

Mobile Cell Phone - Lost or Stolen

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Mobile / Cell Phone - Lost or Stolen

Purpose: Follow this procedure when a caller wants to report a mobile or cell phone lost or stolen

Required Information:

Contact Name Contact Number Clinic / Facility Number Mobile Device Number (The device having the issue) Mobile phone make: (Apple, Samsung) Mobile phone model: (iPhone XR, iPhone 11, Samsung Galaxy S21 Ultra) Carrier: (AT&T, Verizon) Detailed Description of the issue

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.
2. Please document required information and troubleshooting details in the Incident.
3. Please attach any referenced knowledge articles to the incident.
4. Please document the following information in a Description Field:

Mobile phone make: (Apple, Samsung) Mobile phone model: (iPhone XR, iPhone 11, Samsung Galaxy S21 Ultra) Mobile device number (MDN): (Device having the issue) Carrier: (AT&T, Verizon) Is this a Personal Mobile Device? Yes or No

5. Direct user to report a lost or stolen device Here: Report Theft or Lost Device - Fresenius Medical Care (service-now.com) (Stolen Asset (User must provide a Report Key upon completion of the claim)

6. Advise user they are required to open a separate ticket to have the device disconnected or replaced. Web: Help Desk Phone: 866-491-8167

7. Please follow the escalation process so a replacement phone can be provided.

Classification Requirements

Category

Hardware

Subcategory

End User Mobile Phone – Android or End User Mobile Phone - iPhone

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Resolution Categorization

Resolution Code

Choose the appropriate option

Resolution Category

Hardware

Resolution Subcategory

End User Mobile Phone – Android or End User Mobile Phone - iPhone

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

Assign the Incident to the Following Group

The user department and title can be found within Service Now. Please see SNOW - View User Information for additional instructions.

Corporate Departments: 9900XXXX, 5500XXXX, 6500XXXX and 1100XXXX

DTI-EUX-Unified Services Mobile Device Corporate – L3

IPS – Inpatient Services

DTI-EUX-Unified Services Mobile IPS – L3

RTG Departments: 5700XXXX

DTI-EUX-Unified Services Mobile Device RTG – L3

All others

DTI-EUX-Unified Services Mobile Device Management – L3