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:

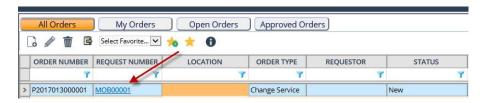
1. Once you log in, you will see the screen below. (If you need help logging in, refer to the Login Instructions User Guide.)



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



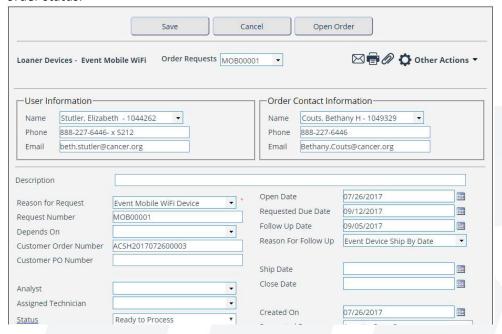
3. To view an order, click on the hyperlink in the Request Number field.



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



#### **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 Eqp 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.