

BLM REMEDY 8 USER GUIDE: CREATING A TICKET FOR CHANGING A FEATURE ON A MOBILE DEVICE

There are primarily two features that can be added to or removed from mobile devices:

- Hotspot tethering (enabling the mobile device to act as an Internet hotspot for other mobile devices)
- International dialing (enabling the mobile device to make calls from the United States to international locations and/or to roam and use the mobile device while traveling in a foreign country)

Use the following procedure to create a ticket to change a feature on a mobile device (i.e., adding/removing features).

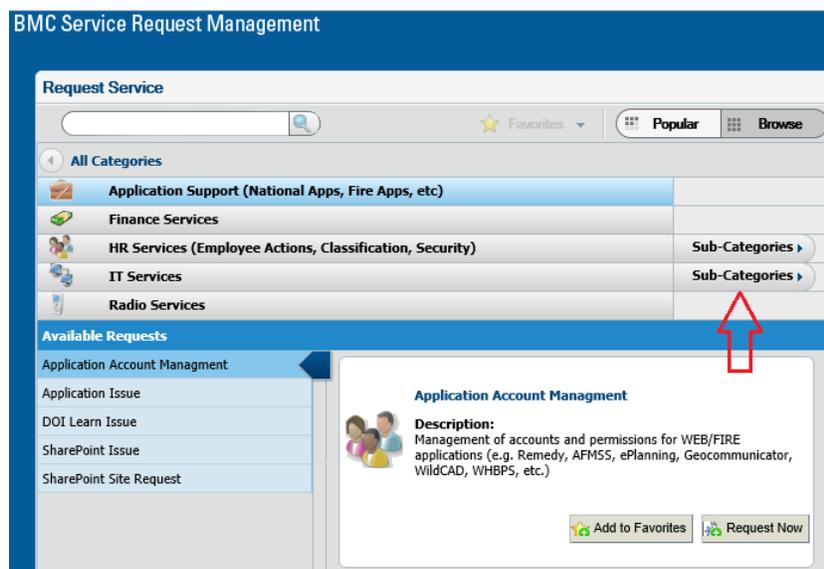
1. If requesting that feature(s) be added, verify that your supervisor approves of adding the feature(s) to the mobile device.

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.

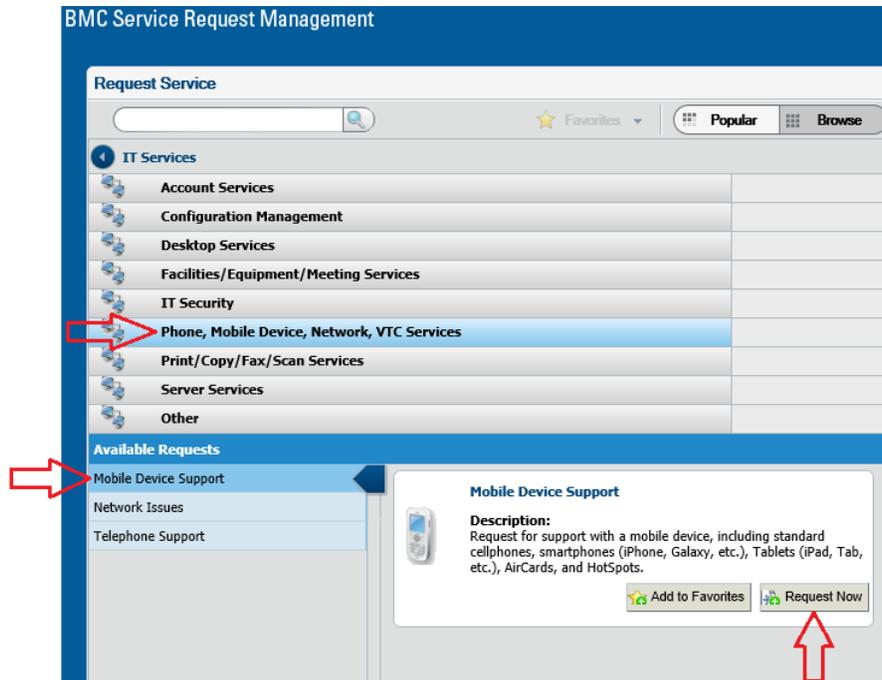
2. On the desktop, double-click the **1-800 BLM Help** icon, or navigate to <http://1800blmhelp.blm.gov> in a web browser.
3. On the BLM Help Desk page, click **Submit a Ticket**.



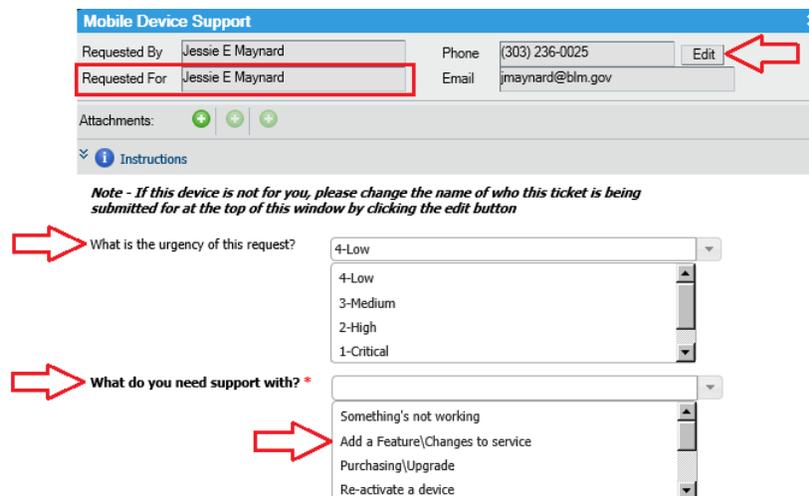
4. If necessary, log on the Remedy system.
5. Under **All Categories**, next to **IT Services**, click **Sub-Categories**.



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 **Add a Feature\Changes to service**.



- d. In the **Briefly describe the change you are requesting** field, enter the feature to be added or removed.

NOTE: Because there are additional fees associated with adding features, you must have a reason for adding the feature and your management must approve the addition.

- e. In the **Business Justification** field, enter the reason you need the additional feature(s).
f. In the **Mobile device's phone number** field, enter the device's phone number.
g. In the **Email Address** field, enter the email address of the device's assigned user.
h. In the **Approving Supervisor's Name** field, enter the name of the supervisor who approved this request.
i. If necessary, in the **Additional Notes** field, enter any additional comments or instructions.
j. Click **Submit**.

The screenshot shows a web form with the following fields and labels:

- Briefly describe the change you are requesting*** (with a red arrow pointing to the text input field)
- Business Justification*** (with a red arrow pointing to the text input field)
- Mobile device's phone number** (with a red arrow pointing to the text input field; a note below reads "If you aren't sure, just leave this field blank")
- Email Address*** (with a red arrow pointing to the text input field)
- Approving Supervisor's Name*** (with a red arrow pointing to the text input field)
- Additional Notes** (with a red arrow pointing to the text area)

At the bottom of the form are three buttons: **Summary**, **Save As Draft**, and **Submit**. A red arrow points to the **Submit** button.

You have successfully created a ticket to change a feature on a mobile device.