

Lost / Stolen Procedure

This is the procedure for a lost or stolen mobile device.

Please have user first complete [Lost/Stolen Device Report Form](#). Once the form has been completed follow the steps below:

Go to Verizon Wireless My Business Login Screen: <https://sso.verizonenterprise.com/amserver/sso/login.go>

Enter your USERNAME that was provided to you.

Personal Business About Us English ▾

verizon^v

Manage My Verizon Business Account Messages ▲

New Enhancements to your Online Experience. Close ✕

We're improving your Verizon Enterprise Center experience to make it easier to manage your account. These updates include: streamlined navigation, simplified billing, a powerful ordering experience, and improvements to site performance and reliability.

Visit our training and resources page to see what's new.
[Learn More >](#)

Business Sign In
Connect to Verizon Enterprise Center, My Business, ViewPoint and Total View.

Other Resources
Link to additional portals.

Business Sign In

LHANLY12 ✕

[FORGOT USERNAME or PASSWORD >](#)

Sign In **Register**

Remember Me

Having trouble signing in? [Contact us >](#)

Quick Tasks

Internet & Wired Communications

- [Check Status of a Ticket >](#)
- [Create a Repair Ticket >](#)
- [Create an Inquiry / Request >](#)

Wireless & Mobility

- [Check Order Status >](#)
- [Change User Information >](#)
- [Reset Voicemail Password >](#)
- [Resume Service >](#)
- [Suspend Service >](#)

WHY VERIZON **TRAINING TOOLS AND RESOURCES**

Enter your Password



Sign In

Your User ID is LHANLY12 [Sign in as a different user](#)

Password

[Forgot your Password?](#)

Your Security is important to us!

Your Security Image lets you know you are on a Verizon web site.
If you do not see the image do not sign in.

Continue

You will now be on the Account Maintenance screen and can search for the end user by one of three ways:

Mobile telephone number

Last name

Device ID: The device ID is the MEID# that begins with A00000 or the ICCID number for 4G phones that begin with a 3.

The screenshot shows the Verizon Manage Account interface. At the top left is the Verizon logo, followed by "Manage Account" and "Support" links. A search bar is located at the top right. Below the navigation is a welcome message: "Welcome, LORRAINE!".

The main content area is titled "Manage Lines and Accounts". It features a search input field with a dropdown menu. The dropdown menu is highlighted with a red box and contains the following options: "Wireless Number", "Account", "Wireless User Last Name", and "Device ID". Below the dropdown is a "Search" button. A red box also highlights the text "Select lines, then choose an action below to continue:".

To the right of the search area is a "Filter results by:" section with two buttons: "Lines" (selected) and "Accounts". Below these buttons, it displays "200 Lines in Current Filter" and "0 Lines Selected".

Below the search and filter area is a table of wireless lines. The table has the following columns: "Wireless Number", "User Name", "Upgrade Date", and "Usage". The table contains several rows of data, including a row for "631-235-2102" which is marked as "Eligible for upgrade".

On the left side of the interface, there are several navigation sections: "Favorites" with links for Billing, Current Usage, Product Tools, Transaction History, View Statements, and Wireless Reports; "Billing & Payments" showing account number 382368556-00001 and a balance of \$130,893.98; and "Message Center" with a "NEW" badge and the text "Big changes coming soon".

Wireless Number	User Name	Upgrade Date	Usage
<input type="checkbox"/> 516-455-3609	DEVICE, SPARE	05/02/2016	Line Usage
<input type="checkbox"/> 631-219-0721	PATTI, JOHN	05/16/2016	Line Usage
<input type="checkbox"/> 631-219-1096	BRADLEY, MARY	06/05/2016	Line Usage
<input type="checkbox"/> 631-235-1099	CARDONE, KELLIE	06/19/2016	Line Usage
<input type="checkbox"/> 631-235-2102	ALBERGO, DONNA	Eligible for upgrade	Line Usage
<input type="checkbox"/> 631-235-2688	BUTLI, JOHN	06/05/2016	Line Usage

Once you enter your search method, click Search. The usual method is by the phone number of the end user.

It will bring you to the next screen.

The screenshot shows the Verizon Manage Account interface. At the top left is the Verizon logo, followed by "Manage Account" and "Support" links. A search bar is located at the top right. The user is logged in as "LORRAINE!". The main content area is titled "Manage Lines and Accounts". It features a search bar with "Wireless Number" selected and the value "6314872677" entered. Below the search bar, there is a message: "Select lines, then choose an action below to continue:". To the right, there are filter options for "Lines" and "Accounts", with "Lines" selected. A message indicates "User display limit exceeded. Displaying 200 out of all contacts. Please use the search criteria for specific contacts." Below this is a table with columns: "Wireless Number", "User Name", "Upgrade Date", and "Usage". The table contains one row with the following data: "631-487-2677", "NEW, USER", "07/02/2016", and "Line Usage". At the bottom of the table, there is a "Show 200 rows" option and an "Update" link. On the left side, there are navigation menus for "Favorites", "Billing & Payments", and "Message Center".

verizon Manage Account Support

Search

Welcome, LORRAINE!

Favorites

- Billing
- Current Usage
- Product Tools
- Transaction History
- View Statements
- Wireless Reports

[Manage Favorites](#)

Billing & Payments

382368556-00001 Due 10/27/2015

\$ 130,893.98

Message Center

Manage Lines and Accounts

Wireless Number Search Clear Search

Select lines, then choose an action below to continue:

Actions

Filter results by:

1 Lines in Current Filter
0 Lines Selected

User display limit exceeded. Displaying 200 out of all contacts. Please use the search criteria for specific contacts.

Wireless Number	User Name	Upgrade Date	Usage
<input type="checkbox"/> 631-487-2677	NEW, USER	07/02/2016	Line Usage

Show rows [Update](#)

Move the mouse to check the box, it will highlight to yellow then click the Wireless Number to open.

verizon Manage Account Support

Welcome, **LORRAINE!**

Manage Lines and Accounts

Wireless Number: 6314872677 Search Clear Search

Select lines, then choose an action below to continue:

Actions

Filter results by: Lines Accounts

1 Lines in Current Filter
1 Line Selected

Warning: User display limit exceeded. Displaying 200 out of all contacts. Please use the search criteria for specific contacts.

<input checked="" type="checkbox"/>	Wireless Number	User Name	Upgrade Date	Usage
<input checked="" type="checkbox"/>	631-487-2677	NEW, USER	07/02/2016	Line Usage

Show 200 rows Update

Billing & Payments

382368556-00001 Due 10/27/2015
\$130,893.98


The next screen is where you can select your transactions.

[Wireless Number](#) [User Name](#) [Service Status](#) [Upgrade Date](#) ▲ [Account Number](#)

631-487-2677 | *New, User*

Device Information

[Device Support & Troubleshooting](#)



Device Name:
Upgrade Date: 07/02/2016 [Upgrade](#)
Device ID: [Activate](#)
SIM: 8914800000746285924 [Replace 4G SIM](#)
Pin1: 1111 **Pin1 Unlock Key:** 09815753
Pin2: 6231 **Pin2 Unlock Key:** 60393459
Status: Active [Suspend](#)

[Upgrade Device](#) [Call & Message Blocking](#)
[Manage Call Forwarding](#)
[Reset Voicemail Password](#)
[Browse Products](#)

Unbilled Usage

[Additional Details](#)

LINE USAGE

Cycle Ends: 12/01/2015 Estimate as of 11/04/2015


Domestic Usage ⓘ

Text and Picture/Video Messaging Bundle 0 of 800 used (0.00%)

Data 0.000 of 5242880 KB used (0.00%)

International (While Traveling Outside the US) ⓘ

User Information



Name: User New [Edit](#)
Wireless Number: 631-487-2677 [Edit](#)
Cost Center: [Edit](#)
User Email: DIANE.HERNANDE@STONYBROOKME DICINE.EDU [Edit](#)
Wireless User ID: [Edit](#)
Memo Bill Addresses: [Edit](#)
Address: UH L1 RM 730 [Edit](#)
STONY BROOK , NY, 11794
Contact 1: 631-444-1472

Plan Information




Plan: [Edit](#)
AMERICA'S CHOICE II 200 NATL SHR EMAIL & DATA 5GB

Monthly Access: \$34.99
Data Allowance: 5242880 KB [Edit](#)
Contract Term: 1 years; term expires 09/02/2016
Early Termination Fee: \$165.00

Features:

- ⊖ **Messaging and Data** [Edit](#)
800 Text, Picture, and Video Messages
EMAIL&DATA 5GB SHR \$.0000095KB
- ⊕ **Chargeable** [Edit](#)
- ⊕ **Included** [Edit](#)

Then select Suspend:

<input type="checkbox"/>	Wireless Number	User Name	Service Status	Upgrade Date ▲	Account Number
Device Information Device Support & Troubleshooting			User Information 		
	Device Name:			User New Edit	
	Upgrade Date:	07/02/2016 Upgrade		Wireless Number:	631-487-2677 Edit
	Device ID:	Activate		Cost Center:	Edit
	SIM:	89148000000746285924 Replace 4G SIM		User Email:	DIANE.HERNANDE@STONYBROOKME Edit DICINE.EDU
	Pin1:	1111 Pin1 Unlock Key: 09815753		Wireless User ID:	Edit
	Pin2:	6231 Pin2 Unlock Key: 60393459		Memo Bill Addresses:	Edit
	Status:	Active Suspend		Address:	UH L1 RM 730 Edit STONY BROOK , NY, 11794 Contact 1: 631-444-1472
	Upgrade Device	Call & Message Blocking			
	Manage Call Forwarding				
	Reset Voicemail Password				
	Browse Products				
Unbilled Usage Additional Details			Plan Information		
LINE USAGE			Plan: Edit AMERICA'S CHOICE II 200 NATL SHR EMAIL & DATA 5GB		
Cycle Ends: 12/01/2015		Estimate as of 11/12/2015		Monthly Access: \$34.99	
Domestic Usage 			Data Allowance: 5242880 KB Edit		
			Contract Term: 1 years; term expires 09/02/2016		

Then select the option Lost/Stolen or Damaged under Reason for Suspending Service and Without Billing under Suspend Billing:

Suspend Service

* Required Field

Suspending Service for 1 Lines

Select a reason for suspension and billing option for the line(s) below.
Lines participating in a share plan and / or feature that are suspended without billing will impact the shared usage allowance for the remaining active lines.

Wireless Number	User Name	Reason for Suspending Service *	Suspend Billing *
1 631-487-2677	USER NEW	Lost/Stolen or Damaged ▼	<input type="radio"/> With Billing ⓘ <input checked="" type="radio"/> Without Billing ⓘ

Order Confirmation

Please confirm email address(es) to receive order confirmation emails:

Requestor

You may also enter additional email address(es) to receive the order confirmations below.

[Add More](#)

[Cancel](#)

Then click Submit:

Suspend Service

* Required Field

Suspending Service for 1 Lines

Select a reason for suspension and billing option for the line(s) below.
Lines participating in a share plan and / or feature that are suspended without billing will impact the shared usage allowance for the remaining active lines.

Wireless Number	User Name	Reason for Suspending Service *	Suspend Billing *
1 631-487-2677	USER NEW	Lost/Stolen or Damaged ▼	<input type="radio"/> With Billing ⓘ <input checked="" type="radio"/> Without Billing ⓘ

Order Confirmation

Please confirm email address(es) to receive order confirmation emails:

Requestor

You may also enter additional email address(es) to receive the order confirmations below.

[Add More](#)

[Cancel](#)

Then select Submit for the Auto Reconnect Notice window:

Auto Reconnect Notice [Close](#) X

Wireless Number	Automatic Reconnect Date	Reason
631-487-2677	Does Not Apply	Does Not Apply

[Cancel](#) **Submit**

The line is then Suspend, you can now select Start a new Transaction:

[Account Maintenance](#) >
Suspend Service

Thank You ✓

Your Confirmation Number for reference is [MB162366604](#)
Your request to suspend wireless service has been submitted. The update will be reflected shortly.
A copy of the confirmation email will be sent to LORRAINE.HANLY@STONYBROOKMEDICINE.EDU

Wireless Number	User Name	Reason for Suspending Service *	Suspend Billing *	Automatic Reconnect Date
1 631-487-2677	USER NEW	Lost/Stolen or Damaged	Without Billing	Does Not Apply

Print Confirmation **Start a new Transaction**

To confirm, the status under Device Information should be listed as Suspended:

☐ Wireless Number User Name Service S

Device Information [Device Support & TroubleShooting](#)



Device Name:
Upgrade Date: 07/02/2016 [Upgrade](#)
Device ID: Activate
SIM: 8914800000746285924 [Replace 4G SIM](#)
Pin1: 1111 **Pin1 Unlock Key:** 09815753
Pin2: 6231 **Pin2 Unlock Key:** 60393459
Status: **Suspended** [Resume](#)

[Upgrade Device](#) [Call & Message Blocking](#)
[Manage Call Forwarding](#)
[Reset Voicemail Password](#)
[Browse Products](#)

Unbilled Usage [Additional Details](#)

LINE USAGE

Finally, send an email to Verizon, Information Security and the Help Desk informing them of the Lost/Stolen Mobile Device:

