

YOUR NEW iPhone SETUP PROCEDURES

DO NOT POWER NEW DEVICE ON

New Device Information

User Name

NOTE BEFORE STARTING PROCESS PLEASE ALLOW APPROXIMATELY 3 HOURS FROM START TO FINISH FOR SETTING UP PHONE

STEP 1 Call Telecom Coordinator if receiving device by mail skip to STEP 2 **(DO NOT POWER ON DEVICE)** when you receive new Device

STEP 2 Watch your Email Inbox for 1st email from DoIT.MobileEmailSupport@Illinois.Gov
Follow instructions and accept Policy
(DO NOT POWER ON DEVICE)
NOTE IT MAY TAKE UP TO 2 HOURS TO RECEIVE THE EMAIL– need to wait for 2nd Email

STEP 3 **Look in** your Email Inbox for 2nd email from DoIT.MobileEmailSupport@Illinois.Gov
OPEN EMAIL – FOLLOW THIS STEP BY STEP

Hint make sure you are in area that receives a good strong signal from VERIZON
Make sure you do not skip any steps

Instructions from DoIT.MobileEmailSupport@Illinois.Gov NOTE after step 4 there may be a 30 minute + lag time before it goes to Step 5

The device is working behind the scenes. Please be patient.

**NOTE IF YOU RUN INTO ANY TROUBLE WITH THE DEVICE NOT SETTING UP CORRECTLY
CHECK THAT YOU HAVE A SIGNAL IN YOUR AREA IF NOT THEN RELOCATE TO ANOTHER PART OF THE BUILDING OR CLOSER TO A WINDOW*

CALL TELECOM REPAIR DESK 217.524.3648 OR 312.814.3648 OPTION 4

YOUR REPLACEMENT / UPGRADED IPHONE SETUP

DO NOT POWER NEW DEVICE ON

New Device Information

User Name

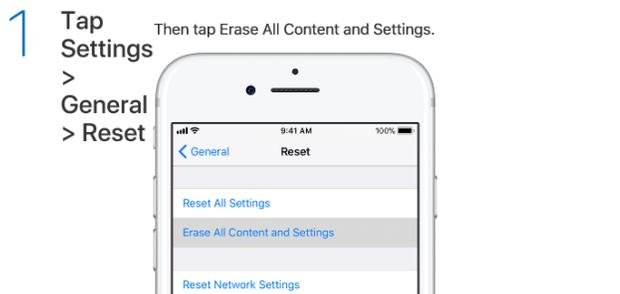
NOTE BEFORE STARTING PROCESS PLEASE ALLOW APPROXIMATELY 3 HOURS FROM START TO FINISH FOR SETTING UP PHONE (IT IS SUGGESTED NOT TO START AFTER 1 PM)

You will receive an email from Telecom Coordinator that your new device is being shipped to you.

STEP 1 CALL Telecom Coordinator if receiving device by mail
(DO NOT POWER ON NEW DEVICE) when you Receive New Device

- MAKE SURE YOU HAVE SPOKEN TO TC AND THEY ARE IN OFFICE BEFORE MOVING TO STEP 2
- HAVE YOUR APPLE ID AVAILABLE
- STEP 2 IS FOR OLD DEVICE

STEP 2 USER TO WIPE OLD DEVICE – select ERASE ALL CONTENT AND SETTINGS



2 If asked, enter your passcode or Apple ID password
Then confirm that you want to erase your device. [Forgot your passcode](#) or [Apple ID?](#)

3 Wait for your device to erase
Depending on your device, it can take a few minutes to completely erase your data.

Your device has been wiped when you see across iPhone screen HELLO!

THEN POWER OFF OLD DEVICE

- User then calls (from DESK PHONE) the Verizon Activation number 877.807.4646

DO NOT TURN ON NEW DEVICE – Verizon will say differently – but PLEASE DO NOT TURN ON NEW DEVICE YET

STEP 3 **You should have already received this and accepted** Watch your Email Inbox for 1st email from DoIT.MobileEmailSupport@Illinois.Gov
Follow instructions and accept Policy
(DO NOT POWER ON DEVICE)
NOTE IT MAY TAKE UP TO 2 HOURS – Please wait for 2nd Email

STEP 4 **PLEASE LOOK FOR 2ND EMAIL FROM** Watch your Email Inbox for 2nd email from DoIT.MobileEmailSupport@Illinois.Gov
OPEN EMAIL /ATTACHMENT– FOLLOW THIS STEP BY STEP

Hint make sure you are in area that receives a good strong signal from VERIZON
Make sure you do not skip any steps

Instructions from DoIT.MobileEmailSupport@Illinois.Gov NOTE after step 4 there may be a 30 minute + lag time before it goes to Step 5

The device is working behind the scenes. Please be patient.

OLD DEVICE – User to label old device, any accessories that don't work with new device with phone number,

Return to Telecom Coordinator

Telecom Coordinator

Address

city

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Instructions for TC's setting up New / Upgraded device

TC – Prior to sending New / Upgrade device to the User –

- Get the Serial number off the iPhone box write it on your Verizon receipt
- From the box pull out the Verizon Hello. (see attachment 1) Let's get started instructions. Replace with your instructions for the user to follow with return instructions for old equipment.
- Assign Inventory Tag – if your agency does this
 - Write Inventory tag number on back of new device box and Invoice
- Scan the back of the box with the scan tags / Ctag number on for your records- Attach to your invoice from Verizon and your TSR with Entrance / Exit or email approval documentation

BEFORE SENDING OUT

- Register New Device in PIM PORTAL (prior to sending the new device to User)
- Send email to New User that they will be receiving email from DoIT.MobileEMail@illinois.gov and to accept the policy. User will then wait til they receive new device and 2nd email from DoIT.MobileEMail@illinois.gov –
 - Email should also include instructions on how to setup new device and instructions for returning the old device
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- COMPLETE YOUR REPLACEMENT / UPGRADED IPHONE SETUP SHEET THEN WRAP INSTRUCTION SHEET AROUND THE NEW CELL PHONE DEVICE
- NOTE IF YOU ARE SENDING MULTIPLE PIECES OF EQUIPMENT TO ONE CONTACT TO DISTRIBUTE OUT TO STAFF – INSTRUCT THAT PERSON THAT THE SETUP CAN ONLY BE COMPLETED BY THE USER AND THAT EACH USER MUST RECEIVE THE SPECIFIC PHONE THAT HAS THEIR NAME ASSIGNED TO THEM
 - When distributing out equipment to make sure the user is aware that they need to follow the attached instructions – no exceptions (to eliminate further delays with their phone setup)

- GIVE INSTRUCTIONS FOR USERS OF WHAT TO DO WITH OLD EQUIPMENT AND ACCESSORIES

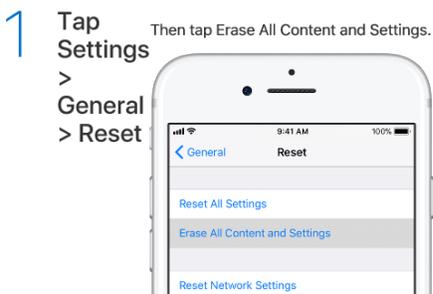
TC – Receives call that User has New / Upgrade device

New – iPhone w/ New Number (do not turn on new device)

- Register User in the Mobile Iron Portal
(if you are on DoIT's email platform) need the Serial number
Instruct User to wait for their email from DoIT.MobileEMail@illinois.gov
Follow instructions re: Policy and wait for 2nd email from
DoIT.MobileEMail@illinois.gov **which can take up to 1 hour** receive
User to follow instructions that is in 2nd email step by step

UPGRADE – STEPS iPhone have the user go into settings

TC – INSTRUCTS USER TO WIPE OLD DEVICE



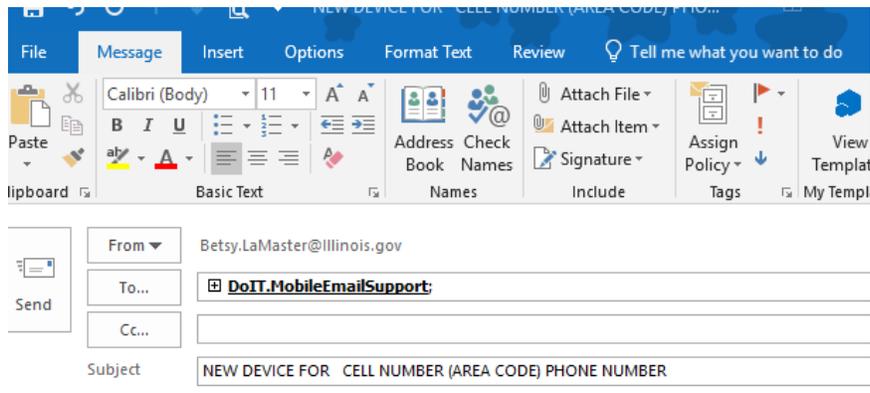
2 If asked, enter your passcode or Apple ID password
Then confirm that you want to erase your device. [Forgot your passcode](#) or [Apple ID?](#)

3 Wait for your device to erase
Depending on your device, it can take a few minutes to completely erase your data.

- THEN USER TO POWER OFF OLD DEVICE
- User then calls the Verizon Activation number 877.807.4646
To activate the new device on their phone number
User enters in 10-digit phone number

TC – register new phone in Mobile Iron Portal (you will need serial number of new device)

TC – send email to DoIT.MobileEmail@illinois.gov



Please remove (AREA CODE) PHONE NUMBER user name old device has been wiped and turned off.
Thanks
TCordinator

User to follow all of instructions from 2nd email from DoIT.MobileEmail@illinois.gov

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