

American Cancer Society in partnership with:



ACS Event Mobile Wi-Fi Device Request View Existing Orders User Guide

The American Cancer Society is partnering with MTS to provision and support the Verizon Jetpacks and USB AirCards that provide internet connectivity while working at events.



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My Mobile Wi-Fi Device Orders Overview:

1. Once you log in, you will see the screen below. (If you need help logging in, refer to the Login Instructions User Guide.)

The screenshot shows a user interface with two main sections: "Provisioning" and "Help Desk Ticket".

Provisioning
Employee portal where users can review or place new equipment orders, upgrade requests, replacement requests, disconnect requests, etc. Select your order type and location and the wizard will guide you through the automated process.

Help Desk Ticket
Employee portal where users can review or place new help desk tickets. Select your ticket type and location and the wizard will guide you through the automated process.

Navigation links at the top right: [Provisioning Orders](#), [Help Desk Tickets](#), [Log Out](#)

Buttons at the bottom: **PROVISIONING ORDER** and **HELP DESK TICKET**

2. To view your existing Event Mobile Wi-Fi Device orders, click the "Help Desk Tickets" link on the top right of the page.



3. To view an order, click on the hyperlink in the Request Number field.

The screenshot shows a table of orders with the following columns: ORDER NUMBER, REQUEST NUMBER, LOCATION, ORDER TYPE, REQUESTOR, and STATUS. A red arrow points to the "REQUEST NUMBER" field in the first row.

ORDER NUMBER	REQUEST NUMBER	LOCATION	ORDER TYPE	REQUESTOR	STATUS
> P2017013000001	MOB00001		Change Service		New

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- This will open the provisioning order form. You can view and edit order details, and see the order status.

Loaner Devices - Event Mobile WiFi Order Requests MOB00001 ✉️ 🖨️ 🗑️ ⚙️ Other Actions ▾

User Information

Name: Stutler, Elizabeth - 1044262

Phone: 888-227-6446-x 5212

Email: beth.stutler@cancer.org

Order Contact Information

Name: Couts, Bethany H - 1049329

Phone: 888-227-6446

Email: Bethany.Couts@cancer.org

Description

Reason for Request: Event Mobile WiFi Device *	Open Date: 07/26/2017 📅
Request Number: MOB00001	Requested Due Date: 09/12/2017 📅
Depends On: 	Follow Up Date: 09/05/2017 📅
Customer Order Number: ACSH2017072600003	Reason For Follow Up: Event Device Ship By Date ▾
Customer PO Number: 	Ship Date: 📅
Analyst: ▾	Close Date: 📅
Assigned Technician: ▾	Created On: 07/26/2017 📅
Status: Ready to Process ▾	

Status Key:

New	Still in data entry mode. Not ready to process.
Ready to Process	MTS has the order and will schedule the equipment, if available, or reject the order, if necessary.
Completed-Waiting Eq Return	MTS has shipped the equipment.
Rejected	MTS will send an email explaining the reason the order could not be fulfilled.
Completed	Equipment has been returned and received by MTS.