

BLM REMEDY 8 USER GUIDE: CREATING A TICKET FOR TERMINATING SERVICE TO A MOBILE DEVICE

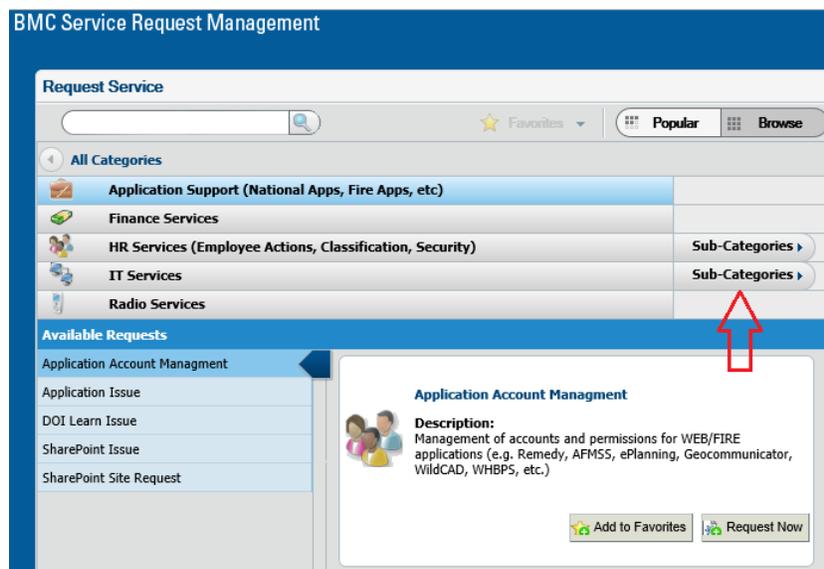
A mobile device may need to have its service terminated for various reasons (e.g., theft of a device, departure of a BLM employee, elimination of a position/role). The difference between “suspending” and “terminating” service is that suspensions are **temporary** and terminations are **permanent**.

Use the following procedure to create a ticket to terminate service to a mobile device.

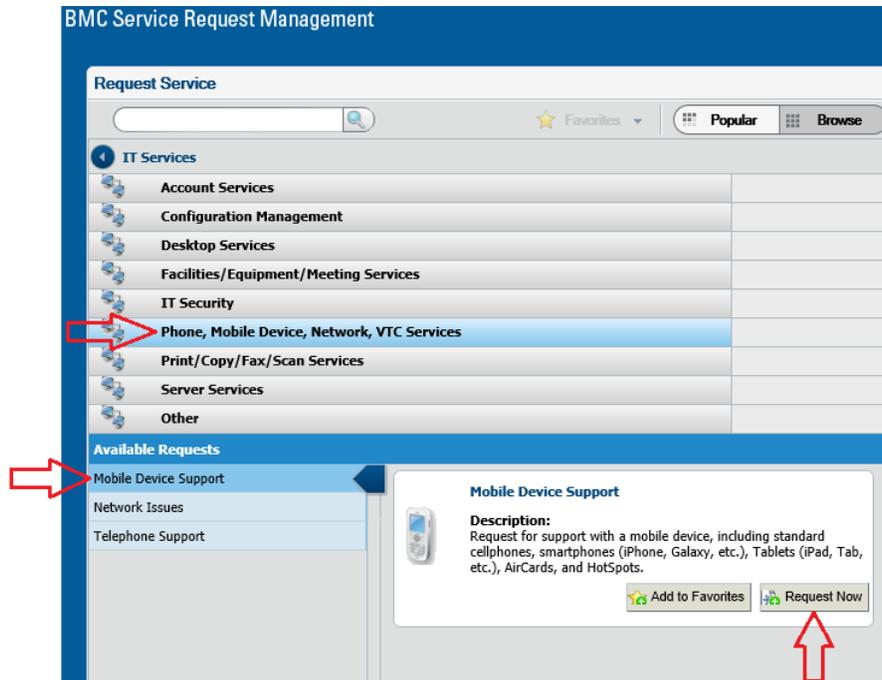
1. On the desktop, double-click the **1-800 BLM Help** icon, or navigate to <http://1800blmhelp.blm.gov> in a web browser.
2. On the BLM Help Desk page, click **Submit a Ticket**.



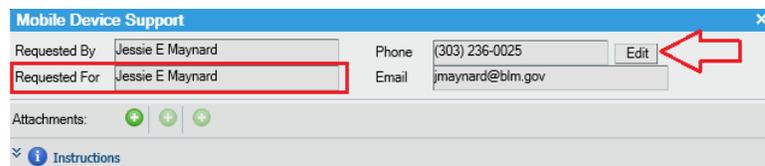
3. If necessary, log on the Remedy system.
4. Under **All Categories**, next to **IT Services**, click **Sub-Categories**.



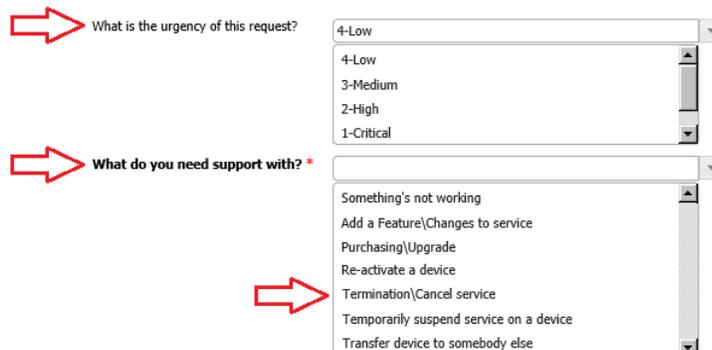
5. Under **IT Services**, click **Phone, Mobile Device, Network, VTC Services**.
6. Under **Available Requests**, click **Mobile Device Support**.
7. Click **Request Now**.



8. 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 **Termination\Cancel service**.



Note - If this device is not for you, please change the name of who this ticket is being submitted for at the top of this window by clicking the edit button



- d. In the **Mobile device's phone number** field, enter the device's phone number.
- e. In the **Email Address** field, enter the email address of the device's assigned user.
- f. Under **Operating System**, click the appropriate operating system.
- g. If necessary, in the **Additional Notes** field, enter any additional comments or instructions.
- h. Click **Submit**.

The screenshot shows a web form with the following elements:

- Mobile device's phone number**: A text input field with a red arrow pointing to it from the left.
- Email Address***: A text input field with a red arrow pointing to it from the left.
- Operating System***: A section with four radio button options: "Apple (iPad, iPhone)", "Android (Galaxy Tab)", "Windows (Venue, Elitepad)", and "N/A". A red arrow points to this section from the left.
- Additional Notes**: A large text area with a scroll bar and a red arrow pointing to it from the left.
- Buttons**: At the bottom, there are three buttons: "Summary", "Save As Draft", and "Submit". A red arrow points down to the "Submit" button.

You have successfully created a ticket to terminate service to a mobile device.