

# Blackberry/iPhone Process

## Verizon Wireless device Ordering and Activation:

- All users requesting an upgrade or a new Blackberry or iPhone will need to go to the Mt. Sinai Hospital Service Help Desk via the Intranet
- Users will select “Help Desk” (top right corner) click “Ticket creation” (left side of page) then select the “I have a request” bullet, fill out all required information, and submit.
- Once the request has been completed in its entirety Telecom will review the request and an e-mail will be sent to the department financial administrator for approval.
- Once the e-mail approval is returned, the requested device order will be processed.
- The turnaround time for iPhone orders will be from 6-10 business days.
- The turnaround time for Blackberry and any non-Apple device will be from 3-5 business days.
- Once Telecom receives the ordered device the user will be notified of the activation process.
- The user is notified to pick up the ordered device and are instructed to contact the School Helpdesk x47091 or Hospital Helpdesk x44357 for email activation

## Warranty/Insurance:

- iPhone:
  - 1 year manufacture warranty.
  - Insurance can be purchased for \$10.99 per month with a \$169 deductible.
- Blackberry:
  - 1 year manufacture warranty.
  - No additional insurance necessary, but there will be a \$90 deductible.

## User Responsibilities-Lost/Stolen/Damaged:

- Users are responsible to notify Telecom of lost, stolen, or damaged devices by contacting [Carolyn.Tizzano@mountsinai.org](mailto:Carolyn.Tizzano@mountsinai.org) and/or [Sherri.Gibbs@mountsinai.org](mailto:Sherri.Gibbs@mountsinai.org). Telecom will notify Verizon Wireless to suspend service.
- Users with E-mail issues should first contact their respective helpdesk
  - MSH users call 4-help
  - MSSM users call 4-7091