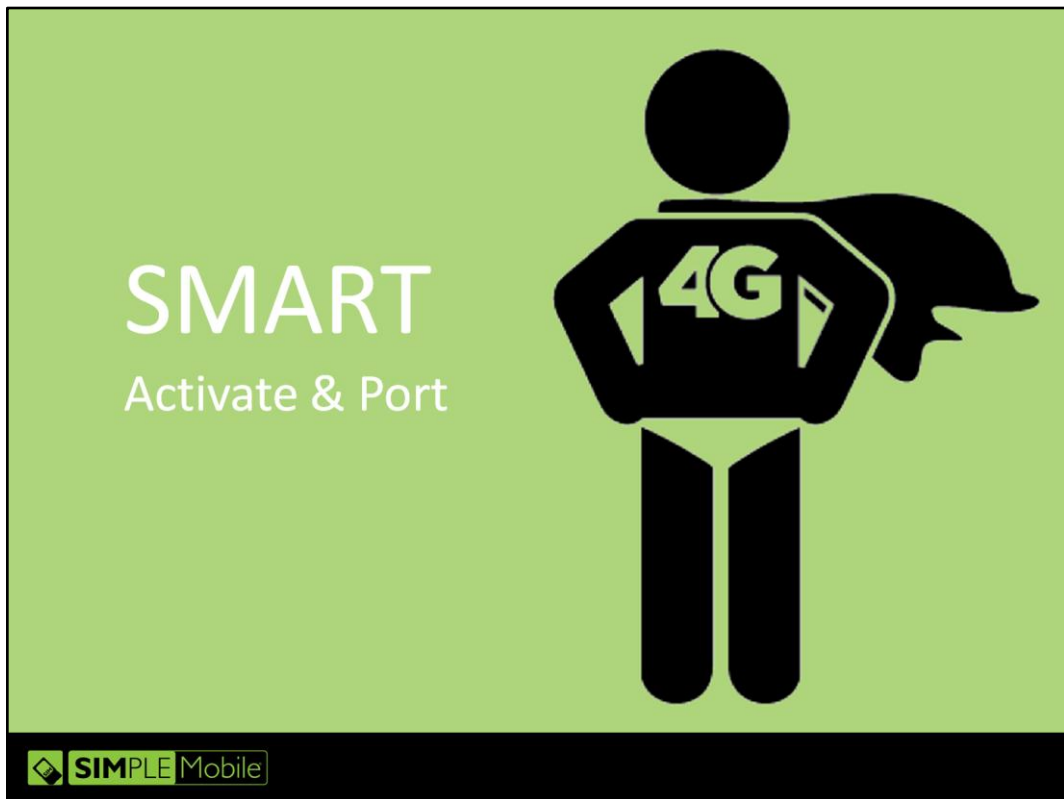


Simple Mobile SMART portal training



INTRODUCTION

Welcome to Simple Mobile's SMART activation and subscriber management portal training!

So what's with the name?

S.M.A.R.T. is an acronym that stands for: Simple Mobile Activation & ReUp Tool.

In this training, you'll learn how to Activate, Port, ReUp, Add Value, and manage/make changes for Simple Mobile customers on their accounts.

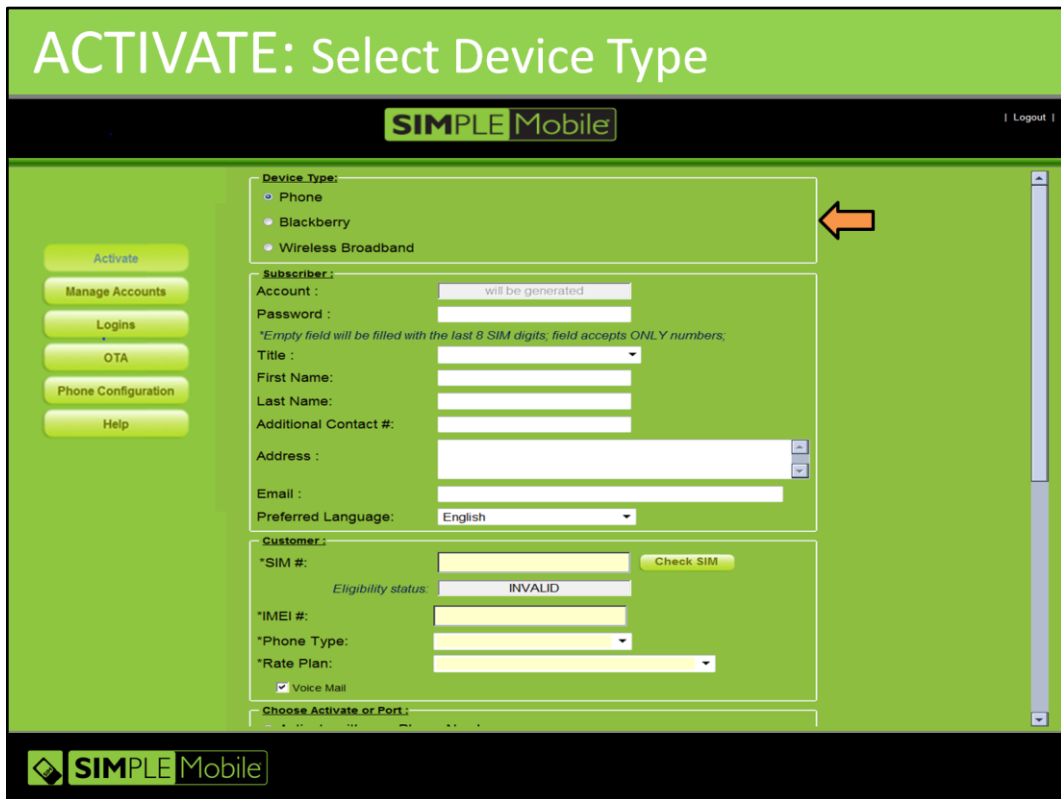
ACTIVATE & PORT

This Module will cover the basics on how to activate a new line with Simple Mobile service as well as doing a Ported line activation



Logging in to SMART

- Go to <http://smart.mysimplemobile.com/POS/> in your browser (make sure to use Internet Explorer and allow pop-ups for this site)
- Your login username and password are assigned.
 - Master Agents: Assigned by Simple Mobile Corporate
 - Dealers: Assigned by your Master Agent or Distributor
 - The login username is in the form of an email address
- Enter your username and password and click "Sign In"

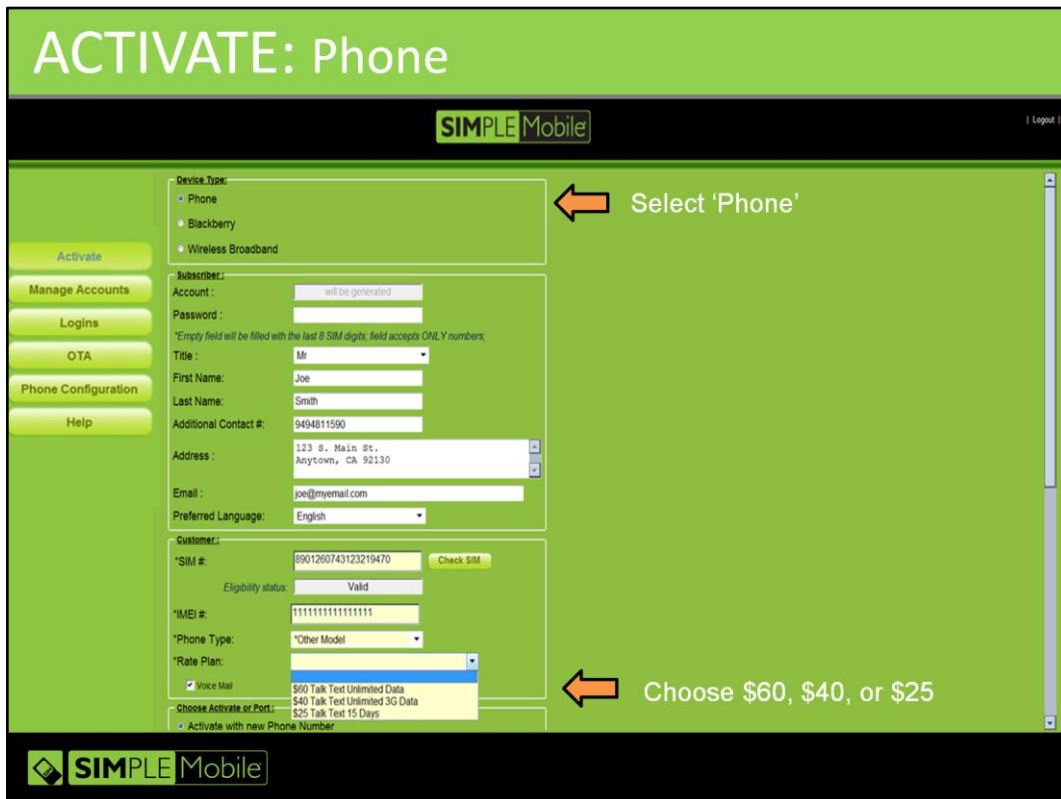


ACTIVATE: Sub info & SIM/Phone/Rate Plan

After successfully logging in, you're presented with the default page, which is the activations screen.

To do a new subscriber activation:

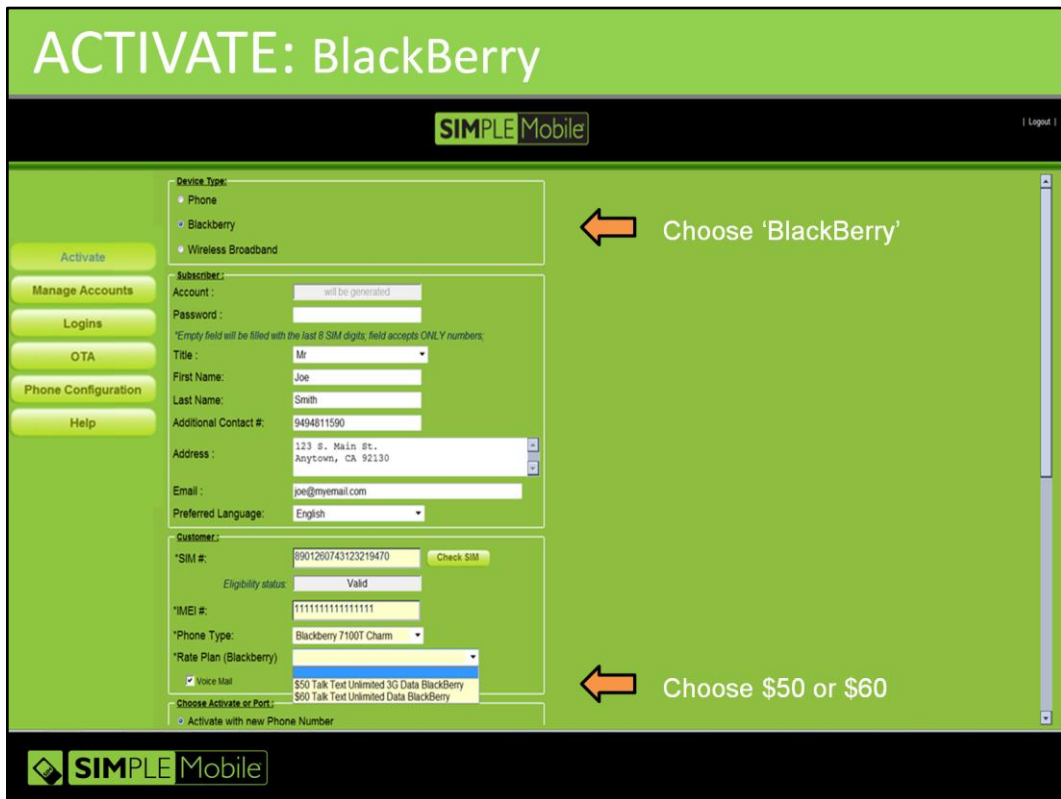
- Select Device Type
 - For all phones (excluding Blackberry devices), select "Phone"
 - See Activate: Phone
 - For Blackberry Devices, select "Blackberry"
 - See Activate: Blackberry
 - For Wireless Broadband Devices, select "Wireless Broadband"
 - See Activate: Wireless Broadband



ACTIVATE: Phone

To do a new subscriber activation:

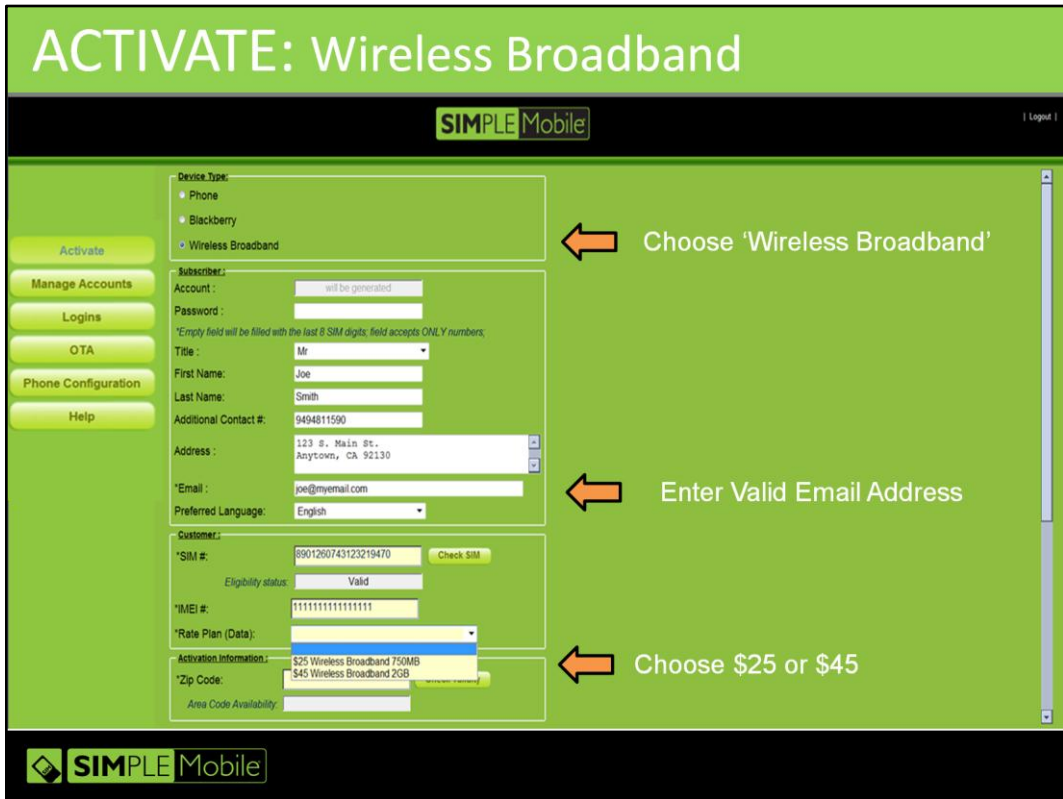
- Enter subscriber name/address/contact # or email address
- Enter the 19 digit SIM card number (leave out the 20th digit, which is an F) and click “Check SIM”
 - The Eligibility status field will let you know if it is good to use (VALID) or not (INVALID, BAD SIM or SIM in USE)
- Enter the 15 digit IMEI of the phone. This field is required but may be any amount of numbers from 1 to 15 digits
- Enter phone type. This is also a required field but you may choose “Other” from the drop-down menu or just type in the phone type by clicking in the field
- Choose Rate Plan.
 - Please note: Once you activate with a plan, it cannot be changed until the next billing cycle. Make sure you pick the right plan up front!
 - Note that in the “Features” area, the features provisioned in the plan are grayed out and cannot be changed. The only exception is Voicemail.
 - You may select to not have Voicemail as a feature



ACTIVATE: BlackBerry

To do a new subscriber activation:

- Enter subscriber name/address/contact # or email address (this is not required but helpful)
- Enter the 19 digit SIM card number (leave out the 20th digit, which is an F) and click “Check SIM”
 - The Eligibility status field will let you know if it is good to use (VALID) or not (INVALID, BAD SIM or SIM in USE)
- Enter the 15 digit IMEI of the BlackBerry. This field is required but may be any amount of numbers from 1 to 15 digits
- Enter phone type. This is also a required field but you may choose “Other” from the drop-down menu or just type in the phone type by clicking in the field
- Choose Rate Plan.
 - Please note: Once you activate with a plan, it cannot be changed until the next billing cycle. Make sure you pick the right plan up front!
 - Note that in the “Features” area, the features provisioned in the plan are grayed out and cannot be changed. The only exception is Voicemail.
 - You may select to not have Voicemail as a feature



ACTIVATE: Wireless Broadband

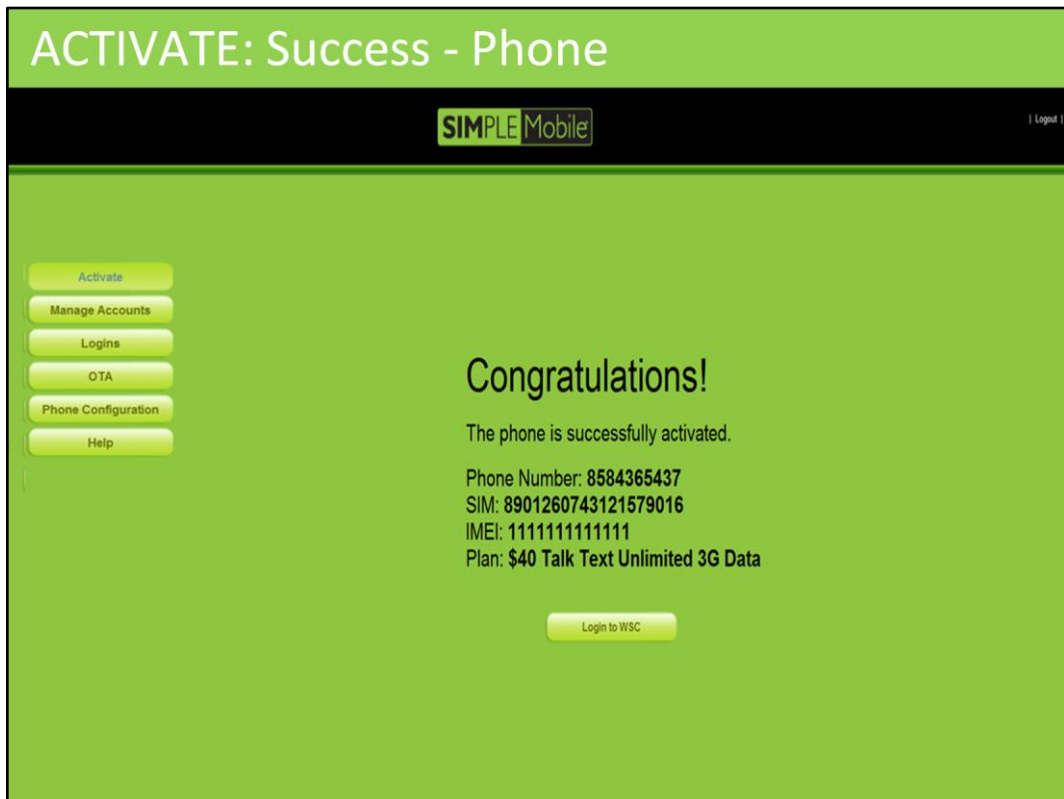
To do a new subscriber activation:

- Enter subscriber name/address/contact # or (this is not required but helpful)
- Enter a valid subscriber email (this is required for all Wireless Broadband accounts). The system will validate this email prior to activation
- Enter the 19 digit SIM card number (leave out the 20th digit, which is an F) and click “Check SIM”
 - The Eligibility status field will let you know if it is good to use (VALID) or not (INVALID, BAD SIM or SIM in USE)
- Enter the 15 digit IMEI of the device. This field is required but may be any amount of numbers from 1 to 15 digits
- Choose Rate Plan.
 - Please note: Once you activate with a plan, it cannot be changed until the next billing cycle. Make sure you pick the right plan up front!



ACTIVATE: Coverage & Payment for Phone, BlackBerry, and Wireless Broadband

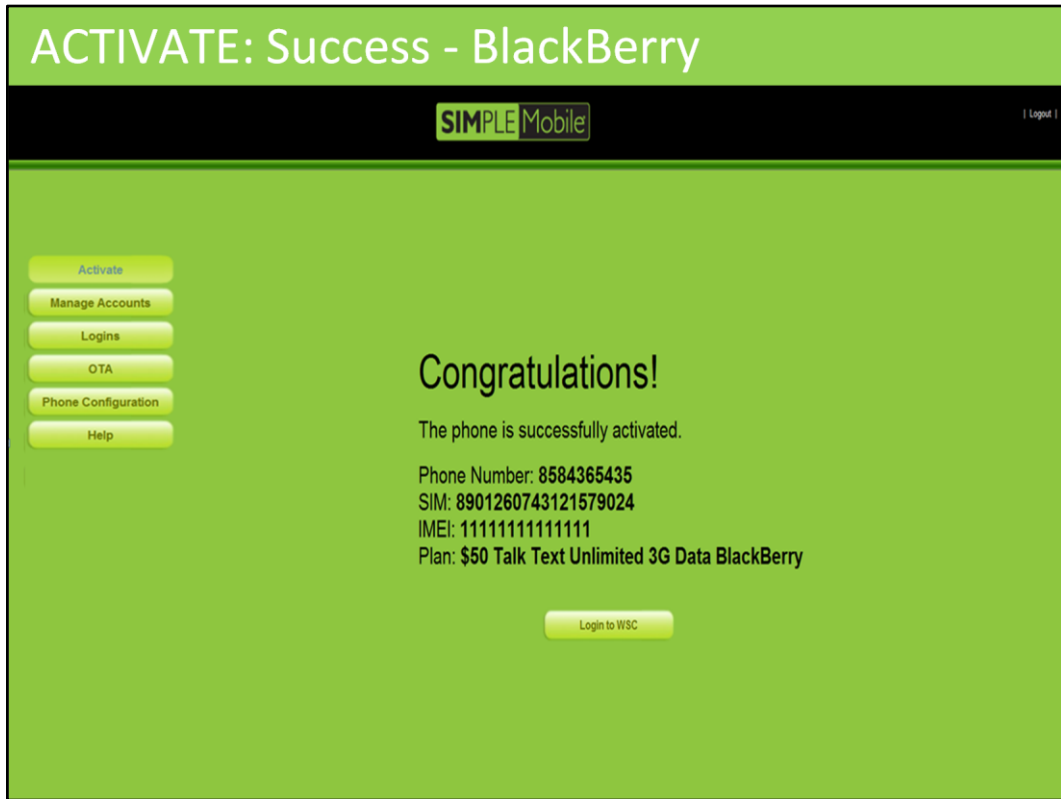
- Activate option is the default. This will assign the subscriber a new Simple Mobile number
- Enter Zip Code where the phone will be used & click “Check Coverage”
 - Coverage Status: Valid= Coverage area. No Coverage=Try other area zip codes to see if there is coverage. Otherwise, if there is no coverage, do not sell service.
 - Zip code also determines area code of number to be assigned
- Enter 16 digit payment PIN in the PIN field
 - PIN may be either Available, Bad, Used, or Revoked
 - Multiple PINs may be used for payment
- Click on the “Activate Now” button and wait for the screen to show you the new subscriber number



ACTIVATE: Success - Phone

- Success screen displays
 - New Simple Mobile number
 - SIM card to which it is assigned
 - IMEI of phone given
 - Rate Plan chosen

- It may take up to 30 seconds to display the success screen. Do not refresh browser while waiting.



ACTIVATE: Success - BlackBerry

- Success screen displays
 - New Simple Mobile number
 - SIM card to which it is assigned
 - IMEI of phone given
 - Rate Plan chosen

- It may take up to 30 seconds to display the success screen. Do not refresh browser while waiting.




ACTIVATE: Success – Wireless Broadband

- Success screen displays
 - New Simple Mobile number
 - SIM card to which it is assigned
 - IMEI of device given
 - Rate Plan chosen

- It may take up to 30 seconds to display the success screen. Do not refresh browser while waiting.

ACTIVATE: Number Porting



- Unlimited Data Service
- Unlimited Data Service -

Choose Activate or Port:

Activate with new Phone Number

Port existing Phone Number

Porting Information:

*Phone Number:


Eligibility status:

*This check can take up to 30 sec

Please provide as much data as you can NOW. This ensures a faster port-in process. If your carrier requires a value that was left blank, they may delay your request until it is provided.

Request Data:

Billing Account Number:	<input type="text" value="847651354"/>
and/or Account Password:	<input type="text" value="9876"/>
and/or Social Security Number:	<input type="text"/>
and/or Federal Employee ID:	<input type="text"/>
and/or Date of Birth:	<input type="text" value="01/04/1980"/>
and/or Billing Name:	<input type="text"/>
and/or Billing Address Line 1:	<input type="text"/>
and/or Billing Address Line 2:	<input type="text"/>
and/or Billing City:	<input type="text"/>
and/or Billing State:	<input type="text" value="CA - California"/>
and/or Billing Zipcode:	<input type="text" value="92621"/>



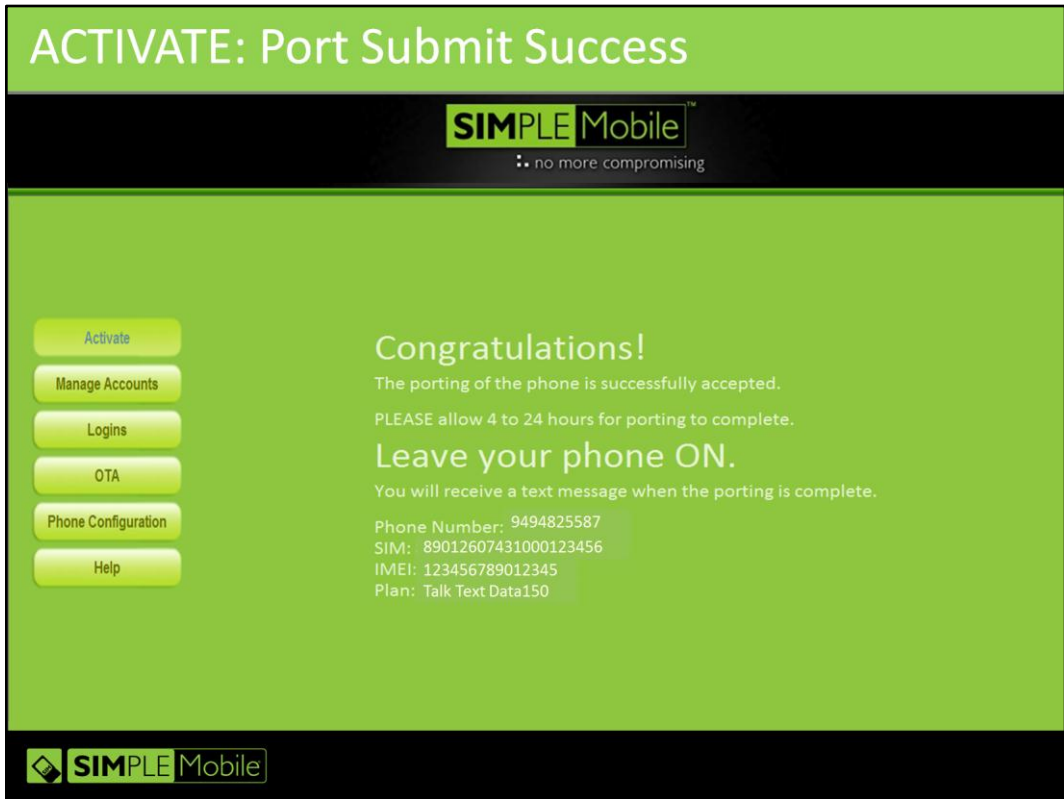
ACTIVATE: Porting an existing number

- Enter Subscriber Info, SIM information and choose Rate Plan
- Click the “Port existing Phone Number” option
- Enter customer’s phone number and click “Check Eligibility” button
 - Eligibility Status will read: Valid for Port-In or NOT Valid for Port-In.
 - Not Eligible may mean customer has a past due balance with current carrier
- Enter Old Service Provider account number and password
- Some carriers require different info. Enter Date of Birth and Billing zip code if you have the information

- It is very important to have the right information in this piece. Timely and hassle-free porting depends on it.

- Allow up to 24 hours for port to complete (Up to 24hrs allowed by law)

- Be diligent and follow-up on the submitted port. The OSP info may need to be adjusted and resubmitted



ACTIVATE: Port Submit Success

This is the port submit success screen. By NO means does this mean the port will go through. You must be diligent in following up to make sure the old service provider isn't requiring additional information in order to complete the port.

If the port is successful. Both the old phone and the new Simple Mobile phone will have service for a short period of time, until full provisioning is finished; at which point the old phone will cease to have service.

PORT: Checking Status

The screenshot shows the SIMPLE Mobile web interface. At the top, there's a search bar with fields for Title #, Mobile #, and Account #. Below it is a 'Subscriber List' table. The table has columns for KEY #, Record Type, SN #, Mobile #, IMEI #, Account #, Activated By, ZIP #, Last Name, First Name, Status, Status Date, and DATA Date. A single record is shown with the status 'PENDING_PORT'. An orange arrow points to the search bar, and another points to the 'PENDING_PORT' status in the table. Below the table, there are sections for 'Subscriber Information' and 'Device Information'. The 'Device Information' section shows 'PENDING_PORT' and a table with columns for Information, S.M.A.A.L.T, Billing, Network, and Action. The 'Device Information' table shows 'Activation Status' as 'PENDING_PORT', 'Mobile #' as '9494879624', 'Sim #' as '8901260743114584155', 'IMEI' as '368746518897563', 'Phone Type/MSI' as '*Other Model', 'APN' as '...', 'Voice Mail (VM)' as 'Enabled', and 'SMS Text Messaging (FULLSMS)' as 'Enabled'. There are 'Delete' buttons next to the 'Voice Mail' and 'SMS Text Messaging' rows. On the left side, there are navigation buttons: Activate, Manage Accounts, Logins, OTA, Phone Configuration, and Help. The SIMPLE Mobile logo is at the bottom left.

PORT: In Progress/Checking Status

Following up on the status of a submitted port is very important to a successful port and maintaining a happy customer.

To check the status of a submitted port:

- Go to the Manage Accounts screen by clicking that button in the navigation toolbar on the left.
- Do a search for the account by typing in the customer’s number and clicking the search button
- Select the record that shows up in the results field. Note the Status- It will likely say “Pending Port”. If it says “Active”, then the phone number has ported successfully.

PORT: Resolution Required

1 Login

Activate

Manage Accounts

Logins

OTA

Phone Configuration

Help

Device Information

Hide

PENDING_PORT

■ If a row has red text, it is out of sync so try resetting it.
 Refresh

Information	S.M.A.R.T	Billing	Network	Action
Activation Status	PENDING_PORT	---	---	
Mobile #	9494879624	---	---	
Sim #	8901260743114584155	---	---	
IMEI	368746518897563	---	---	
Phone Type/MSI	*Other Model	---	---	
APN	---	---	---	
Features				
Voice Mail (VM)	Enabled	---	---	Reset
SMS Text Messaging (PULLSMS)	Enabled	---	---	Reset
International Long Distance (ILD)	Enabled	---	---	Reset
100 MB Data Service (ISP1)	Enabled	---	---	Reset

Portin Information

Portin Status: IN PROGRESS PENDING Check Status

The port in process reports: INTER, [SC-Wireline_LSR_in_ERROR_status].
To resolve, please update port-in information by clicking on the Resolve button.

Resolve
Cancel Portin

Account History

Hide

Begin Billing Date: 2011-04-25 18:36:35 End Billing Date: 2011-05-25 18:36:36

Applied #	PIN #	Type	Value
04/25/2011 18:36:36		\$50 Talk Text 100MB	-50.00000
04/25/2011 18:36:35	8061320567008892		50.00000

PORT: In Progress/Resolution Required

When checking port status, scroll down to the Port In information field and click on the “Check Status” button.

You may notice that it comes back with the message “In Progress” and “The port in process reports; INTRA”

This typically means that our system has sent the information to the old service provider and we are waiting to hear back on whether the number will be released or if incorrect information was entered, or more/different information is needed.

If upon clicking “Check Status” you get the message, “Resolution Required”; pay attention to the description in the box below. In this particular case it shows that the account password you provided is incorrect. The customer may need to call their old service provider to get the correct password before you can resume the port.

Once you have the missing account information, click on the “Resolve” button to proceed and resume the port.

PORT: Resolving Port Issues

The screenshot shows the SIMPLE Mobile web interface. At the top, there is a green header with the text 'PORT: Resolving Port Issues'. Below the header, the SIMPLE Mobile logo is visible. The main content area is titled 'PENDING_PORT' and contains a table with columns: Information, S.M.A.R.T, Billing, Network, and Action. The table lists various account details such as Activation Status, Mobile #, Sim #, IMEI, and Phone Type/MSI. A 'Resolve' pop-up form is overlaid on the table, containing fields for 'Update Port-In' information, including Billing Account Number, Account Password, Social Security Number, Federal Employee ID, Date of Birth, Billing Name, Billing Address Line 1, Billing Address Line 2, Billing City, Billing State, and Billing Zipcode. The form also includes 'Save' and 'Cancel' buttons. A sidebar on the left contains navigation buttons for 'Activate', 'Manage Accounts', 'Logins', 'OTA', 'Phone Configuration', and 'Help'. At the bottom of the interface, there is an 'Account History' section and a table with columns 'Applied #', 'PIN #', 'Type', and 'Value'.

PORT: Resolving Port Issues

To submit new/correct information to resume port:

- Click “Resolve” button (make sure pop-ups are allowed for this site)
- Re-enter ALL information. Including new/correct/missing information
- Click send
- Port In status will read: Port Resumed

You can go back in and re-check port status a few minutes after updating the port with the new info.

PORT: Success Confirmation

SIMPLE Mobile Logout

View Details Update Device Update Rate Plan ReUp Add Value

SM # Mobile # MEI # Account #
9494825587 *Please fill in a full SM or Phone# Include Historical

Subscriber List

Account #	Activated By	ZIP #	Last Name	First Name	Status	Status Date	DATA Date
46 899001181342	joewireless987	12345	Smith	Joe	ACTIVE	2011-01-25 11:49:02.057	

↑

Subscriber Information :

Title: First: Joe Last: Smith	Account: 899001181342	WSC Password: 14583777
Service Start: 2011-01-25 11:48:33		
Current Period Start: 2011-01-25 11:48:33	Current Period Rate Plan: \$40 Talk Text	
Current Period End: 2011-02-25 11:49:01	Next Period Rate Plan: \$40 Talk Text	
Email: joe@joewireless.com	Additional Contact#: 757-410-7863	Preferred language: English
Address: 987 Main St Faraway, CA		

SIMPLE Mobile

PORT: Success Confirmation

To verify that a Port has completed successfully:

- Go to Manage Accounts
- Do a search for the phone number
- In the resulting record, take note of the “status” information
- ACTIVE means number was ported successfully



MANAGE ACCOUNTS:

In this module you'll learn how to look up and manage Simple Mobile customer accounts.

Sections covered:

- View Details
- Update Device
- Update Rate Plan
- ReUp
- Add Value

MANAGE ACCTS: View Details

SIMPLE Mobile | Logout

View Details

Update Device

Update Rate Plan

ReUp

Add Value

*Please fill in a full SIM or Phone# Include Historical

Subscriber List

KEY #	Record Type	SIM #	Mobile #	IMEI #	Account #	Activated By	ZIP #	Last Name	First Name	Status
064703	REUP	8901260743114584262	9492413946	349076543548975	896155894605	dealerabc@hotr	92017	Smith	Jane	ACTIVE

Subscriber Information:

Title: First: Jane Last: Smith Account: 896155894605

Service Start: 2011-03-08 15:01:42

Current Period Start: 2011-04-09 01:17:22 Current Period Rate Plan: \$40 Talk Text

Current Period End: 2011-05-09 01:17:22 Next Period Rate Plan: \$40 Talk Text

Email: johnsmith321@hotmail.com Additional Contact#: 432-342-1346 Preferred language: English

Address: 123 Cherry Lane

Device Information:

ACTIVE

- If a row has red text, it is out of synch so by resetting it.

Information	S.M.A.R.T	Billing	Network	Action
Activation Status	ACTIVE	ACTIVE	NOT_REGISTERED/WI	
Mobile #	9492413946	9492413946	9492413946	Reset Loc.
Sim #	8901260743114584262	8901260743114584262	8901260743114584262	

SIMPLE Mobile

MANAGE ACCOUNTS: View Details

This screen shows the Simple Mobile subscriber account details and service status.

- Click on the Manage Accounts button on the left side navigation
- Enter the SIM card number or Simple Mobile phone number and click the search button
 - Check the Show History button before doing a search if you want to see the history of changes done to the SIM/number
- Select the resulting record and click the "View Details" button
 - Take note of the "Status" section. You will see ACTIVE, SUSPEND or INACTIVE with varying sub-statuses

In the fields that populate below the record you'll see the following types of information:

- Subscriber Information (Name/address/etc)
- Device Information
 - Mobile number
 - SIM card number
 - Activation & Expiration dates
 - IMEI number
 - Activation Status

MANAGE ACCTs: View Details

SIMPLE Mobile Logout

Device Information :

▼ Hide

ACTIVE

— If a row has red text, it is out of synch so try resetting it.

Refresh

Information	S.M.A.R.T	Billing	Network	Action
Activation Status	ACTIVE	ACTIVE	NOT_REGISTERED/WI	
Mobile #	9492413946	9492413946	9492413946	Reset Loc.
Sim #	8901260743114584262	8901260743114584262	8901260743114584262	
IMEI	349876543548975	349876543548975		
Phone Type/IMSI	Samsung T229	310260741458426	310260741458426	
APN	---			
Features				
Voice Mail (VM)	Enabled	Enabled	Enabled	Reset
SMS Text Messaging (FULLSMS)	Enabled	Enabled	---	Reset
International Long Distance (ILD)	Enabled	Enabled	Enabled	Reset

Account History :

▼ Hide

Begin Billing Date: 2011-03-08 15:01:42 End Billing Date: 2011-05-09 01:17:22

Applied #	PIN #	Type	Value
04/09/2011 01:17:22		\$40 Talk Text	-40.00000
03/09/2011 20:26:20		Add 100MB for \$10	-10.00000
03/09/2011 20:24:35	7490717737389349		40.00000
03/09/2011 20:23:58	4444914863123001		50.00000
03/08/2011 15:01:43		\$50 Talk Text 100MB	-50.00000
03/08/2011 15:01:42	6872029850382341		50.00000

SIMPLE Mobile

MANAGE ACCOUNTS: View Details

- Device Information
 - Features
 - Mobile number
 - SIM number
 - Features
 - To ensure that all services are provided make sure all features are ON underneath the S.M.A.R.T, Billing, and Network column.
 - If something is showing off which should not be, you may select reset to re-enable the feature.
- Account History
 - This section shows the history of payments and purchases on the account. You will see when a Payment PIN (voucher) was added and when a purchase was made against that payment.
 - You will also see the remaining balance on the account if any exists.

MANAGE ACCTs: Subscriber Notes



Activate

Manage Accounts

Logins

OTA

Manage Sims

Phone Configuration

Help

▼ Hide

Created On	User	Note
08/23/2011 08:57:27	LHarrisSM@hotmail.com	daniel judah/sup call/cust wnts service working/cust already payed
08/19/2011 19:26:22	kimberlys@oldcellphone.com	Judah called/wanted status ticket from corp
08/19/2011 19:12:12	jeffm@oldcellphone.com	daniel@reup/inf. to site or store not. pymnt didnt go thru
08/14/2011 19:37:04	JesseS@oldcellphone.com	judah/SUP Call customer upset he spent an hour dealing w/payment error issue/Advised cust that would submit ticket to Corp for issue "67755". Also explained a customer it appeared to be a pending charge in our system. Cust CC comp said it we went thru
08/14/2011 19:14:27	kamesham@oldcellphone.com	judah/payment error
08/14/2011 18:42:28	AlexandriaJ@oldcellphone.com	judah/mde payment on myaccount/was error/tid cust to call bnk/oftd to make tck to corp/dcn
08/14/2011 18:42:25	AlexandriaJ@oldcellphone.com	judah/mde payment on myaccount/was error/tid cust to call bnk/oftd to make tck to corp/dcn

Account History :

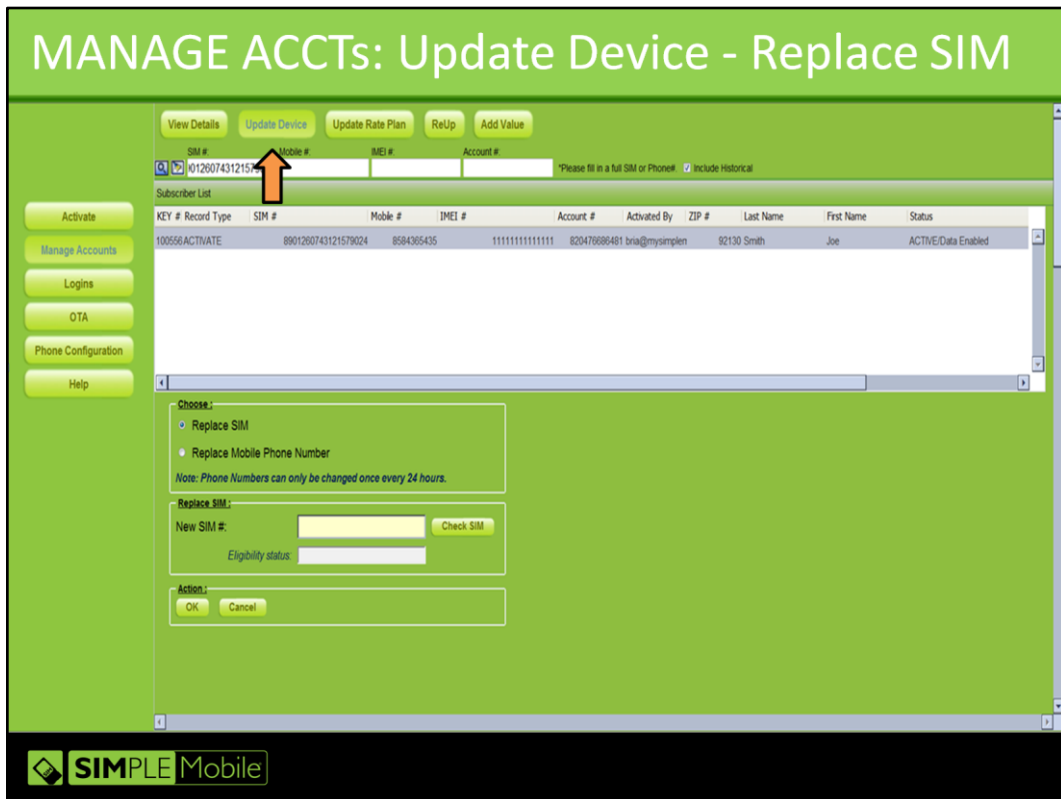
▼ Hide

Begin Billing Date: 2011-03-11 15:49:13 End Billing Date: 2011-09-26 11:03:45

MANAGE ACCOUNTS: Subscriber Notes

- This section is reserved for any pertinent notes made on the customer's account by customer care.
- Please see the below table of common abbreviations that can be utilized in this section.

SM Common Abbreviations			
Activation	ACT	Password	PSWRD
Address	ADD	Phone	PHN
Call Back Number	CB#	Policy	PLCY
Change	CHG	Question's	Q's
Compensation	COMP	Received*	RECV*
Configure	CFG	Refund	RFND
Coverage	CVRG	Request	REQ
Credit Card	CC	Request	REQ
Customer	Cust	Satisfied	SAT
Data Gator	DG	Send	SND
Deactivate	Deact	Sent	SNT
Dealer	Dir	Service	SERV
Disconnect	DCN	Suspend	SUSP
Down	DWN	Technical	TECH
Dropped Call	DC	Temporary	TEMP
Explained	EXP	Temporary Suspend	TempSusp
Failed	FAIL	Text/Text Message	SMS
Gave Information	GI	Ticket	TKT
General	GEN	Transfer	TRF
International	INT'l	Troubleshoot	T/S
International Calling	ILD	Understood	UNDST
Issue	ISS	Understand	UNDST
Left Word to Call	LWTC	Update	UDT
Lost/Stolen Phone	L/S PHN	Update Data	UDT ADD UDT PSWRD
Money	\$	Verified/Verify	VERF
Network	NTWRK	Voicemail	VM
Number	#	Wants	WNTS
Order	ORDR	Warning	WARN



MANAGE ACCOUNTS: Update Device – Replace SIM

This section allows you to make changes to the device/SIM

To make these changes:

- Enter phone or SIM number and click search
- Click to select the resulting record
- Click on the “Update Device” button
- In the field below you’ll have the options to Replace SIM and Replace Mobile Phone Number

To replace SIM

- Click on the “Replace SIM” radio button
- Enter the replacement SIM’s 19 digit number and click Check SIM
- Click OK and wait for update success message



MANAGE ACCOUNTS: Update Device

This section allows you to make changes to the device/SIM

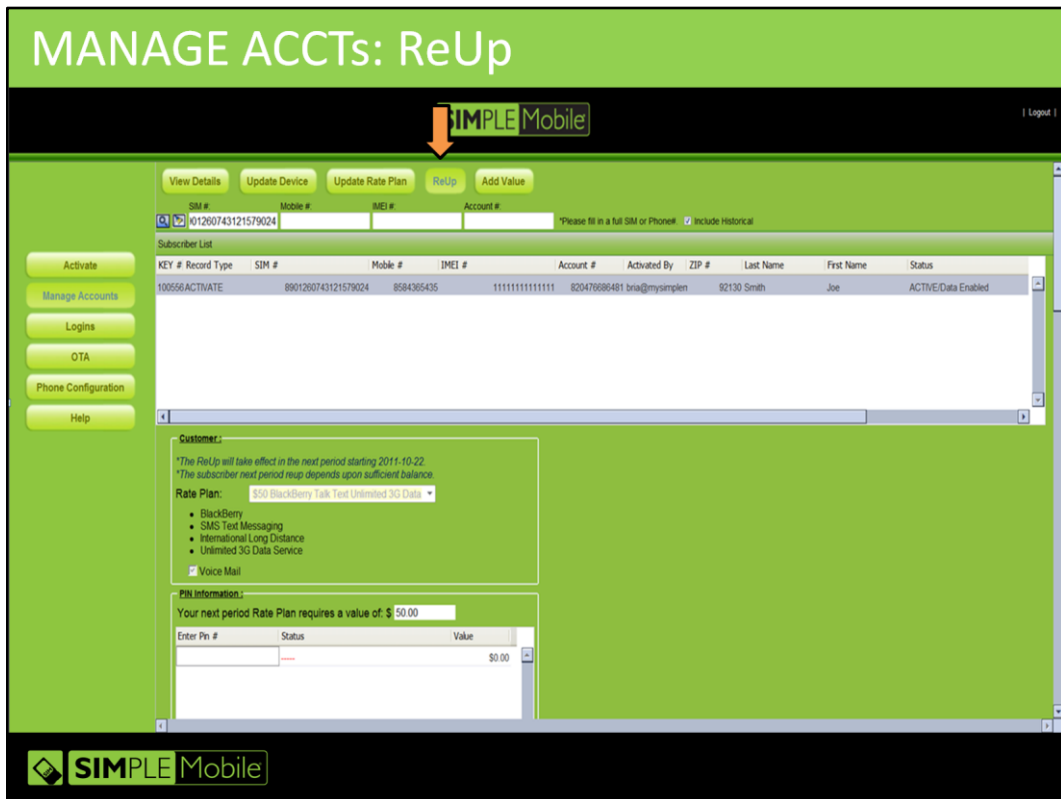
To make these changes:

- Enter phone or SIM number and click search
- Click to select the resulting record
- Click on the “Update Device” button
- In the field below you’ll have the options to Replace SIM and Replace Mobile Phone Number

To replace Mobile Number (example in cutaway)

- Click on the “Replace Mobile Phone Number” radio button
- Enter coverage zip code and click “Check Coverage”
- Confirm the number change in the pop up window by clicking “yes”
- You will be provided a new number

****PLEASE NOTE:** Mobile Numbers can be changed once every 24 hours



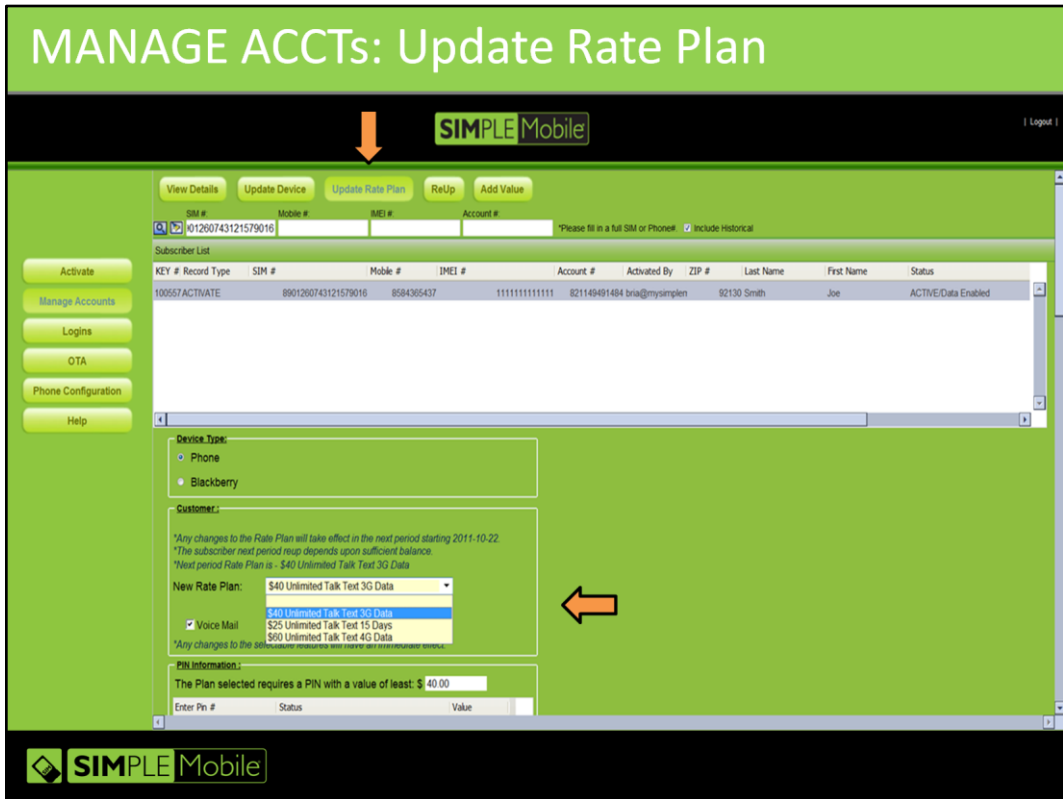
MANAGE ACCOUNTS: ReUp

This screen shows the process for re-upping the subscriber's CURRENT plan through the next month's cycle

To successfully ReUp an account:

- Enter phone or SIM number and hit enter
- Click to select the resulting record
- Click on the "ReUp" button
- In the fields below, skip down to the PIN information box and enter the 16 digit payment PIN
- Click OK and wait for Update Success message

NOTE: If the subscriber is currently in suspend, the ReUp will take place right away and unsuspend the account. If the sub is still in their current cycle, the money will stay in the account until the anniversary date; at which point the account will be charged and the service will continue through the next cycle.

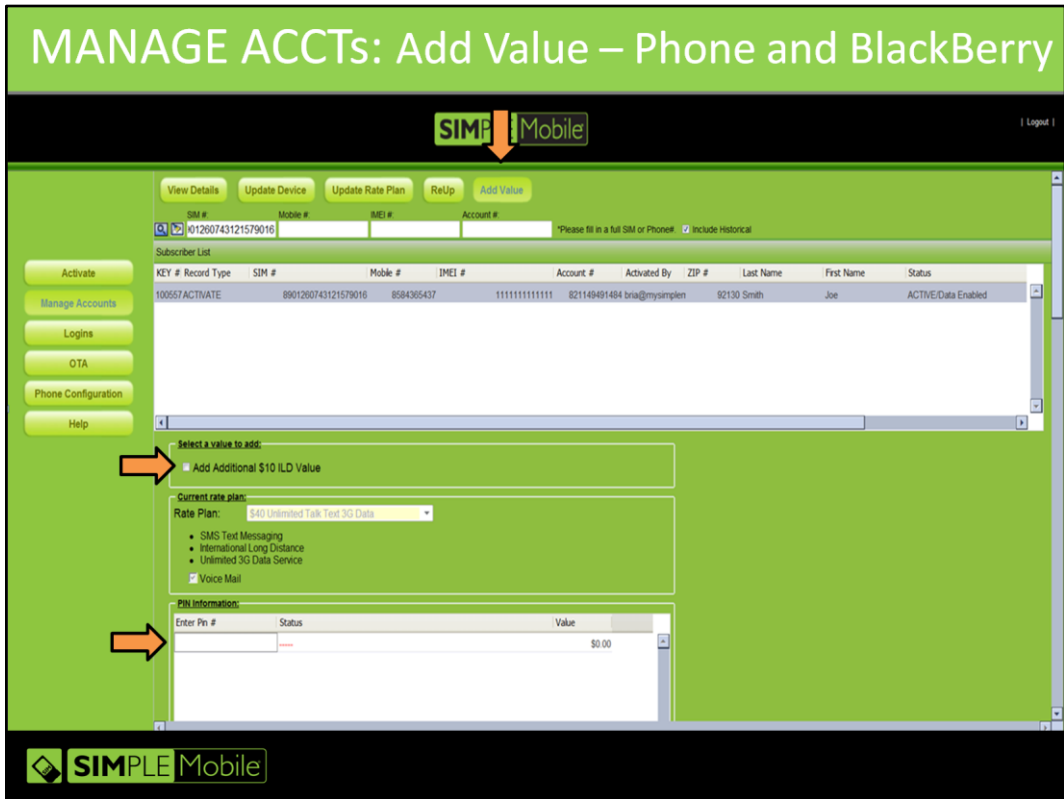


MANAGE ACCOUNTS: Update Rate Plan

Go here to make changes to the subscriber's choice of Rate Plan. NOTE: Any changes made here WILL NOT take effect until the beginning of the NEXT billing period.

To make changes:

- Enter phone or SIM number and hit enter
- Click on the resulting record, then click "Update Rate Plan"
- In the Customer section that populates below, Click on the drop down menu and select the new Rate Plan
- Proceed to the PIN information section and enter the payment PIN/PINs
- Click OK and wait for success confirmation message



MANAGE ACCOUNTS: Add Value – Phone and BlackBerry

On this screen you can add additional MB of data or monetary value to be used for International Long Distance calls.

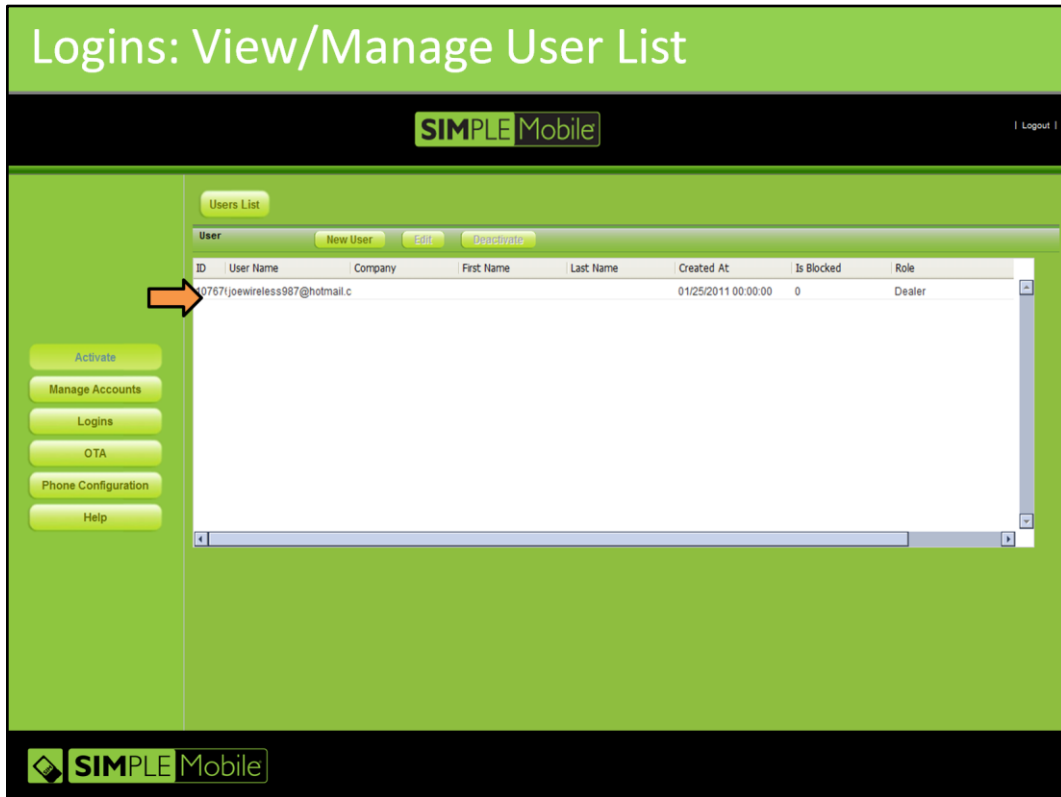
To add value to an account:

- Enter phone or SIM number and click search
- Click to select the resulting record
- Click on the “Add Value” button
- Choose whether you want additional data or ILD value- or both
 - The amount of additional data offered will be based on what is provisioned on the subscriber’s plan
- Enter the payment PIN in the PIN information field and click OK
- You will see the Update Success screen to confirm the action has been applied.



LOGINS:

In this module you will learn how to create and manage SMART logins.



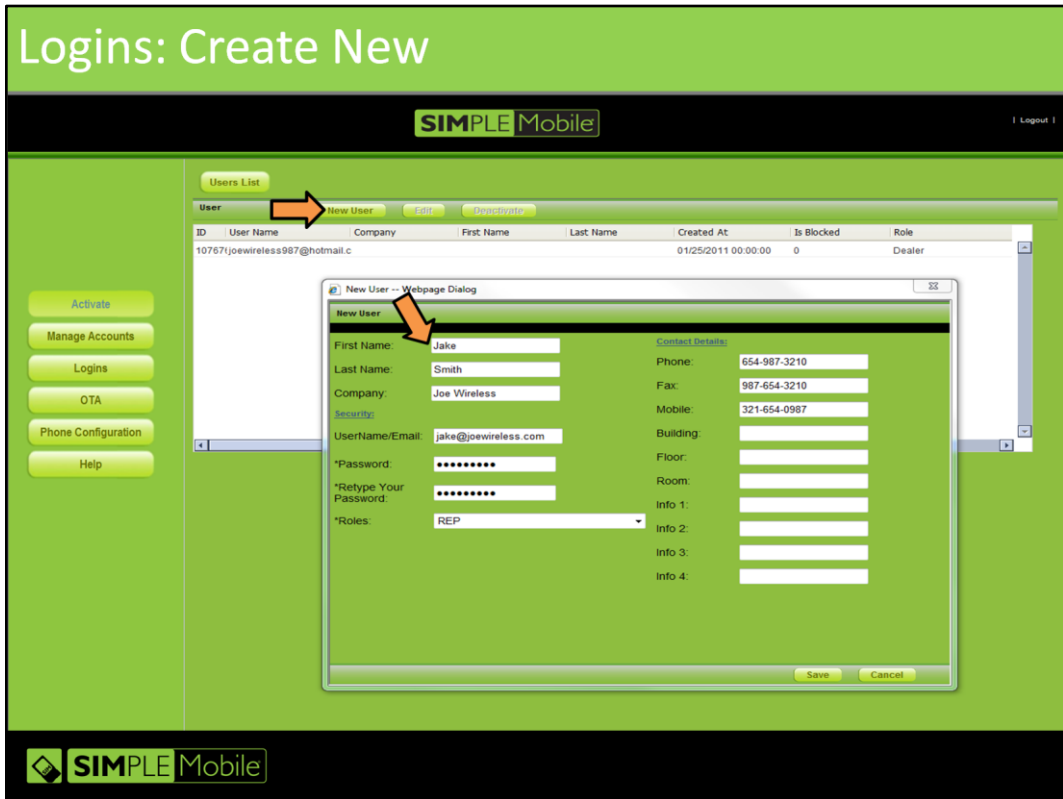
LOGINS: View/Manage list

View/Manage User list:

This is the LOGINS view screen. You will see it when you first log in and click on the LOGINS button.

- If you are a Master Agent, you will see yourself listed with the role "Master Distributor"
 - Simple Mobile corporate creates the Master Agent login
- If you are a Distributor, you will see your login listed with the role "Distributor"
 - The Master Agent creates the Distributor login
- If you are a Dealer, you will see your login listed with the role "Dealer"
 - Either the Master Agent or the Distributor create the Dealer login
- Listed below your login will be any of the logins you create.

Logins: Create New



LOGINS: Create New

You can only create logins for those in the hierarchy below you. For example:

SMART admin >Master Distributor
>Distributor
>Dealer
>Rep

Master Dist. >Distributor
>Dealer
>Rep

Distributor >Dealer

Dealer >Rep

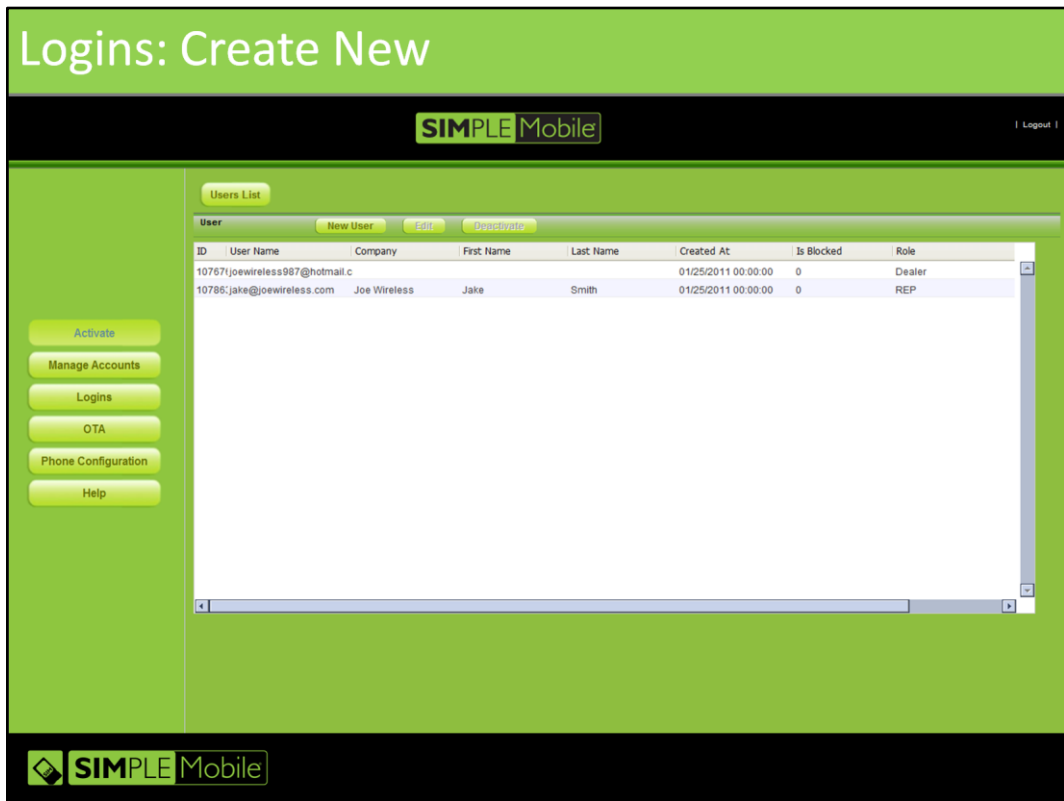
To create a new SMART login:

- Click on the LOGINS button then New User
- In the pop-up window fill in the user's name and Company (store) name
- Create a new username and select password. The username must be in email format. i.e newdealer@topmasteragent.com or .net
- Select the New User's ROLE by clicking on the button to the right of the "Roles" field.

Selecting Role:

- Choose the role within the drop down.

➤ Once you have created the user name/password and selected the role; click SAVE and the user is created. The contact details on the right side of the screen are optional if you choose to use them.



LOGINS: Create New/Manage

A few things to keep in mind regarding creating and managing users:

- Give the new user a temporary password. They can go into the edit user screen and change the password themselves.
- If for any reason you need to deactivate a user, keep in mind that that username can never be re-used in our system.
- A user's ROLE may be changed without needing to deactivate or create a new user.
- User ROLES have differing permissions
 - Master Distributor
 - Activate/Manage Accts/LOGINS/Manage SIMs/Help
 - Distributor
 - Activate/Manage Accts/LOGINS/Help
 - Dealer
 - Activate/Manage Accts/LOGINS/Help
 - Rep
 - Activate/Manage Accounts/Help



OVER THE AIR PROVISIONING: OTA

In this section you will learn how to send the internet and MMS programming to a subscriber's phone over the air.

Before attempting to send an OTA message to a phone, please read and review the following checklist:

- Ensure the phone is UNLOCKED before attempting to use the OTA service. If you are not sure if the phone is unlocked, insert an activated Simple Mobile SIM card in the phone and see if the phone is picking up the Simple Mobile Network Identifier. If the phone cannot connect to the Simple Mobile network, it is probably locked and needs to be unlocked before using the OTA tool.
- Do not attempt to send OTA messages to phones with Android OS, as the OTA tool does not support Android. For Android devices, please configure the phone manually following the instructions listed on www.mysimplemobile.com/help/. Always check with the customer that their phone is NOT Android before attempting to send an OTA configuration.
- The OTA tool does not always generate an actual 'over-the-air' sequence of configuration messages. For some phone models it just presents a list of instructions that need to be manually programmed into the phone. In these cases please refrain from refreshing the screen as no actual messages will be sent out to the phone.
- When sending an OTA message to a phone, the SIM card "must" be activated and in the phone already; the phone "must" be switched ON and "must" be within a coverage area and showing two or more bars of RF coverage strength.
- Do not switch off the phone, leave a coverage area or remove the SIM within "10 minutes" of sending an OTA config to a phone. Most OTA requests will complete within a few minutes, but due to occasional delays in SMS delivery it is prudent to allow ample time before retrying.
- If all the above seem to be correct; and the OTA did not work, wait "10 minutes" before sending it again. If the second attempt doesn't seem to work either, then just use the instructions listed at www.mysimplemobile.com/help/ to configure the phone.

Mobile Phone
 Select Mobile Phone Manufacturer
 Select Mobile Phone Manufacturer ▾
 Select Mobile Phone Model ▾

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OTA: INTERNET & MMS PROGRAMMING

Over The Air (OTA) programming is by far the easiest way to get your Simple Mobile customer set up to use the internet and MMS (Multi-media Message Service) on their phone.

To do so, take the following steps:

- Click on the OTA button in the navigation bar on the left
- Click on the phone's manufacturer to the right to select
- Click on the phone model

The screenshot displays the SIMPLE Mobile website interface. At the top, the logo 'SIMPLE Mobile' is visible. A navigation menu on the left includes buttons for 'Activate', 'Manage Accounts', 'Logins', 'OTA', 'Phone Configuration', and 'Help'. The main content area is divided into two sections:

Service Selection
 Select the service you wish to setup for your phone.
 You have selected the following phone: **Nokia N97**

Links provided for service selection include:

- Setup your phone for WAP
- Setup your phone for MMS
- Setup your phone for internet
- Setup your phone for email
- Send bookmark to your phone

 A 'Back' button is also present.

MMS Configurator
 Simply select your phone model and the required MMS configuration will be sent to your mobile phone via SMS.
 You have selected the following phone: **Nokia N97**
 You have selected the following MMS service provider: **Simple MMS**
 Simply select your phone model and the required MMS configuration will be sent to your mobile phone via SMS.

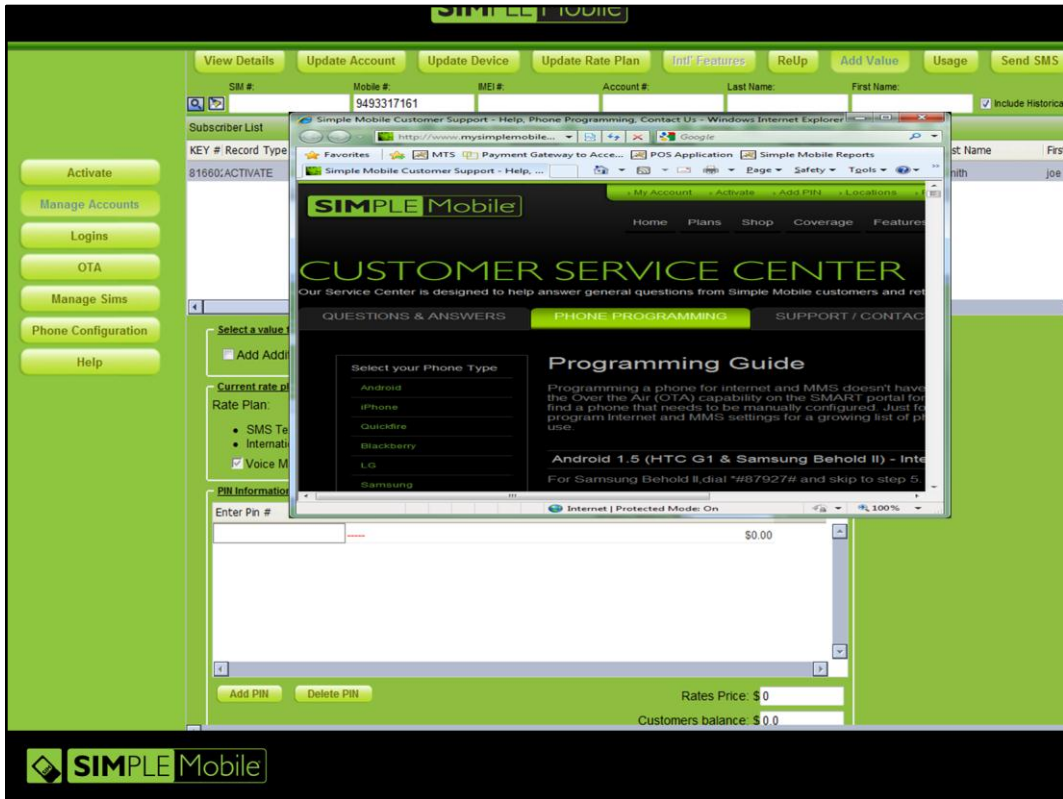
Security Measure
 Please enter the characters as they are shown on the image:
 An image showing the characters '50119' is displayed.

Phone Number
 Ensure that the mobile number is the full 10 digit mobile number that includes the area code. For example, if the mobile number is (425) 555 1212, enter as 4255551212. There should only be numbers in the phone number entered.
 Input fields for 'Security Measure' and 'Phone Number' are shown, along with 'Back' and 'Send' buttons.

The bottom of the page features the SIMPLE Mobile logo and the text 'Powered by wds enlightened thinking'.

OTA: INTERNET & MMS PROGRAMMING

- Click on the MMS link to set up picture messaging
- Click on the Internet link to set up the phone for web browsing
 - There's no need to click on WAP since Simple Mobile does not do WAP browsing
- Once you are at the Configurator screen, enter the security measure characters and then enter the mobile number and click 'send'.



PHONE CONFIGURATION

- Click on the phone configuration button
- A pop up window will appear that directs you to the programming guide located on <http://www.mysimplemobile.com/Support-Center-FAQ.aspx>