

# PSC CELL PHONE PROCEDURES

**Introduction** This business process guide provides command cell phone issue, activation, and support procedures for PSC members.

**Discussion** The command has a limited amount of authorized cell phones under contract. These phones are issued to members in specific positions for the purpose of official government communications.

## Member Requirements and Procedures

Requirement	Procedures	
<b>Issue</b>	<b>If member's position...</b>	<b>Then member...</b>
	is authorized a command cell phone	contacts the <a href="#">BOPS-R Branch</a> for initial device issue.
	is not authorized a command cell phone	requests his/her Division/Branch contact the <a href="#">BOPS-R Branch</a> for phone availability.
<b>Upon Transfer or Separation</b>	<b>If member</b>	<b>Then member...</b>
	is transferring to another unit or separating from Coast Guard	<b>must turn in phone to BOPS-R Branch.</b> <i>Under no circumstances should member give his/her phone to someone else without an official property transfer taking place.</i>
<b>Activation and Provisioning</b>	<b>Step</b>	<b>Action</b>
	1	If Goodlink Coast Guard email is required on your phone then complete the following steps. <i>If not - you do not need to provision your phone.</i>
	2	After issue/activation by the BOPS-R branch, please complete the <a href="#">CG-5233 "U.S. Coast Guard Wireless Email User Agreement"</a> . You must complete ALL BLOCKS, <i>giving special attention to blocks 3 and 5.</i> You must list the previous user of the device or your request will not be approved. Specific Instructions on how to complete the CG-5233, are available in reference <a href="#">"How to Complete CG-5233"</a> .
	3	Complete the form and save it to your Home Directory on U:\. When saving the form, rename it with your LASTNAME_UNIT_AISGOOD.pdf" (Ex: <i>Smith_CGC-Albatross_AISGOOD.pdf</i> )
	4	Submit a CGFIXIT request for device provisioning, using the following path: <b>Phones and Conferencing → CG Mobility → Request Now.</b> You will attach your completed CG-5233 to this ticket.
	5	If you do not have access to CGFIXIT or have questions on the instructions provided, call the <i>Centralized Service Desk (CSD) Good for Enterprise Team at 1-855-243-4948 and select options 1, 2, 2.</i>
	6	For additional information on provisioning or your device, see the CG Mobility site located at <a href="http://itccb.uscg.mil/Mobility.aspx">http://itccb.uscg.mil/Mobility.aspx</a>

# PSC CELL PHONE PROCEDURES

<b>Resolve GoodLink Software Problems</b>	To resolve GoodLink software problems such as email, calendar issues, etc.	
	<b>Step</b>	<b>Action</b>
	1	Submit <a href="#">CGFIXIT</a> ticket and select “Phones and Conferencing”; then select “CG Mobility”(Request Now option).
2	Describe your problem in the blocks provided and press “Submit”. You will be contacted regarding your problem.	

Requirement	Procedures	
<b>Replace Damaged or Inoperative Cell phone</b>	<b>Step</b>	<b>Action</b>
	1	Contact the <a href="#">BOPS-R Branch</a> and request assistance.
	2	Contact Division or Branch Property Custodian for required Report of Survey if your phone has been damaged or lost.
<b>Replace Lost or stolen Cell phone</b>	<b>Step</b>	<b>Action</b>
	1	Notify the local Police department and fill out a report for a lost/stolen phone.
	2	Notify the PSC Command Security Officer (CSO). The CSO will determine if a report needs to be filed with the command.
	3	Submit a <a href="#">CGFIXIT</a> ticket to have your phone deactivated. Select “Phones and Conferencing”; then select “CG Mobility” (Request Now option). In the select option dropdown box, select “I need to de-activate my device“. Also in the “additional information block” state whether your device was lost (or stolen).
	4	Notify your property Custodian and the Accountable Property Officer (APO). All PSC’s cell phones are considered General Purpose Property. The APO will determine what property forms will need to be prepared.
5	Contact the <a href="#">BOPS-R Branch</a> if further assistance is needed.	
<b>Issues requiring Technical Support</b>	Contact the <a href="#">BOPS-R Branch</a> to request assistance for “non-email” issues such as voicemail password resets, phone number changes, etc.	