

Satellite Office Point of Contact (SOPOC) SOP for electronic devices

Cell phone (new cellphone):

- If the request is at least 1 week from today:
 - SOPOC should be attentive to emails sent by Magna 5 and IT Department.
 - Once the phone arrives at the location, SOPOC should turn on the phone, finish initial setups, and leave it plugged in.
 - SOPOC will be notified by Magna 5 when Magna 5 starts remotely setting up the phone. SOPOC must make sure the phone 1) has enough battery power and internet and 2) is left alone without interruptions.
 - Follow instructions sent by Magna 5 or IT Department.
 - After setting up, Magna5 will notify the SOPOC that the work is finished, and the phone can be delivered to the employee.
 - Before closing the ticket, Magna5 should send an email to all parties stating what they did in the setup process and if there are any hanging issues.
 - SOPOC should confirm everything looks good and bring to the team's attention any issues they see.
- If the request is less than a week, we use a spare phone. Magna 5 should replace the spare phone by ordering a new one.
 - Magna 5 is still responsible for setting up the accounts for this employee.
 - Magna 5 will send an email to IT with all the credentials and account information for the new employee.
 - The IT Department of Day & Nite will be responsible for setting up the phone, signing into the apps and shipping the phone.
 - SOPOC should be attentive to emails sent by IT and Magna 5.
 - SOPOC will be responsible for receiving the phone and giving it to the right person.
 - SOPOC will not need to do additional setup work in this case.
- All locations should maintain inventory as below (spares):
 - Jossel Perdomo SFL & FLA: 2
 - Ronald Campbell SCA: 2

➤ Alfredo Tadeo NCA & DCM: 2

➤ Leo Guo New York: 4

Cell phone (replacing a cellphone):

- a. If phone request is urgent: employee must have a phone today
 - i. Magna 5 should use AssetTiger to check out a spare phone for the employee for up to a week.
 - ii. Magna 5 will log in the accounts required by the employee on the phone
 - iii. Sim cards should not be swapped. The employee will be using a temporary phone # for the time being.
 - iv. Magna 5 will proceed to the following steps to work on phone replacement during the temporary replacement period.
 - v. SOPOC will give this temporary replacement phone to the employee and ask them to come back 1 week later to return the phone for a proper replacement.
- b. If the phone request is not urgent or a temporary replacement has been issued.
 - i. The device will be shipped to the office of the employee. And SOPOC at the office is responsible for receiving the package. Magna 5 should send the tracking information to the SOPOC and the employee who requested the phone replacement.
 - ii. Next step: transfer phone number from old phone to new phone:
 1. When the phone arrives at the office, ask the SOPOC to turn it on and leave it charging.
 2. If Magna 5 requests the device ICCID and IMEI, SOPOC should be able to find out the numbers and send them to Magna 5.
 3. a 5 will notify SOPOC when the phone number transfer is done.
 - iii. Next step: transfer data from old phone to new phone
 1. SOPOC will download Samsung Smart Switch on both phones.
 2. Follow on-screen instructions to transfer data over.
 - iv. Log into the accounts if not already.
 1. Ask Magna 5 or IT for credentials if there is trouble logging in.