

BLM REMEDY 8 USER GUIDE: CREATING A TICKET FOR A NEW MOBILE DEVICE OR AN UPGRADE

Use the following procedure to create a ticket to request a new mobile device or a mobile device upgrade.

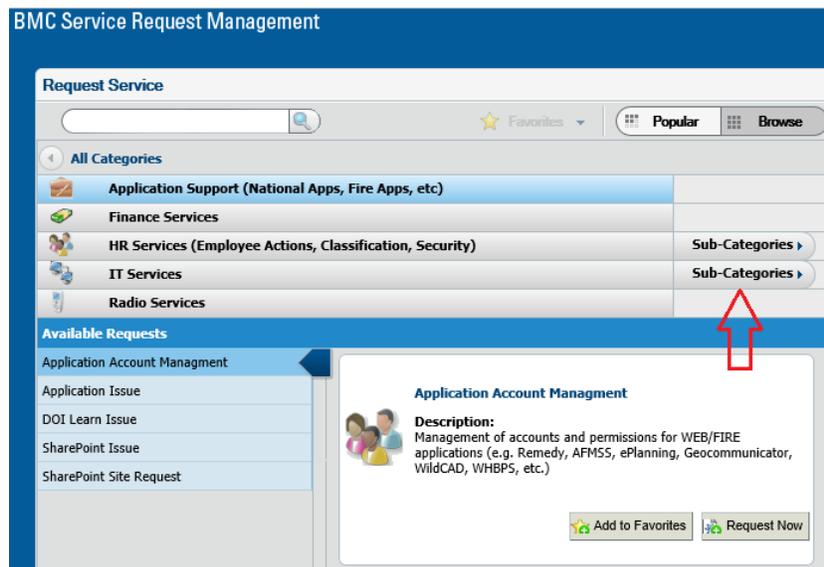
1. Verify that your supervisor approves of the mobile device purchase.

NOTE: Although the supervisor does not need to sign a form, the state/center/district/field budgetary approving official may contact the supervisor to verify his/her approval.

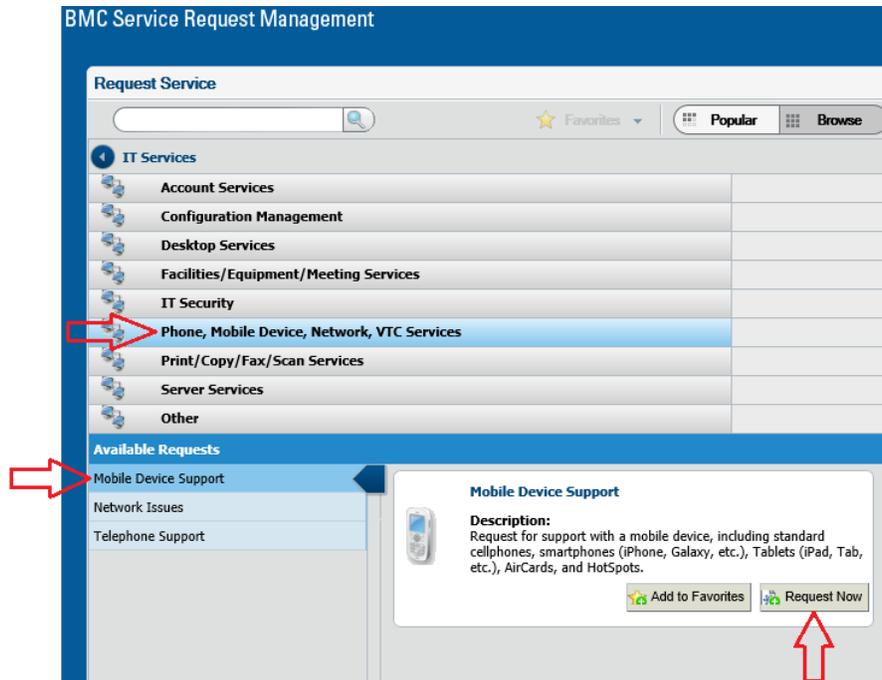
2. On the desktop, double-click the **1-800 BLM Help** icon, or navigate to <http://1800blmhelp.blm.gov> in a web browser.
3. On the BLM Help Desk page, click **Submit a Ticket**.



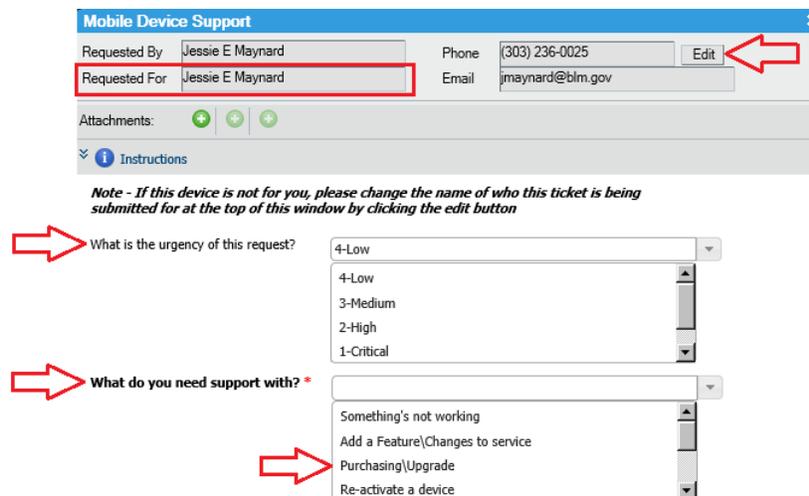
4. If necessary, log on the Remedy system.
5. Under **All Categories**, next to **IT Services**, click **Sub-Categories**.



6. Under **IT Services**, click **Phone, Mobile Device, Network, VTC Services**.
7. Under **Available Requests**, click **Mobile Device Support**.
8. Click **Request Now**.



9. In the **Mobile Device Support** page, enter the necessary data.
 - a. If submitting the ticket for another person, click **Edit** to change the name in the **Requested For** field and make any other necessary changes to the contact information.
 - b. Under **What is the urgency of this request?**, click the appropriate value.
 - c. Under **What do you need support with?**, click **Purchasing\Upgrade**.



- d. Under **Are you requesting an upgrade or a new device?**, click **Upgrade** or **New Device** (as appropriate).

NOTE: If you clicked **Upgrade** in step d, a field displays for entering the device's existing phone number. Complete step e only if you are requesting an upgrade for an existing device; otherwise, skip step e.

- e. In the **Mobile device's phone number** field, enter the device's phone number.
f. In the **Approving Supervisor's Name** field, enter the name of the supervisor who approved this request.
g. Under **What type of device(s) are you requesting?**, select the appropriate check box.
h. Under **Operating System**, click the appropriate operating system (if applicable).

NOTE: Because there is a fee (\$4 per device per month) associated with adding the hot-spot capability to a device, your management must approve adding this feature to your device.

- i. Under **Does your device need the ability to act as a hot spot?**, click **Yes** or **No**.

NOTE: Because there are significant fees associated with international service, the feature will not be enabled unless required. Your management must approve adding this feature to your device.

- j. Under **Will international service be needed?**, click **Yes** or **No**.

NOTE: If you clicked **Yes** in step j, two possible options display. Complete step k only if you are requesting international service; otherwise, skip step k.

- k. Under **International Service Type**, click the appropriate international feature(s) required for the device.
l. In the **Business Justification** field, enter the reason you need this device and any additional requested features (e.g., hot spot, international service).

 **Are you requesting an upgrade or a new device?*** Upgrade New Device

 **Approving Supervisor's Name***

 **What type of device(s) are you requesting? ***

<input type="checkbox"/> SmartPhone - iPhone 5S 16GB (\$149.99)	<input type="checkbox"/> SmartPhone - iPhone 5C 8GB (\$0.00)
<input type="checkbox"/> Smartphone - Galaxy S4 16GB (\$0.00)	<input type="checkbox"/> Cellphone - Samsung Convoy 3 (\$0.00)
<input type="checkbox"/> Tablet - iPad Air 16GB (\$429.99)	<input type="checkbox"/> Tablet - iPad Air 2 16GB (\$529.99)
<input type="checkbox"/> Tablet - Samsung Galaxy Tab 4 (\$299.99)	<input type="checkbox"/> Air Card - Ellipsis Jetpack (\$0.00)

Note - The pricing denotes just the cost of the device. NOT the cost of the service

 **Operating System*** Apple (iPad, iPhone) Android (Galaxy Tab)
 Windows (Venue, Elitepad) N/A

 **Does your device need the ability to act as a hot spot?*** Yes No

Hot spotting is the function that allows other wireless devices to connect to your device to have an internet connection. There is an additional cost for this capability.

 **Will international service be needed?*** Yes No

 **Business Justification***

Please include the justification for the device as well as any additional service (i.e. Hotspotting/Tethering)

- m. In the **Cost Code** field, enter the office/cost code for funding the purchase and monthly service.
- n. Under **Duration of Usage**, click **Permanent** or **Temporary\Seasonal** (as appropriate).
- o. In the **Ship To Address** field, enter the address to which the device is to be shipped.
- p. Under **Will this device be used by Fire-Aviation staff?**, click **Yes** or **No** (as appropriate).
- q. If necessary, in the **Additional Notes** field, enter any additional comments or instructions.
- r. Click **Submit**.

The screenshot shows a web form for creating a ticket. It includes the following fields and controls:

- Cost Code***: A text input field with a red arrow pointing to it.
- Duration of Usage***: Radio buttons for **Permanent** and **Temporary\Seasonal**.
- Ship To Address***: A text input field with a red arrow pointing to it.
- Will this device be used by Fire-Aviation staff?***: Radio buttons for **Yes** and **No**.
- Additional Notes**: A text area with a red arrow pointing to it.
- Buttons**: **Summary**, **Save As Draft**, and **Submit**. A red arrow points to the **Submit** button.

You have successfully created a ticket to request a new mobile device or a mobile device upgrade.