

Ordering a Cell Phone

SUH and LPCH Hospitals

IT Services currently offers cell service from two vendors, AT&T and Sprint. IT Services will be adding new vendors in 2009/2010 (i.e., T-Mobile, Verizon).

A Department Contact and the End User of the cell service should review the device, service, and feature options at the IT Services cell web site <http://cellservice.stanford.edu>, prior to placing a cell phone order. The end user must decide if they will be using the phone for data, texting, and/or international calling. It is very important to select the appropriate plans to keep charges to a minimum. Overage charges are expensive, especially when travelling international and/or texting with no text plan assigned to your service.

Department Contacts need to ask the end user if they would like to keep their current personal cell phone number. If the answer is yes, the Department Contact will need to provide the personal phone number and vendor when placing your order for new Stanford cell service. If this is not stated on the order for new service, a new cell phone number will be assigned to the end user.

Travelling international can rack up charges. It is important that you request an international plan prior to your travels. For assistance, call 5-HELP, option 4, for our Stanford Cell Support Desk. You will be able to change or add feature plans on the spot with the Stanford Cell Support desk.

To Place an Order for New Cell Phone Service on the Stanford Plan

All order requests; add, changes, disconnects, are placed using the Order IT web site at <http://orderit.stanford.edu>. Only authorized Department Contacts can access this web site for ordering. If you will be ordering phone services for your department, and currently do not have access to the Order IT web site, submit a request to access at <http://helpsu.stanford.edu>.

To order a new Cell service, you must have the following information. You need to confirm this information with the end user prior to placing your order.

- End User Name
- End User Email
- Cost Center to bill monthly and usage charges
- Is the end user transferring his personal AT&T or Sprint service over to the Stanford Plan? This is called a 'Transfer of Liability' and this must be noted on your order along with the personal cell phone number.
- Is the end user moving his personal cell service from one vendor to a different vendor on the Stanford plan? This is called 'Porting' a number.

You must note that you are porting the service and provide the vendor information, along with the cell service phone number.

- Will you need to purchase a device or will end user keep his old one?
- Pick your plans. What are the needs of the end user of this cell service? Will it be used for calls? Texting? Email? It is critical that you work with the end user and select the appropriate plans for the intended use of the cell phone. This will save overage and unnecessary usage charges.

With all the questions above answered, you are now ready to place your order request at <http://orderit.stanford.edu>.

- Login using your SUNet ID
- Once the welcome page is presented, select 'Order Services' from the top right menu.

STANFORD UNIVERSITY
IT SERVICES SITE

Vicki Hallett

Order Services | Reports | Acct Maintenance | Client Reports | Home | Help | Logout

Welcome Vicki Hallett!

Welcome to the OrderIT website. To read about recent changes to ordering and billing, download this [Infosheet](#) for details about new reports, new expenditure types, and other changes. Commonly used links are located in the left hand column. If you're experiencing problems, please submit a [HelpSU](#) request. We'll be happy to assist you.

Order Fulfillment estimates (For May, 2009):

Cell Phone	5 - 10 business days
Phone Adds/Moves/Changes/Disconnects	5 - 10 business days
New Jack Installation	10 - 12 business days (University), 21 - 24 business days (Hospital*)

* Extended due to Hospital requirements for authorization, access control and hygiene preparations.

For historical Order Processing Matrix: [Click Here](#)

If you are requesting a new Cell Service, please have the end user complete the [Mobile Agreement form](#).

- At the 'Order Services' menu, search by Subscriber, by clicking on Subscriber link

STANFORD UNIVERSITY
IT SERVICES SITE

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Services | Cart | Orders

Service Search

Search by: Subscriber | Number | Location | Account Number

View a particular service profile and/or place a service order request.

- To search by Subscriber, enter the name as it appears in the Stanford Registry.
- To search by Number, enter the complete service number as it appears on the monthly statement.
- To search by Location (only services that require a location), enter the complete jack number (i.e., 14 200 1583A).
- To search by Account Number, click the checkbox next to the appropriate account.
- To change, disconnect, or move an existing service, first search for the service, then select the order action (i.e., Move Service, Change Service, Disconnect Service). Then complete the order request.
- To request new service, first search by subscriber, then select Add Service to Subscriber. Then complete the order request.

Get service features and rate information by visiting the [Computing and Communication](#) site.

Add Service to Subscriber | Move Service | Change Service | Disconnect Service

Department	Subscriber	Subscriber Group	Type	Service Number	Status	Building	Floor	Room	Jack	Start Date	End Date
Search using links above											

- At the Service Search by Subscriber window, enter the Last Name of the End User. Note, if the end user is not in the data base, you will

need to assign the subscriber to the Dept (2nd illustration shows how to search by Department Name)

Department Portal: Service Search by Subscriber - Microsoft Internet Explorer

Service Search by Subscriber

Enter the subscriber's last name and first name as it appears in the Stanford Registry. If you know the employee ID, enter the 8-digit ID in the Customer ID field. Click the **Check/Uncheck All** box to select all departments. Click **Search** to display service(s). A list of service(s) assigned to a subscriber are displayed based on search criteria.

Last Name: First Name:

Service Type: ID:

Search will only include subscribers

with/without services with services without services

Department number	Department
<input checked="" type="checkbox"/> CAPI	Finance Operations
<input checked="" type="checkbox"/> CHYR	Shared Services CNS Operations
<input checked="" type="checkbox"/> CPAJ	Client Support Operations
<input checked="" type="checkbox"/> CPIA	Production Technology Support
<input checked="" type="checkbox"/> CXXY	Shared Services DC Operations
<input type="checkbox"/> JWW	HighWire Press

Department Portal: Service Search by Subscriber - Microsoft Internet Explorer

Service Search by Subscriber

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Last Name: First Name:

Service Type: ID:

Search will only include subscribers

with/without services with services without services

Department number	Department
<input checked="" type="checkbox"/> CAPI	Finance Operations
<input checked="" type="checkbox"/> CHYR	Shared Services CNS Operations
<input checked="" type="checkbox"/> CPAJ	Client Support Operations
<input checked="" type="checkbox"/> CPIA	Production Technology Support
<input checked="" type="checkbox"/> CXXY	Shared Services DC Operations
<input checked="" type="checkbox"/> JWJW	HighWire Press
<input checked="" type="checkbox"/> PCH-60500	PICU

- Scroll down to the bottom of the 'Service Search by Subscriber' window and click on the 'Search' button to search for your subscriber.
- Your result will be returned back at the 'Services' tab.
- Click on any of the services to capture the subscriber name.

Services Cart Orders

Service Search

Search by: Subscriber | Number | Location | Account Number

View a particular service profile and/or place a service order request.

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- To change, disconnect, or move an existing service, first search for the service, then select the order action (i.e., Move Service, Change Service, Disconnect Service). Then complete the order request.
- To request new service, first search by subscriber, then select Add Service to Subscriber. Then complete the order request.

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[Add Service to Subscriber](#) | [Move Service](#) | [Change Service](#) | [Disconnect Service](#)

Department	Subscriber	Subscriber Group	Type	Service Number	Status	Building	Floor	Room	Jack	Start Date	End Date
CHYR-Shared Services CNS Operations	Hallett, Rachael M	Business University									
CPAJ-Client Support Operations	Hallett, Vicki E	Business University	Remote	REM-1326	In Service					02-MAY-00	
CPAJ-Client Support Operations	Hallett, Vicki E	Business University	Cable TV	CATV-12464	Vacant					31-JAN-05	31-JAN-05
CPAJ-Client Support Operations	Hallett, Vicki E	Business University	Voice Student	6504970942	Vacant					24-JAN-06	24-JAN-06

- In the upper pane, scroll down to see the work order links

Services Cart Orders

- To request new service, first search by subscriber, then select Add Service to Subscriber. Then complete the order request.

Get service features and rate information by visiting the [Computing and Communication](#) site.

[Add Service to Subscriber](#) | [Move Service](#) | [Change Service](#) | [Disconnect Service](#)

Department	Subscriber	Subscriber Group	Type	Service Number	Status	Building	Floor	Room	Jack	Start Date	End Date
CHYR-Shared Services CNS Operations	Hallett, Rachael M	Business University									
CPAJ-Client Support Operations	Hallett, Vicki E	Business University	Remote	REM-1326	In Service					02-MAY-00	

- Click on the 'Add Service to Subscriber' link
- A new order form window will open

Details Svc. Charges Features

Service REM-1326

Department Portal: Add Service Request - Microsoft Internet Explorer

Add Service to Subscriber

Use this order form to request new service for the subscriber selected. Select the Service Type; the order form then includes specific Service Selections. In the Jack field, enter the new service location (include quad, building, and TSO number; e.g., 14 200 1583A). Select one or many Service Selections to define the level of service requested (for more information on packages, features, and rates, visit the [Computing and Communication](#) site). Fields marked with * are required. When complete, click **Add to Cart** to move to Checkout.

Vicki E Hallett CustomerID **09934605**
 Email: **vhallett@stanford.edu**

Service Number: _____ Service Type: _____
 Service Type: *

New location information clear
 Jack (QD, BLDG, TSO):
 Complete By:

Select a contact from this list

	Name	Phone	Email
<input type="radio"/>	Agustin, Aileen	650 723 5731	aileena@stanford.edu
<input type="radio"/>	Ansaldo, Nancy	650 736 0555	nansaldo@stanford.edu

- Select service type: Cellular

- Wait two seconds before moving to enter more data
- The system will bring in all the service selections available for cellular service

 Add Service to Subscriber

Use this order form to request new service for the subscriber selected. Select the Service Type; the order form then includes specific Service Selections. In the Jack field, enter the new service location (include quad, building, and TSO number; e.g., 14 200 1583A). Select one or many Service Selections to define the level of service requested (for more information on packages, features, and rates, visit the [Computing and Communication](#) site). Fields marked with * are required. When complete, click **Add to Cart** to move to Checkout.

Vicki E Hallett

Service Number: _____ CustomerID **09934605**
 Service Type: **Cellular** Email: **vhallett@stanford.edu**

Select service Type
 Service Type: **Cellular** *

New location information [clear](#)
 Jack (QD, BLDG, TSO): _____
 e.g. 14 200 1583

Service Selections

	Name	Description	Est. one time \$	Est. monthly \$
<input type="checkbox"/>	AT&T World Traveler	\$5.99	\$0.00	\$0.00
<input type="checkbox"/>	AT&T World Connect	\$3.99	\$0.00	\$0.00
<input type="checkbox"/>	AT&T Nation 450 w/Rollover	\$39.99	\$0.00	\$0.00
<input type="checkbox"/>	AT&T Nation 900 w/Rollover	\$59.99	\$0.00	\$0.00
<input type="checkbox"/>	AT&T Nation 1350 w/Rollover	\$79.99	\$0.00	\$0.00
<input type="checkbox"/>	AT&T Nation 2000		\$0.00	\$0.00

- Leave the 'New location information' field blank. Click on the 'clear' link to clear the location if there is data populated.
- Select your service selections that describe the service you need
 - Voice Plan
 - Text Plan (optional)
 - International Plan (optional)
 - Data Plan (required if using PDAs, Aircards)
- Scroll down to the 'Additional Service Information' section
- Complete all fields as show below. If not completed, a Service Desk representative will be calling you.

Additional Service Information

IMEI Number _____

SIM Number _____

User Name **Hallett, Vicki**

User Email **vhallett@stanford.edu**

Contact Email **kkoch@stanford.edu**

User Empl ID **09934605**

Ship to Address1 **Acacia Trailer, Room 202**

Address Line2 **215 Panama Street**

City **Stanford**

State **CA**

Zip **94305**

Mailcode **4140**

Payroll Deduct **Yes Yes**

Deliver To _____

- Leave the 'Complete By' blank
- Scroll down to the 'Accounting Information' section
- Enter your PTA/Cost Center to bill the monthly charges

Accounting Information

MRC Account: 1036137-200-ALACA-CPAJ ITS Service Desk *
 OCC Account: 1036137-200-ALACA-CPAJ ITS Service Desk *

- Scroll to the 'Any additional information' box
- Enter any comments you feel will help expedite this order

Any additional information

- Scroll down to the bottom of the order form
- Click on the 'Add to Cart' button
- Your order will be placed in your 'cart'
- To submit your order to IT Services for processing, click on the 'Cart' tab
- The 'My Cart' window will come into view

Vicki Hallett Order Services | Reports | Acct Maintenance | Client Reports | Home | Help

Services **Cart** Orders

My Cart

The Cart window displays work orders that you have created but have not yet submitted. To view the detail of an order, click on the order. A View/Modify Request window will open. You may view or you may change the order since you have not yet submitted it. To submit the order to ITS, click on the checkbox to the left of the order and click the **Proceed to Checkout** button. If you wish to remove an order, click the checkbox next to the order to be removed, and then press the **Remove** button.

Department	Service Request	Service Number	Subscriber	Req. due date	Est. one time \$	Est. monthly \$
<input checked="" type="checkbox"/> CPAJ-Client Support Operations	Add Cellular Service to Subscriber		Hallett, Vicki E		\$0.00	\$0.00

Check/Uncheck All

Remove


- Click on the checkbox to the left of your order
- Click the 'Proceed to Checkout' button
- The 'Checkout' window will open
- Click the 'Place the Order' button

Department Portal: Checkout - Microsoft Internet Explorer

Checkout

A complete detail of charges associated with a work order request and is displayed. To submit a work order, click the **Place the Order** button. To hold the order for later submittal, click the **Return to cart** button. It is very important that you have reviewed your orders for correctness before submitting.

Service requests	Est. one time \$	Est. monthly \$
CPAJ Client Support Operations		
Add Cellular Service to Subscriber Hallett, Vicki E		
Req. By:	Request Total:	\$0.00
	Order Estimate \$ Total:	\$0.00




 as same order

- An order confirmation window will open and provide the order request number. Use this number as the reference to the order when calling with questions.

Place My Order

Your order has been placed with ITSS. The request number is listed below. Please reference this number when requesting information. You may view your orders at anytime for status information. ITSS will make every effort to activate your service on the Requested due date you provide. To make changes to this order, call 5-Help and reference the order request number.

Request # 210611-1 has been created for your Add Cellular service request



- Your order has now been submitted to IT Services for Processing
- A Service Desk representative will review your order and will call you with questions if necessary.
- Turn-around time is between 5-10 business days

To make a change to a plan or add a plan to an Existing Service

Changes to existing Stanford cell service, call the Stanford Cell Support Line at 5-HELP, option 4 (24X7, seven days a week)

Need Assistance, call:

- To activate the cell phone: the end user should call the Stanford Cell Support Line at 5-HELP, option 4 (24X7 service)

- To order new cell phone service; the Department Contact (STAR) should call the ITS Service Desk, 5-HELP, option 2
- To report a Lost/Stolen phone: call Stanford Cell Support Line at 5-HELP, option 4 and also submit a Change order in Order IT to purchase/replace the phone.