

Mobile Device Request Management System Instructions

This system was designed for Telecom Coordinators to request state issued mobile phones and iPads to be added to the Mobile Device Management server (MobileIron) for Enterprise Level Management. This application helps streamline the request process and gathers all required information

Telecom coordinators should submit a request anytime someone is receiving a new SOI (State of Illinois) mobile phone or iPad.

Please save these instructions and bookmark this link in your browser for future use:

<https://pim.illinois.gov/NewMobile/NewMobile.asp>

To Enter a new request:

1. Open a browser and go to this link: <https://pim.illinois.gov/NewMobile/NewMobile.asp>
2. When prompted for your network credentials use your network login account.
i.e.: Illinois\jane.doe
3. Enter users name or email address; (partials are accepted); then click Search.



The screenshot shows the 'ILLINOIS.GOV' logo at the top, followed by the title 'Mobile Device Request Management System'. Below the title, there is a search instruction: 'To search and add a new user or setup a replacement device Fill in full or partial info and click Search'. There are three input fields: 'LastName' with 'miller', 'FirstName' with 'r', and 'Email' which is empty. A 'Search' button is located below the fields. At the bottom of the form area, it says 'Select user by clicking EmailAddress Hyperlink'.

1. The resulting email addresses will display below the Search button.
2. Click the user's email address you are requesting to add.

3. From this screen click the State button for state issued devices; then click Submit



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Mobile Device Request Management System

Email Address ronald.j.miller@illinois.gov
Agency [DoIT-Okta](#)
Ownership State

Fill in the appropriate information for the device; then click submit to be directed back to the main screen.

Note:

Submit button will not be highlighted until all fields have been populated.



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Mobile Device Request Management System

Email Address Ronald.J.Miller@Illinois.gov
Agency [CMS](#)

Device Phone #

Device Carrier

Device Type

Device Model

DoIT.MobileEmailSupport will be notified via an email.

The PIM team will add the user to appropriate groups, assign device in remote management and generate an email to the end-user and cc: you. The email will contain instructions on setting up the device.

(See Email Message on page 4)

Note: You can access the system at any time to check the status of your requests or all of your agency requests. You can click on an email address in the list to expand the details of the request status. See 2nd screen to the right. There is a home button in upper left corner of this screen to take you back.

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Mobile Device Request Management System

To search and add a new user or setup a replacement device
Fill in full or partial info and click Search

LastName
 FirstName
 Email

Status of current and previous mobile requests; Show me [All](#) of my Agencies or [Just-Mine](#)

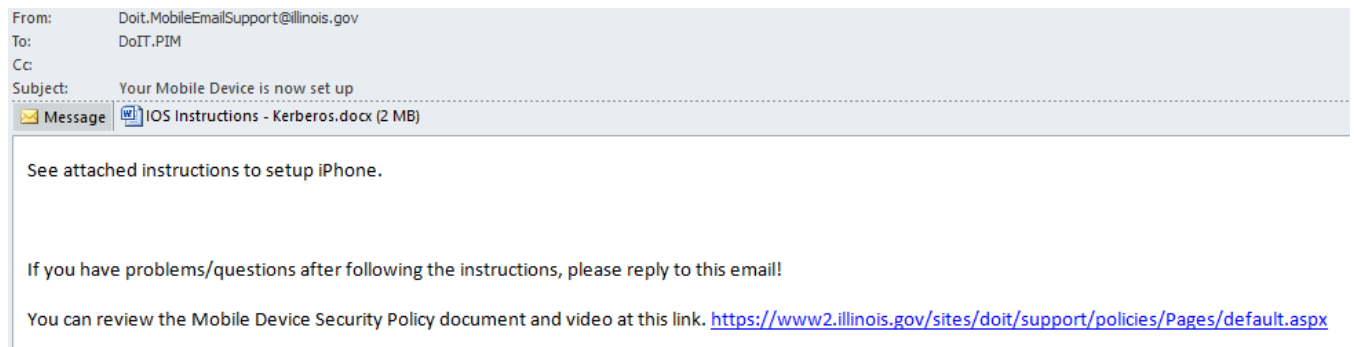
EntryDate	Status	Agency	Email	Operator
9/29/2015 4:18:51 PM	Sent	CMS	Ronald.J.Miller@Illinois.gov	TECH.RON.MILLER
9/29/2015 3:42:46 PM	Sent	CMS	Michael.Basil@Illinois.gov	TECH.RON.MILLER
9/28/2015 4:48:54 PM	Sent	CMS	Mark.Madonia@Illinois.gov	TECH.RON.MILLER
9/28/2015 4:37:21 PM	Sent	CMS	Ronald.J.Miller@Illinois.gov	TECH.RON.MILLER
9/25/2015 1:00:39 PM	Sent	CMS	Cindy.Daniele@Illinois.gov	TECH.RON.MILLER
9/8/2015 10:46:30 PM	UserCompleted	CMS	Ronald.J.Miller@Illinois.gov	TECH.RON.MILLER
8/20/2015 11:15:05 AM	UserCompleted	CMS	Ronald.J.Miller@Illinois.gov	TECH.RON.MILLER
7/22/2015 9:53:31 AM	PIMCompleted	CMS	Ronald.J.Miller@Illinois.gov	TECH.RON.MILLER

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Mobile Device Request Management System

EmailAddress	Ronald.J.Miller@Illinois.gov
EntryDate	9/8/2015 10:46:30 PM
FinishDate	9/8/2015 10:58:10 PM
Agency	CMS
Ownership	State
Status	UserCompleted <input type="button" value="PIMComplete"/>
PhoneNumber	(217)555-7777
Platform	WindowsPhone
Model	HTC 6985
Carrier	Verizon
Previous	
Operator	TECH.RON.MILLER
OS	

Email Message – sent to the end-user and the requester with instructions on setting up their device.



Once the device is setup by the user, this process is complete.