

Cell Phone/Mobile Phone Setup Procedure

Instructions for setting up new device for new user.

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 ▾

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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.

Business Sign In

LHANLY12 ✕

[FORGOT USERNAME or PASSWORD >](#)

Sign In **Register**

Remember Me

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

Other Resources
Link to additional portals.

Quick Tasks

Internet & Wired Communications

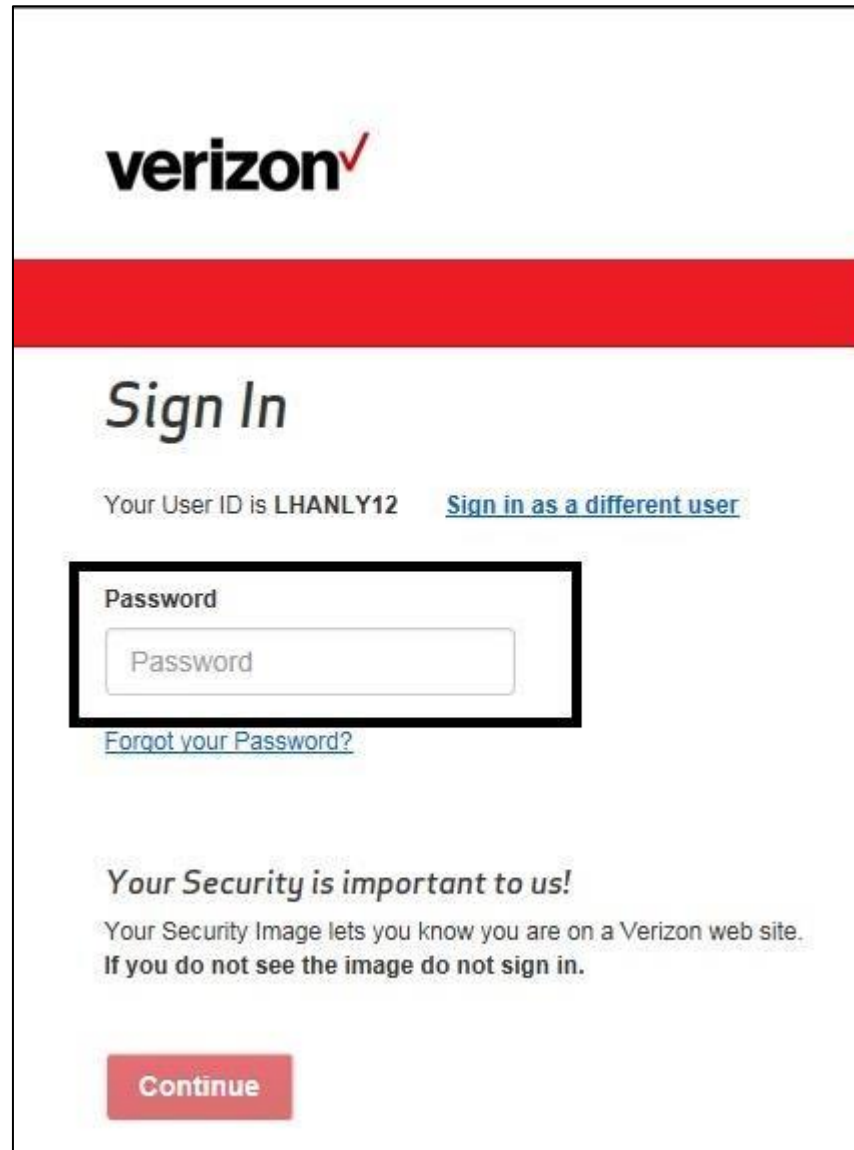
- [Check Status of a Ticket >](#)
- [Create a Repair Ticket >](#)
- [Create an Inquiry / Request >](#)

Wireless & Mobility

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

WHY VERIZON **TRAINING TOOLS AND RESOURCES**

Enter your Password



The image shows a Verizon sign-in page. At the top is the Verizon logo. Below it is a red horizontal bar. The main heading is "Sign In". Underneath, it says "Your User ID is LHANLY12" followed by a link "Sign in as a different user". A password input field is highlighted with a black border, containing the text "Password". Below the field is a link "Forgot your Password?". A security message reads "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." At the bottom is a red "Continue" button.

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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, the Verizon logo is on the left, and 'Manage Account Support' is in the center. A search bar is on the right. Below the header, a 'Welcome, LORRAINE!' message is displayed. The main content area is titled 'Manage Lines and Accounts'. It features a search section with a dropdown menu for search criteria: 'Wireless Number', 'Account', 'Wireless User Last Name', and 'Device ID'. The 'Wireless Number' option is highlighted with a red box. Below the search bar, there is a 'Search' button and a message: 'Select lines, then choose an action below to continue:'. To the right of the search bar, there is a 'Filter results by:' section with two tabs: 'Lines' (selected) and 'Accounts'. Below the tabs, it shows '200 Lines in Current Filter' and '0 Lines Selected'. A warning message states: 'User display limit exceeded. Displaying 200 out of all contacts. Please use the search criteria for specific contacts.' Below the warning is a table of wireless lines with columns for 'Wireless Number', 'User Name', 'Upgrade Date', and 'Usage'. The table contains several rows of data, including phone numbers, user names, and upgrade dates.

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"/> 631-235-2000	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. Below the navigation is a welcome message: 'Welcome, LORRAINE!'. The main content area is titled 'Manage Lines and Accounts'. It features a search bar with 'Wireless Number' selected and the value '6314872677'. Below the search bar, there is a section for 'Select lines, then choose an action below to continue:'. To the right of this section is a 'Filter results by:' area with 'Lines' and 'Accounts' tabs. Below the filter area 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'. Below the table, there is a 'Show 200 rows' dropdown and an 'Update' link. On the left side of the page, there are several menu items: 'Favorites', 'Billing & Payments', and 'Message Center'. The 'Billing & Payments' section shows account details: '382368556-00001 Due 10/27/2015' and a balance of '\$ 130,893.98'.

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: 6314872677 Search Clear Search

Select lines, then choose an action below to continue:

Actions

Filter results by:

Lines Accounts

1 Lines in Current Filter
0 Lines Selected

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

Show 200 rows [Update](#)

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

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

Manage Lines and Accounts

Wireless Number [Search](#) [Clear Search](#)

Select lines, then choose an action below to continue:

Actions

Filter results by:

Lines Accounts

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

1 Lines in Current Filter
1 Line Selected

<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 rows [Update](#)

The next screen is where you can select your transactions.

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](#)



- [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 [Edit](#)
 DICINE.EDU
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](#)

To set up a new user phone, begin by updating Name, User Email and Cost Center by selecting Edit next to User New:

☐	Wireless Number	User Name	Service Status	Upgrade Date ▲	Account Number	
631-487-2677 <i>New, User</i>						
Device Information Device Support & TroubleShooting			User Information 			
	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			Plan Information			
LINE USAGE			Plan: Edit AMERICA'S CHOICE II 200 NATL SHR EMAIL & DATA 5GB			
			Name: User New Edit Wireless Number: 631-487-2677 Edit Cost Center: Edit User Email: DIANE.HERNANDE@STONYBROOKME Edit DICINE.EDU Wireless User ID: Edit Memo Bill Addresses: Edit Address: UH L1 RM 730 Edit STONY BROOK , NY, 11794 Contact 1: 631-444-1472			

After clicking on "Edit" it will bring you to the user information for the specific device where you can change the name, email address, cost center, and address.

Please add email address SBMIT_MOBILE_COMMUNICATION@STONYBROOKMEDCINE.EDU in the additional email section to receive confirmation of changes being made to the device. Click on SUBMIT to SAVE the changes.

Change User Information

* Required Field

Edit User Information for 1 Line

Update the user information for the wireless number(s) below.

Wireless Number	Edit User Information																																							
1 631-487-2677 USER NEW	<table><tr><td>First Name *</td><td><input type="text" value="USER"/></td><td>\$</td><td>--Select a Saved Address--</td><td>▼</td></tr><tr><td>Last Name *</td><td><input type="text" value="NEW"/></td><td>\$</td><td colspan="2">Or edit the address below</td></tr><tr><td>Email Address *</td><td><input type="text" value="DIANE.HERNANDE@STONY"/></td><td>\$</td><td>Address 1 *</td><td><input type="text" value="UH L1 RM 730"/></td><td>\$</td></tr><tr><td>Cost Center</td><td><input type="text"/></td><td>\$</td><td>Address 2</td><td><input type="text"/></td><td>\$</td></tr><tr><td>Contact Phone 1 *</td><td><input type="text"/></td><td>Extension</td><td><input type="text"/></td><td>City *</td><td><input type="text" value="STONY BROOK"/></td><td>\$</td></tr><tr><td>Contact Phone 2</td><td><input type="text" value="6314441472"/></td><td>Extension</td><td><input type="text"/></td><td>State *</td><td><input type="text" value="NY"/></td><td>\$</td><td>Zip Code *</td><td><input type="text" value="11794"/></td><td>\$</td></tr></table>	First Name *	<input type="text" value="USER"/>	\$	--Select a Saved Address--	▼	Last Name *	<input type="text" value="NEW"/>	\$	Or edit the address below		Email Address *	<input type="text" value="DIANE.HERNANDE@STONY"/>	\$	Address 1 *	<input type="text" value="UH L1 RM 730"/>	\$	Cost Center	<input type="text"/>	\$	Address 2	<input type="text"/>	\$	Contact Phone 1 *	<input type="text"/>	Extension	<input type="text"/>	City *	<input type="text" value="STONY BROOK"/>	\$	Contact Phone 2	<input type="text" value="6314441472"/>	Extension	<input type="text"/>	State *	<input type="text" value="NY"/>	\$	Zip Code *	<input type="text" value="11794"/>	\$
First Name *	<input type="text" value="USER"/>	\$	--Select a Saved Address--	▼																																				
Last Name *	<input type="text" value="NEW"/>	\$	Or edit the address below																																					
Email Address *	<input type="text" value="DIANE.HERNANDE@STONY"/>	\$	Address 1 *	<input type="text" value="UH L1 RM 730"/>	\$																																			
Cost Center	<input type="text"/>	\$	Address 2	<input type="text"/>	\$																																			
Contact Phone 1 *	<input type="text"/>	Extension	<input type="text"/>	City *	<input type="text" value="STONY BROOK"/>	\$																																		
Contact Phone 2	<input type="text" value="6314441472"/>	Extension	<input type="text"/>	State *	<input type="text" value="NY"/>	\$	Zip Code *	<input type="text" value="11794"/>	\$																															

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](#)

After updating User Information, make sure the mobile device is Active under the Device Information. If the Status is listed as Suspended, select Resume to Active.

Device Information

[Device Support & Troubleshooting](#)



Device Name:

Upgrade Date: 01/17/2015 [Upgrade](#)

Device ID: Activate

SIM: 89148000000711163601 [Replace 4G SIM](#)

Pin1: 1111 **Pin1 Unlock Key:** 75005612

Pin2: 4955 **Pin2 Unlock Key:** 45040995

Status: Suspended [Resume](#)

**Upgrade
Device**

[Call & Message Blocking](#)

[Manage Call Forwarding](#)

[Reset Voicemail Password](#)

[Browse Products](#)

Inbilled Usage

[Additional Details](#)

On the Resume Service page, click Submit:

Resume Service

* Required Field

Resuming Service for 1 Lines

Review the line(s) you have selected to resume service. Once submitted, service for each line will resume following approval.

Wireless Number	User Name	Suspended Status	Billing Status	Date Suspended
1 631-807-5430	NEW USER	Seasonal/Vacation	Without Billing	11/04/2015

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](#)

Submit

Then on the main screen, the Device Information's Status is listed as Active:

631-807-5430 | User, New

Device Information

[Device Support & TroubleShooting](#)



Device Name:

Upgrade Date: 01/17/2015 [Upgrade](#)

Device ID: [Activate](#)

SIM: 89148000000711163601 [Replace 4G SIM](#)

Pin1: 1111 **Pin1 Unlock Key:** 75005612

Pin2: 4955 **Pin2 Unlock Key:** 45040995

Status: **Active** [Suspend](#)



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Then turn on mobile device.