**RISK/DoIT Cellular Services Meeting Notes**

**Date:** April 26, 2016  
**Meeting Time: 9:00 a.m.**  
**Participants:** Susan Atkinson, Candace Johnson-Hurwitz, Kathy Neitzel, Julie Pfaffle, Susan Schneck, and Nora Wirtz

**Porting Study Participants Phone Numbers to University Verizon Account**

* ARL was informed by DoIT and Verizon Rep (Julie) that we would be able to port RISK participants phone numbers to the study iPhone and then back to their original account upon completion of the study. Yeah!!!! ☺
* ARL will be able to have unlimited text, data, and voice on each study phone through the university’s main account-nationwide custom pooled plan.
* There are no termination fees on government accounts.

**Julie suggested that ARL consider the following issues when porting numbers:**

* Study participants may not be able to transfer their service back to the iPhone given to them as compensation for study participation if they have a prepaid service as iPhones are not utilized for prepaid service accounts.
* Study participants may not be able to use the iPhone if Verizon is not their cell phone service provider as the cell phone is likely to be “locked.” If the cell phone carrier is able to process the phone as “unlocked” the participant may be able to continue utilizing the iPhone with another cell phone provider.
* Some numbers will not be able to be ported (ex: Wausau numbers)
* Some participants will be on a family plan and unable to leave their plan and transfer to another account.

**Julie suggested that ARL do the following to insure that cell phone costs are kept low during the course of the study**:

* Obtain device protection. You have up to 30 days to activate device protection on a new phone.
* Load “find my iPhone” app on all phones.
* Utilize the iPhone configurator to lock phone if it is missing and to lock certain phone features that could result in expensive charges (ex: block international calling, the purchase of ringtones and apps).
* Save packing slips as they serve as proof of purchase. This is very helpful should the participant change codes on the phone and block ARL staff from accessing the phone.
* Place phone on the “negative list” if it is reported lost or stolen.

**Julie suggested that ARL consider:**

* Purchasing the iPhone se as it is free until the end of this week. It has the same features as the iPhone6 and iPhone 6s combined, but it is small enough to fit in your pocket. The iPhone se can only be considered if it has a portable battery pack.

**Security Issues to Consider:**

* The study iPhone will be on a state account and therefore subject to the “open records” regulations if subpoenaed by law enforcement. Julie reports that if a participant’s records where under subpoena then Verizon would have to give up their phone records, including text and data information. This may not be too much of a concern, as the phone will not be in the names of the participant while under the university account. The phone numbers will be assigned as: ACHESS Phone 1, ACHESS Phone2, etc….
* ARL needs to verify that their records would not be subpoenaed due to having a Certificate of Confidentiality for RISK.

**When we begin ordering iPhones we will attempt to order them as follows:**

**Email Sue Atkinson phone order. Include the following in the email:**

* Study Name
* The iPhone type and quantity you want to order

**When you want to port over a participant’s number to the study iPhone and study Verizon account, do the following:**

* Email the group (Sue A., Susan S., Julie, Nora, and Kathy) the assigned phone number along with the number that will need to be ported
* The day we will need it ported
* ARL will then obtain an appointment time with Customer Care to have the number ported

**Misc. Items:**

* Kathy and Nora are available most days from 7:45 am-3:30 p.m. to assist lab with porting number.
* Marsha Stanek and Benjamin Ball will be able to assist lab with phone orders if Sue is out of the office.

**Post Meeting Action Items**

* Candace to place an iPhone order by 4/29/16 for lab testing purposes.
* Cindy will verify if our Certificate of Confidentiality protects us from needing to comply with the state’s “open records” rules.

**Next Meeting with Journey:** None scheduled