

AT&T Wireless Management

In 2008, each unit assumed responsibility for cell phone management. Accounts were created for the cell phone administrators, the administrative office supervisors and other appropriate personnel, to be used to order and support the cell phone accounts for the individuals in their units.

The site for managing and ordering cell phone devices and plans can be found at [AT&T Wireless Business](#). An ID and password are required for access. The [IT Call Center](#) or the IT administrative office supervisor can reset passwords, if needed.

Select Support, **800-999-5445**, is also available to the cell phone administrators. When dialing Select Support, the caller will be prompted for a pre-assigned PIN. The PIN can only be used by the person to whom it is assigned. The PIN will be disabled if used inappropriately.

Duties of cell phone administrators:

- Review the monthly bill for accuracy and send to accounts payable in financial services for payment, accompanied by form [PURCH 307](#) including the fund and organization to which the bills will be charged.
- Distribute to each individual in the unit the portion of the bill relating to his/her cell phone usage. Any personal calls charged to the Extension cellular phone should be reimbursed to the organization. The individual should write a check for the amount used, payable to UACES, and include on the memo line the wording "Cell Phone Usage" and the cell phone number, and should forward the check to Financial Services. If the amount of personal use during the month is less than \$10.00, the individual should keep track of use during the following month(s) and reimburse the organization once it reaches or surpasses that amount.
- Order/upgrade phones and rate plans for individuals in the unit.
- Assist in activating new devices.
- Work with AT&T Wireless to troubleshoot problems with devices or plans.
- Turn old devices into the warehouse, receiving office, when no longer needed.