GSD. Global – Mobile Phone - Request for Mobile Messaging for Office 365 Users

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General Information:

Possible symptoms/errors:

User wants to Request for Mobile Messaging

Alternative names of the system:

Mobile MessagingO365Office

IMPORTANT NOTICE:

N/A

Solution:

The Mobile Messaging Service for Office 365 Users allows users to access company data such as email, calendar, contacts and certain additional resources like Fresenius Phonebook in a secure environment.

Inform user that for the selected user the device needs to be ordered by her/his local purchasing department after approval.

Refer user to their Intranet site for more information regarding the request lifecycle, procurement of mobile devices, mobile guidelines etc.

Details:

Advise user to go to IT Service Portal.User must click on Service Catalog.

Under Categories, advise user to click on Enterprise Mobility Services.

Inform user to click on Mobile Messaging - for Office 365 Users.

User must fill out the form under Describe Needs then click Next.

Under Choose Options, advise user to click on Next.

Once done, inform user to click on Order Now.

Assignment Group:

FDT Mobile Services FLS

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

Intranet site

https://one.intra.fresenius.com/display/portfolio/Mobile+Services

IT Service Portal

https://fnc.service-now.com/sp