

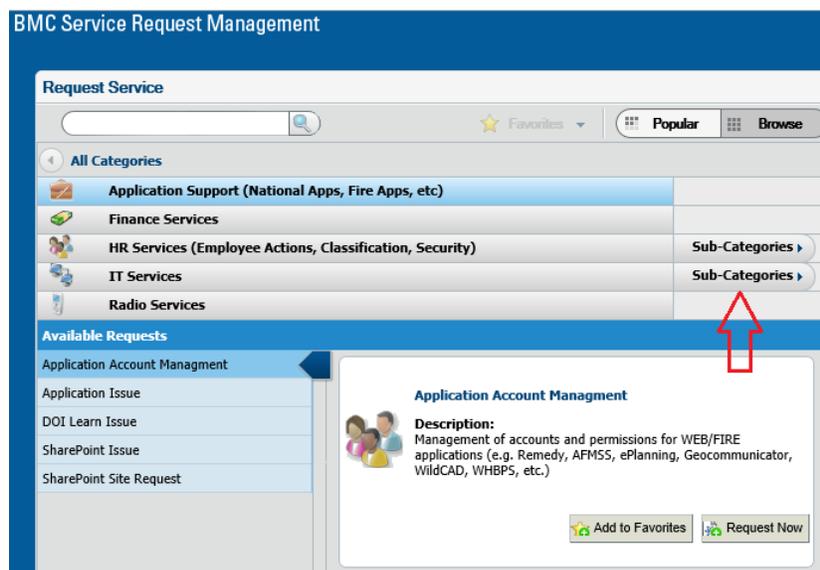
BLM REMEDY 8 USER GUIDE: CREATING A TICKET FOR TRANSFERRING A MOBILE DEVICE TO ANOTHER BLM EMPLOYEE

Use the following procedure to create a ticket to transfer a mobile device to another BLM employee.

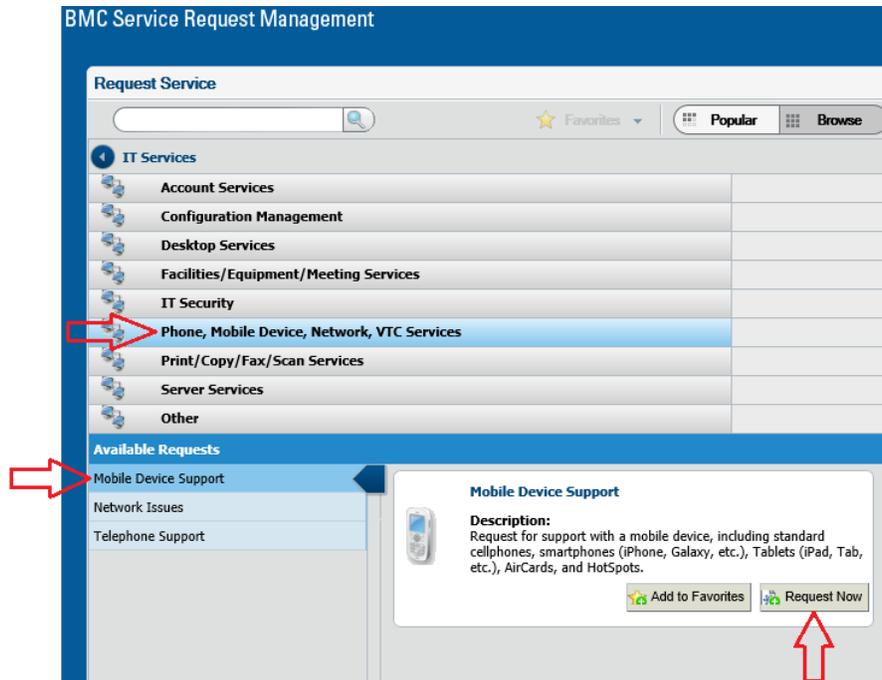
1. On the desktop, double-click the **1-800 BLM Help** icon, or navigate to <http://1800blmhelp.blm.gov> in a web browser.
2. On the BLM Help Desk page, click **Submit a Ticket**.



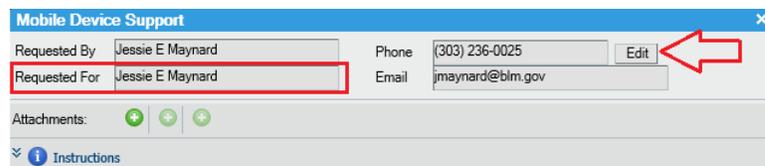
3. If necessary, log on the Remedy system.
4. Under **All Categories**, next to **IT Services**, click **Sub-Categories**.



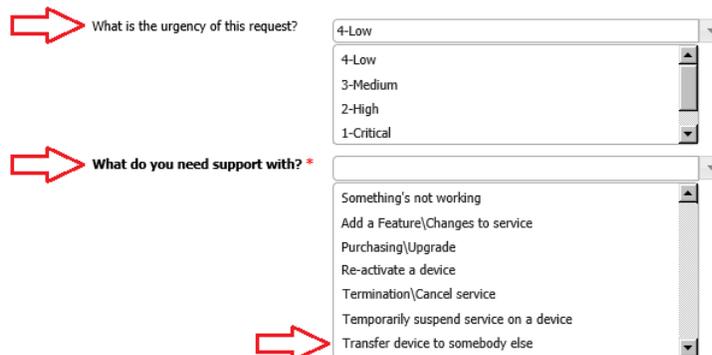
5. Under **IT Services**, click **Phone, Mobile Device, Network, VTC Services**.
6. Under **Available Requests**, click **Mobile Device Support**.
7. Click **Request Now**.



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 **Transfer device to somebody else**.



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 **Who is the device currently registered to?** field, enter the current user's full name.
- e. In the **Who is the device transferring to?** field, enter the new user's full name.
- f. Under **What type of device(s) are you transferring?**, select the appropriate check box.
- g. In the **Mobile device's phone number** field, enter the device's phone number.
- h. Under **Operating System**, click the appropriate operating system.
- i. If necessary, in the **Additional Notes** field, enter any additional comments or instructions.
- j. Click **Submit**.

Who is the device currently registered to? *

Who is the device transferring to? *

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

SmartPhone (Android, iPhone, etc.) Cell Phone (Non-Smartphone)

Tablet (iPad, Venue, etc.) Hotspot

Air Card

Mobile device's phone number

If you aren't sure, just leave this field blank

Operating System *

Apple (iPad, iPhone) Android (Galaxy Tab)

Windows (Venue, Elitepad) N/A

Additional Notes

Summary Save As Draft Submit

You have successfully created a ticket to transfer a mobile device to another BLM employee.