

## Smart Phone FAQs

### How do I order a smart phone?

Smartphone's can be ordered the same way as a regular cell phone. But you do have the option for monthly support service for the device. Our support service includes:

- consultation on which phone is going to work best for you.
- provide device and plan pricing details,
- ordering the phone for you or your department,
- managing any feature or plan changes (adding international plans, usage reporting and rate plan adjustments),
- setup of the new device to sync with your UW email account,
- training and instruction for the device,
- access to back up devices if your current device is unusable, lost or stolen,
- troubleshooting of any kind related to the smart phone, and
- any other support issues that might arise.

Please visit this link:

<http://www.washington.edu/itconnect/phones/smartphones.html#overview>

For more information about our smart phone rates or if you have any questions related to smart phones please email [smartphone@uw.edu](mailto:smartphone@uw.edu)

If you are already a supported user please email your purchase request to [smartphone@uw.edu](mailto:smartphone@uw.edu) And please include the following information:

- User Name:
- Department:
- Budget Coordinator Mailbox:
- Budget Coordinator Name:
- Budget #:
- Other Information:
- Service Carrier Desired: (AT&T, T-Mobile )
- Device Model Requested:
- UW Device Phone # (if this is an upgrade or replacement):
- Voice Plan:
- Data Plan:
- Text Plan:

### How do I know if I am a supported user?

You should be receiving a monthly bill from UW Information Technology Business & Finance coded with whatever device type you have and a sentence about the support. For example "iPhone – monthly maintenance (John Smith 206-555-1234)" If you are unsure or have additional questions please contact [smartphone@uw.edu](mailto:smartphone@uw.edu). You should have also received a welcome packet from UW Information Technology when your device was initially setup (for new setups starting 8-1-10).

## **What if my phone is lost or stolen?**

If you are a support user, please contact [smartphone@uw.edu](mailto:smartphone@uw.edu) with your first and last name, phone number, and carrier.

If we are unavailable or you do not have support on your smart phone:

Please contact the relevant cellular carrier directly and request that your account be suspended:

- AT&T Mobility (formerly Cingular Wireless): 1-800-888-7600
- Nextel: 1-800-639-6111
- T-Mobile: 1-800-937-8997
- Verizon Wireless: 1-800-922-0204

Inform the police: In addition to having the lost or stolen cellular telephone suspended, please report the lost or stolen smart telephone to the appropriate police department, depending on where the loss or theft occurred.

NOTE: UW Police Department will take a report for either a lost or a stolen phone that is UW property. A local police agency, including Seattle Police Department, will most likely only take a report for a stolen phone.

- If the smart phone is lost or stolen on campus Call UW Police Department at 206-543-9331 to make a report.
- If the smart phone is lost or stolen outside of UW campuses Contact the local police agency where the crime occurred.

## **How can I access my bill?**

You can access your bill by logging onto the vendor's website. A user login and password was provided to your department head. For further assistance in navigating through the cellular website, you may contact UW Information Technology, Business & Finance at 206-543-1997 or email [help@uw.edu](mailto:help@uw.edu).

## **What if I need help with training on the new process?**

Please contact the UW Information Technology Business & Finance Office for training at 206-543-1997 or email [help@uw.edu](mailto:help@uw.edu).

## **How can I pay my bill?**

Your UW budget number will be charged a monthly support fee that will appear on your Monthly Service and Equipment bill from UW Information Technology. You can pay your wireless carrier bill by setting-up recurring monthly payments using your UW ProCard. This can be done by going to the cellular website using the same login and password provided to your department head. Once logged in, you can assign the UW ProCard to the end user's accounts. Instructions for using the websites are located at the link below.

<http://www.washington.edu/itconnect/phones/cellular.html>

If you do not have support for your smart phone, please use the vendor website for paying your bill.

### **Who do I contact about a ProCard?**

If you need to reach the Procurement Card Services department, you can do so by calling 206-543-4500 or e-mail [pcshelp@uw.edu](mailto:pcshelp@uw.edu). You may also visit their website at the link below.

<http://f2.washington.edu/fm/ps/how-to-buy/procard>

### **What happens when a smart phone customer has switched departments?**

If you are not a supported user, and you switch departments, it will be up to both departments to contact the smart phone vendor to transition the account under the new department's login. Once completed, the new department can update the UW ProCard information on the end user's account. Please contact the vendor for assistance in transitioning the account from one user login to another.

Please contact [smartphone@uw.edu](mailto:smartphone@uw.edu) if there is a contemplated change in your support model.

### **How do I stop service on a cellular phone?**

If you are supported user, please contact [smartphone@uw.edu](mailto:smartphone@uw.edu) with your cancellation request.

If you are not a supported user, in order to stop service on a smart phone you must contact your department head or the person in your department that is authorized to make account updates with our carriers. They can use the website to cancel service. For assistance with this process, please contact the vendor.

### **What if my phone is lost or stolen?**

Please contact the relevant cellular vendor directly and request that your account be suspended:

- AT&T Mobility (formerly Cingular Wireless): 1-800-888-7600
- Nextel: 1-800-639-6111
- T-Mobile: 1-800-937-8997
- Verizon Wireless: 1-800-922-0204

Inform the police by reporting the incident to the appropriate police department, depending on where the loss or theft occurred.

NOTE: The UW Police Department will take a report for either a lost or a stolen phone that is UW property. A local police agency, including Seattle Police Department, will most likely only take a report for a stolen phone.

- If the smart phone is lost or stolen on campus Call UW Police Department at 206-543-9331 to make a report.

- If the smart phone is lost or stolen outside of UW campuses Contact the local police agency where the incident occurred.

### **What is the individual and UW departmental responsibilities for smart phones?**

The smart phone shall be treated as any other asset at the University. Please see Administrative Policy Statement APS 47.2 “Personal Use of University Facilities, Computers, and Equipment by University Employees” for details, located on the web at: <http://www.washington.edu/admin/rules/APS/47.02.html>.

If it is lost or stolen on campus, please report the incident to the UW Police department. Since the use of the cellular phone will result in charges against University budgets, please protect the cellular phone to prevent unauthorized use and do not leave the cell phone unattended.

Smart phones are capable of storing information. Departments are responsible for any breach costs concerning confidential data. The UW Information Technology Computer Information Security Office (CISO) has published an advisory on this issue that should be followed. Please refer to the link listed below.

<http://ciso.washington.edu/resources/risk-advisories/>

### **How do I replace a missing or broken device?**

If you are a supported smart phone user please email [smartphone@uw.edu](mailto:smartphone@uw.edu) for any questions related to a stolen, lost, or broken device. Supported smart phone users can also be provided with a loaner phone until the new device arrives. If you are not a supported user, please contact the vendor.

### **How do I revise my calling plan if I am over my minutes or traveling internationally?**

Supported smart phone users can make any plan change requests by emailing [smartphone@uw.edu](mailto:smartphone@uw.edu). Please include with your request, your first and last name, phone number, and carrier. You are strongly encouraged to make this change before travelling internationally or you are near any limits for your service plan (such as minutes, or text messages). If you are not a supported smart phone customer, your department head or the authorized cellular contact in your department can make plan changes for you by accessing the vendor websites for your cellular phones vendor.

### **What is provided with my paid monthly support fee and initial setup fee for a smart phone?**

UW-IT Service Center provides the following support services when you subscribe to the smart phone monthly service:

- Consultation on which phone is going to work best for you
- Provide device and plan pricing details

- Ordering the device that you request
- Initial setup of the new smart phone (any additional setups are free)
- A hands-on training session with the new equipment
- Same day access to a replacement device should your current device break, go missing, or get stolen
- Any plan changes that might be needed for data, voice, and text messaging this includes prepping the phone for international usage
- If you are a blackberry user we also provide access to our BES or Blackberry Exchange Server which is something you must have when syncing a UW Exchange account with a blackberry
- Answering any questions you might have regarding operation of the phone
- Help with upgrade options, ordering upgrades, and also checking on upgrade eligibility
- Alerts when new updates are available for your phone and we will provide help with updating and restoring the phone
- We will help answer any other questions you might have related to your smart phone

## Alerts

### **\*\*\*PLEASE NOTE\*\*\***

### **\*\*TRAVLEING INTERNATIONALLY\*\***

*Prior to traveling internationally you will need to make changes to your cell phone plans or your department will be responsible for any roaming voice, text messaging, and data charges that are incurred. International travel includes Canada and Mexico. If you are traveling out of the country please check with your department's head.*

### **\*\*\*TEXT MESSAGING\*\*\***

*Text messaging plans are not included with the base plan for cellular service from most vendors. Pay per use text messaging can be as high as .50 cents per text message. Please make sure that if you are using the cellular phone within the State guidelines for use that you have a texting plan added to your service. Please contact your designated departmental head to add the appropriate text messaging plan. Your department will be responsible for any overages occurred while texting without a text messaging plan.*