 PM	Tuesday	(503)551-5905	BRUCE AUSTIN	OREGON - DHS/OHA	SALEM OR	PORTLAN
11/23/2016 10:02:00 AM	Wednesday	(503)799-4015			INCOMING CL	PORTLAN
11/23/2016 10:53:00 AM	Wednesday	(401)298-2534			INCOMING CL	PORTLAN

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