

# How to Order Mobile Services and Devices for FME users ?

**Article ID:** KB0039436

**Created:** 2025-01-28 09:28:04

**Updated:** 2025-01-28 12:53:07

**Author:** {'link':

'https://fmcnadev.service-now.com/api/now/table/sys\_user/acaf843397d74958f7e3bb8fe153afe3',

'value': 'acaf843397d74958f7e3bb8fe153afe3'}

**Category:** {'link':

'https://fmcnadev.service-now.com/api/now/table/kb\_category/2ad400c4c3421a100acd330015013137',

'value': '2ad400c4c3421a100acd330015013137'}

Mobile devices proved to be useful for today's employees. They allow easy email and calendar access, which results to convenient way of reaching out to colleagues. Fresenius allows you to easily order mobile devices, contracts and tariffs via IT Service Portal.

Note: Please note for ordering devices (Hardware) after the approval, please use your Instore catalog. If you don't have an Instore, please get in contact with your local purchasing Department.

Details:

1. Log on to IT Service Portal.
2. Go to Service Catalog> Enterprise Mobility Services> Mobile Messaging - for Office 365 Users.
3. Fillout the Form and select New Device under Device Selection.
4. Click the drop down button in the Please select a new device section then choose your desired device model.
5. Click the drop down button in the I want to order section then choose Mobile Messaging & Applications.
6. If you need additional company mobile applications, click the field and choose the application. If you do not need, leave the field empty.
7. Add a comment, if it is a completely new order with a new mobile contract or an exchange of the device with existing contract.
8. If you are finished, please click Next.
9. You will see an overview about your order. There please click Next.
10. Now you see a summary about the whole order. There click Order Now.