

New Hire Mobile Phone Request

Due to Groupe policy, only mobile devices owned by Rosetta have access to email, contacts and calendars. Please follow the instructions below to request a new Rosetta mobile phone or move a personal line into the Rosetta account.

Approval Process

Only Manager level employees and above are granted automatic approval for corporate phones. Procurement for all other levels requires BU and HRBP authorization through the Equipment Approvals process. Email equipment.approvals@rosetta.com for more info.

Phone Options (choose one)

1. New phone and phone number on Verizon or AT&T*
2. Transfer your existing phone/phone number into the Rosetta account

* Phones available are the latest version of the iPhone, Galaxy/Note, or BlackBerry

Making a Request

All requests will be processed through a Solution Center ticket.

- Please log onto the Solution Center's self-help portal at <https://solutioncenter.publicisgroupe.net>
- In the Service Catalogue under the "Rosetta Specialty Requests" menu (upper right side), create a ticket by clicking the "Rosetta Facilities" link
- Select the Mobility category, confirm your Name and Location are correct and indicate if you would like option 1 or 2 from above in the comments
- Submit the ticket and the Mobility team will contact you for more information

If you have any issues getting access to the Solution Center or with your Lion Login, please contact the Solution Center at 1-866-222-4440 or email solutioncenter@us-resources.com. Requests cannot be made prior to an employee's start date due to MobileIron security software requirements.

The Mobility Team makes every effort to respond to tickets within 5 days. Once the Mobility Team submits the requests to the cellular carrier it can take an additional 3-5 days for processing and shipping.

Most of the time tickets are processed much more quickly, but it could take up to 2 weeks before your request is completed.