

Mobile Device Reassignment

Article ID: KB0028262

Created: 2023-08-24 12:42:14

Updated: 2023-08-24 12:43:09

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/234709da6fb2464070404a950d3ee44b',

'value': '234709da6fb2464070404a950d3ee44b'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/1d370f80877a2910b536a86e0ebb35d5',

'value': '1d370f80877a2910b536a86e0ebb35d5'}

Title

Mobile Device Reassignment

Purpose:

Follow this procedure when a user wants to reassign a mobile device

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue.Screen shot of the Error

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.

Required Information to be documented in the Description Field of each Incident:

Mobile phone make: (Apple, Samsung)Mobile phone model: (iPhone XR, iPhone 11, Samsung Galaxy S21 Ultra)Mobile device number: (Device having the issue)Carrier: (AT&T, Verizon)Is this a personal Mobile Device: (Yes or No)Existing Employee ID # and Employee NameNew Assignee Employee ID # and Employee Name

5.

Follow the escalation process.

Incident Classification Requirements

Category

Hardware

Subcategory

End User Mobile Phone – Apple or End User Mobile Phone – Android

Service

Mobile Phones (iPhone / Android)

Resolution Process

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

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Hardware

Resolution Subcategory

End User Mobile Phone – Apple or End User Mobile Phone – Android

Resolution Service

Mobile Phones (iPhone / Android)

Escalation Process

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

Escalation Group

DTI-EUX-Unified Services Mobile Device Management - L3

Published by

DTI-EUX-Unified Services Mobile Device Management - L3