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 cell phones under contract and issued to members in specific positions for the purpose of official government voice and email communications.

PSC currently has two models of phones authorized for use; the HTC Ozone and the Apple iPhone 4. The procedures for the older phones (HTC Ozone) and newer Smartphones (Apple iPhone 4) are different.

Currently all PSC cell phones are provided and serviced by Verizon Wireless. Only designated BOPS Division personnel are authorized to contact Verizon on behalf of the command concerning issues with cell phones.

Member Requirements and Procedures

<table>
<tr><th>Requirement</th><th>Procedures</th></tr>
<tr><td>Issue or Transfer</td><td>
<table>
<tr><th>If member's position…</th><th>Then member…</th></tr>
<tr><td>is authorized a command cell phone</td><td>sees the BOPS-R Branch for initial device issue.</td></tr>
<tr><td>is not authorized a command cell phone</td><td>requests his/her Division or Branch submit a PR to the BOPS-R Branch for initial and recurring costs of the new cell phone and service.</td></tr>
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Note: The BOPS-R Branch can provide current pricing and other necessary contract information for the PR.
</td></tr>
<tr><td>Activation and Verification</td><td>
<table>
<tr><th>Step</th><th colspan="2">Action</th></tr>
<tr><td>1</td><td colspan="2">Call the cell phone number, if it rings it's active. If not go to Step 2.</td></tr>
<tr><td>2</td><td colspan="2">See the BOPS-R Branch to activate the cell phone.</td></tr>
<tr><td></td><td>If HTC Ozone then …</td><td>If iPhone then …</td></tr>
<tr><td>3</td><td>Submit CGFIXIT ticket and select "Telephones and Conferencing"; then select "Request Goodlink Service"</td><td>Follow instructions on TISCOM's wireless email site located at https://cgportal.uscg.mil/CTL/1GPEBX6</td></tr>
<tr><td>4</td><td>Fill out form and press submit button. Your ticket will be routed to NPFC-IT for action.</td><td>Smart Phones (Iphones, Android) are provisioned by the member. For additional questions on Smart Phones see the FAQ's found on the site above.</td></tr>
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PSC CELL PHONE PROCEDURES

<table>
<tr><td>Resolve GoodLink Software Problems</td><td>To resolve GoodLink software problems such as email, calendar issues, etc.:
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Submit CGFIXIT ticket and select “Telephones and Conferencing”; then select “Goodlink Problem”</td></tr>
<tr><td>2</td><td>Describe your problem in the block provided and press “Submit”. You will be contacted regarding your problem.</td></tr>
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<table>
<tr><th>Requirement</th><th>Procedures</th></tr>
<tr><td>Replace Damaged or Inoperative Cell phone</td><td>
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>See the BOPS-R Branch and request assistance.</td></tr>
<tr><td>2</td><td>Contact Division or Branch Property Custodian for required Report of Survey if your phone has been damaged or lost.</td></tr>
<tr><td>3</td><td>The BOPS-R Branch will contact Verizon to troubleshoot an inoperative cell phone (from other than damage),
<table>
<tr><th>If…</th><th>Then…</th></tr>
<tr><td>Verizon fixes the cell phone</td><td>the cell phone is returned to the member.</td></tr>
<tr><td>Verizon cannot fix the cell phone and it is still under warranty (damage due to no neglect of the member)</td><td>Verizon will ship a replacement cell phone to the BOPS-R Branch, which will issue to the member.</td></tr>
<tr><td>Verizon cannot fix the cell phone and it is not under warranty</td><td>the member must request his/her Division or Branch submit a PR for a replacement.</td></tr>
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</table></td></tr>
<tr><td>Replace Lost or stolen Cell phone</td><td>
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Notify you’re the PSC Command Security Officer (CSO). The CSO will determine if a report needs to be filed with the command.</td></tr>
<tr><td>2</td><td>Submit CGFIXIT ticket to have phone wiped due to having CG-mail installed. A technician will remotely wipe the phone to remove any CG data on it effectively removing the phones ability to connect to CGDN.</td></tr>
<tr><td>3</td><td>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.</td></tr>
<tr><td>4</td><td>Contact the BOPS-R Branch if further assistance is needed.</td></tr>
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<tr><td>Issues requiring Technical Support</td><td>Contact the BOPS-R Branch to request assistance with issues such as voicemail password resets, phone number changes, etc.</td></tr>
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