

A solid white vertical bar is located on the left side of the page, extending from the top of the main text area to the bottom.

# Wireless Ordering using the Mobility Portal – User Guide

Calero.com for VITA

[www.calero.com](http://www.calero.com)

Copyright © Calero 2025. All rights reserved.

Last Edited: March 3, 2026

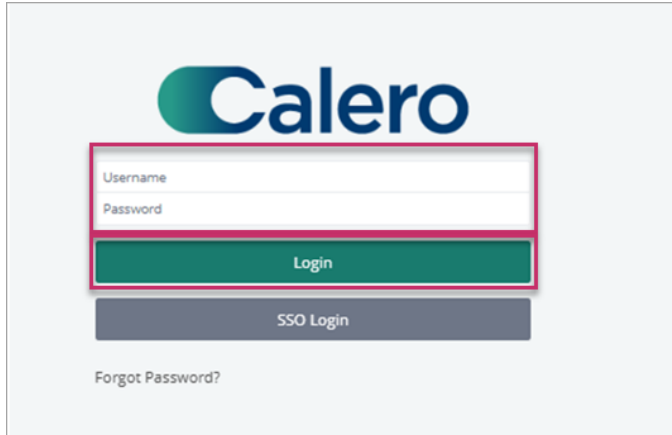
# Table of Contents

- Wireless Ordering using the Mobility Portal ..... 3
  - Logging into Calero.com..... 3
    - Password Rules ..... 4
  - Go to Mobility Portal ..... 4
  - Act on Behalf of ..... 5
- Using the Mobility Portal ..... 6
  - Order New Service with Device – AT&T and FirstNet Smartphones ..... 6
  - Order New Service with Device – All Other Carriers (Non-AT&T Smartphone orders)..... 16
  - Upgrade Device – AT&T and FirstNet Smartphones..... 24
  - Upgrade Device – All Other Carriers (Non-AT&T Smartphone orders) ..... 27
  - Release of Liability/Port Out ..... 30
  - Transfer Service ..... 33
  - Change Carrier..... 34
  - Activate Existing Device SIM ..... 34
  - Suspend Service ..... 35
  - Resume Service ..... 35
  - Cancel Service ..... 35
  - Change Plans/Features ..... 36
  - Submit Wireless Consulting Requests ..... 36
    - Wireless Consulting – Attaching a Batch Spreadsheet..... 37
  - Review Results of Open/Closed Requests ..... 38
  - Emailing Request Details..... 39
  - Using “My Requests” in Calero.com ..... 40

# Wireless Ordering using the Mobility Portal

## Logging into Calero.com

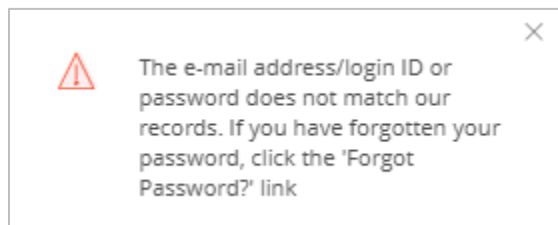
Manually enter your **Username** and **Password**, then select **Login**.



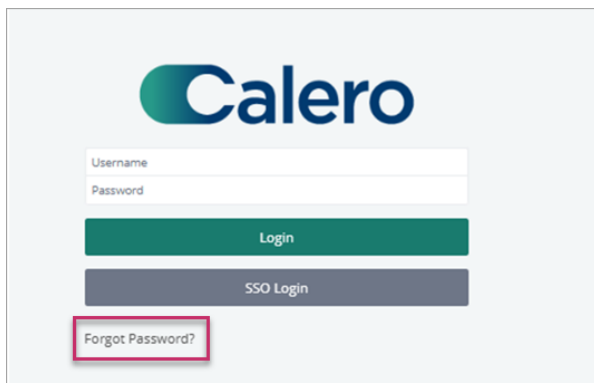
The screenshot shows the Calero login interface. At the top is the Calero logo. Below it is a login form with two input fields: 'Username' and 'Password'. A green 'Login' button is positioned below the password field. Below the 'Login' button is a grey 'SSO Login' button. At the bottom left of the form area is a link that says 'Forgot Password?'. The entire login form area is enclosed in a red rectangular border.

**Please note that passwords will expire after 90 days.**

If you are having trouble logging in and you are sure the username/password combination is correct, your password may have expired. The system will **not** notify you that your password has expired. You will only be given the error message shown below. The error message will populate for a wrong username/password combination and/or an expired password.



If you have forgotten your password and/or believe your password has expired, please reset your password by clicking on the **Forgot Password?**



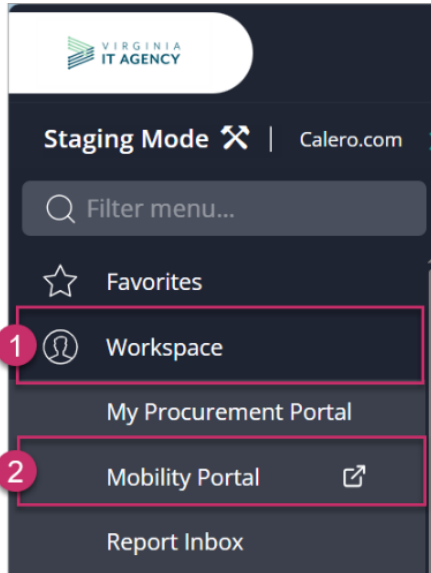
This screenshot is identical to the one above, showing the Calero login page. However, in this version, the 'Forgot Password?' link at the bottom left of the login form is highlighted with a red rectangular border.

## Password Rules

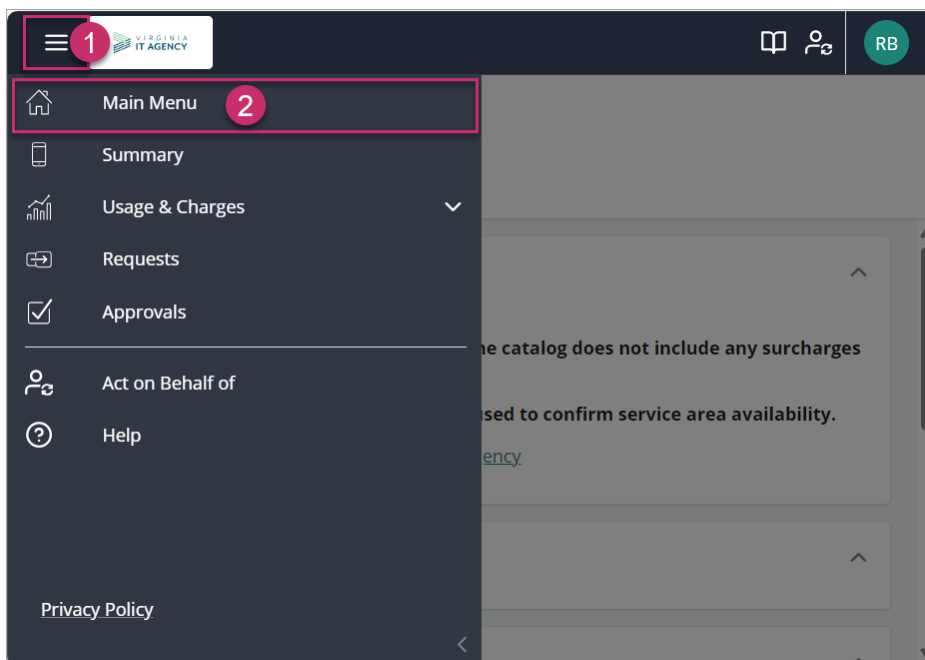
- A new password cannot be the same as the last 5 passwords.
- Minimum password length is 14 characters.
- Must contain at least one: Upper case, lower case, digit, punctuation mark.

## Go to Mobility Portal

1. Sign into Calero.com
2. Select **Workspace > Mobility Portal** in the main menu.



To leave the Mobility Portal and return to the main menu, click on the **options icon** (3 lines) > **Main Menu**.

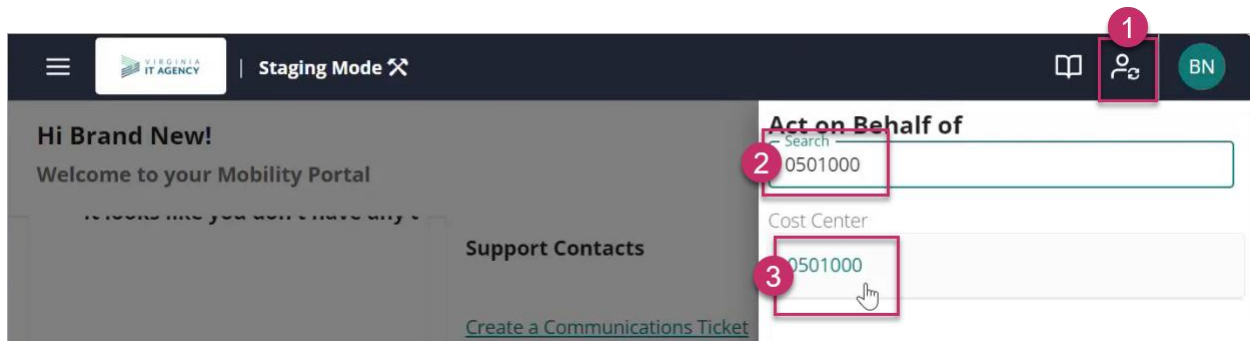


## Act on Behalf of

*You must always **Act on Behalf of a Cost Center** before you take any action in the Mobility Portal.*

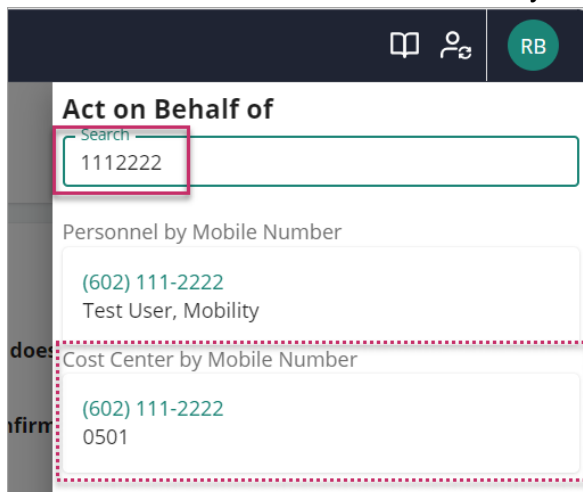
The **Act on Behalf of** feature allows you to place orders on behalf of a specific Cost Center. This feature only allows you to search for *active* mobile numbers and Cost Centers you are *authorized* to order on behalf of.

**Note:** 'Act on Behalf' is used to assign mobile devices to Cost Centers instead of individual users.

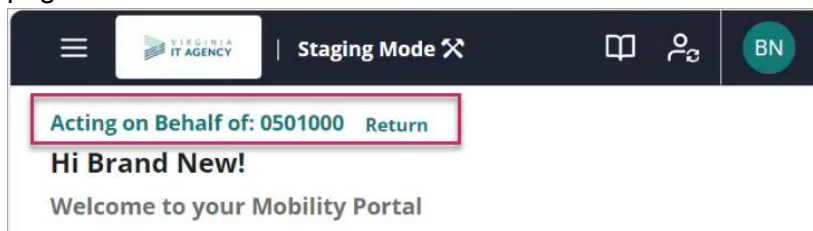


Select the **Act on Behalf of** icon in the upper-right side. Then search for and select the Cost Center you will act on behalf of.

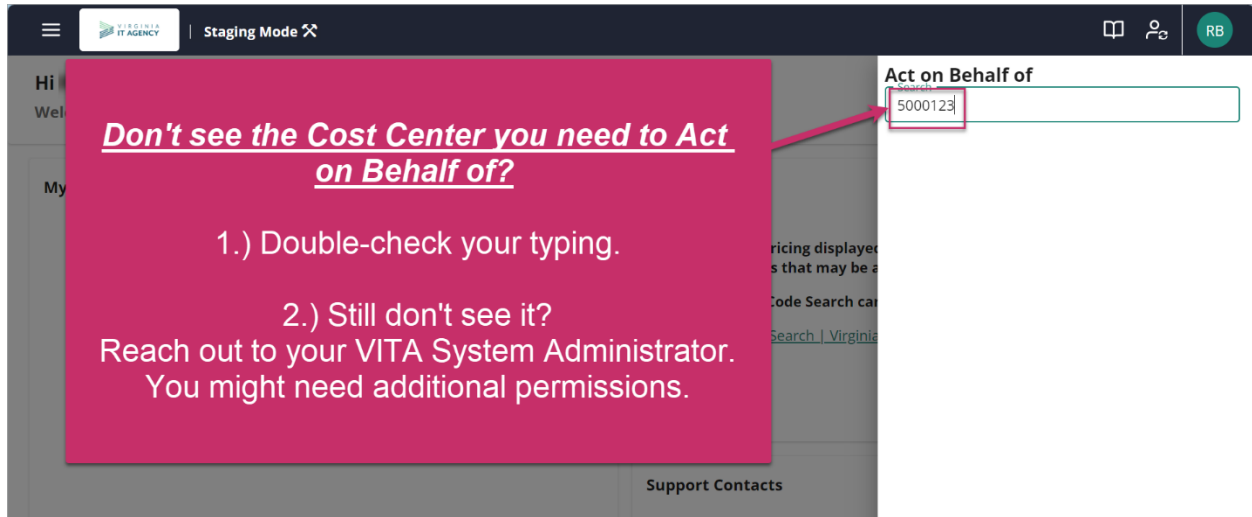
- You can also search for a Cost Center by looking up a mobile number.



- When **Acting on Behalf of** a Cost Center, it will be noted in the upper left corner of the page.



- Select **Return** to go back to acting as yourself.

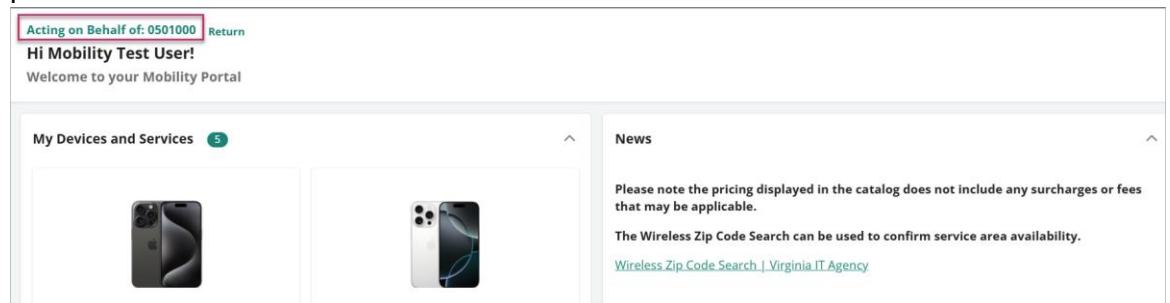


## Using the Mobility Portal

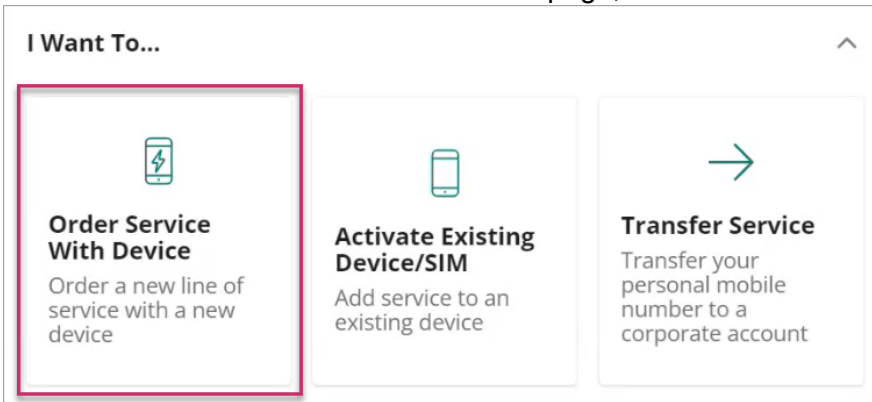
*You must always **Act on Behalf of a Cost Center** before you take any action in the Mobility Portal.*

### Order New Service with Device – AT&T and FirstNet Smartphones

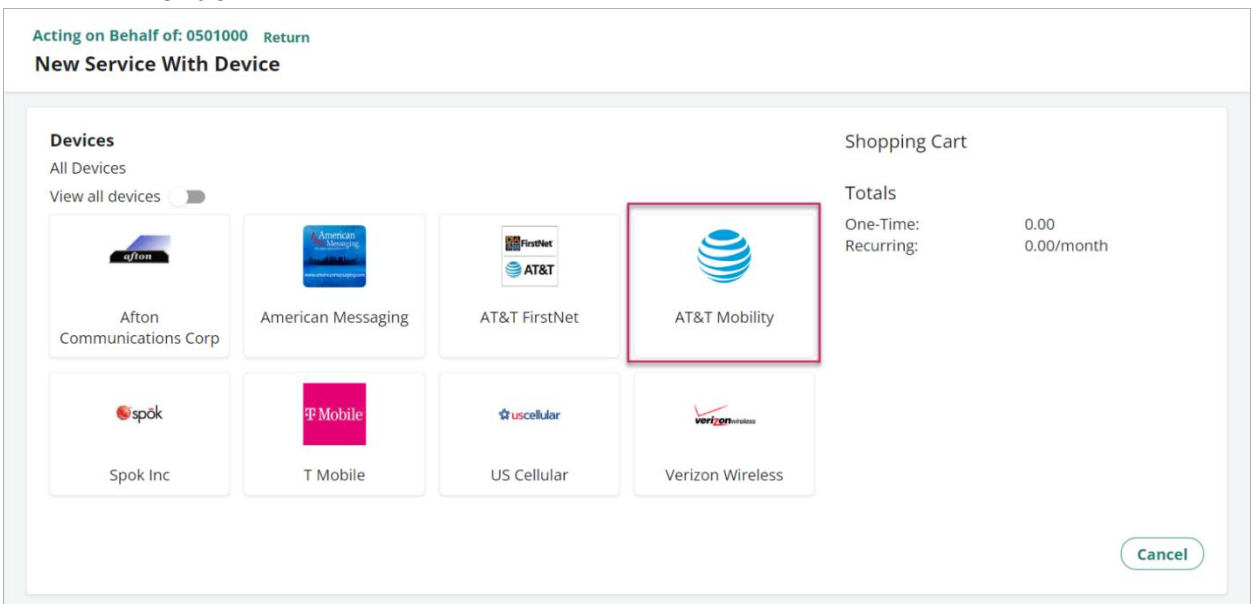
1. [Go to the Mobility Portal](#) and [Act on Behalf of a Cost Center](#).
  - After selecting a Cost Center to act on behalf of, you should see “Acting on Behalf of: [Selected Cost Center]” in the top left corner of the screen. Make sure you are acting on behalf of Cost Center **before** you proceed through the ordering process.



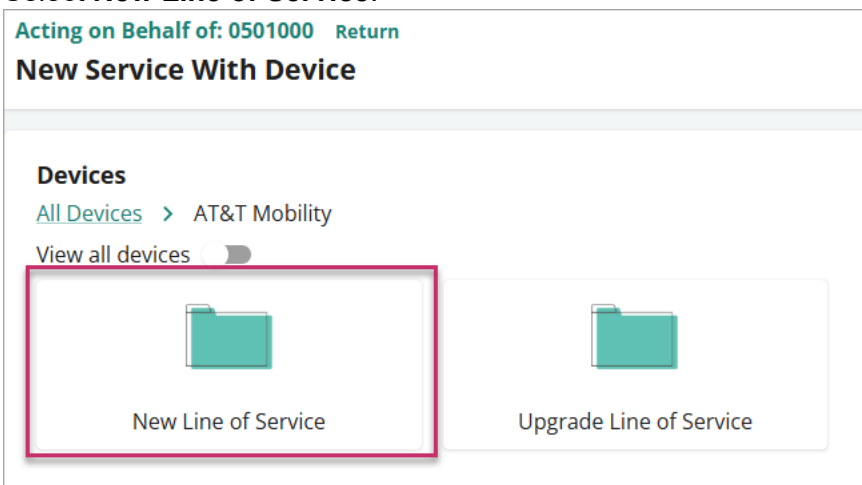
- From the **I Want To...** section of the main page, select **Order Service with Device**.



- Select the **Vendor**.




- Select **New Line of Service**.





5. Select the type of device you would like to order. In this example, we are ordering a **Smartphone**.


Acting on Behalf of: 0501000 [Return](#)  
**New Service With Device**

**Devices**  
[All Devices](#) > [AT&T Mobility](#) > [New Line of Service](#)  
View all devices

 Data Devices

 Feature Phone


 Smartphone


 Tablet

6. Select a smartphone plan.

Acting on Behalf of: 0501000 [Return](#)  
**New Service With Device**

**Devices**  
[All Devices](#) > [AT&T Mobility](#) > [New Line of Service](#) > [Smartphone](#)  
View all devices


 Business Enhanced Advanced Select


 Business Enhanced Plus Select

7. Narrow down your device selection by moving through the device catalogs. You may have to move through multiple catalogs.

Acting on Behalf of: 0501000 [Return](#)  
**New Service With Device**

**Devices**  
[All Devices](#) > [AT&T Mobility](#) > [New Line of Service](#) > [Smartphone](#) > [Business Enhanced Advanced Select](#)  
View all devices

 Galaxy Smartphone

 iPhone



8. Confirm/select the color by clicking on the **Add and Continue** button.

Acting on Behalf of: 0501000 [Return](#)


**New Service With Device**

---

**Devices**

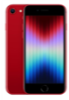
[All Devices](#) > [AT&T Mobility](#) > [New Line of Service](#) > [Smartphone](#) > [Business Enhanced Advanced Select](#) > [iPhone](#) > iPhone SE (3rd Gen)

View all devices  Sort by:




Advanced New Apple  
iPhone SE (3rd Gen)  
128 GB Midnight  
\$0.99

[Add And Continue](#)



Advanced New Apple  
iPhone SE (3rd Gen)  
128 GB Red  
\$0.99

[Add And Continue](#)



Advanced New Apple  
iPhone SE (3rd Gen)  
128 GB Starlight  
\$0.99

[Add And Continue](#)

9. **Note: AT&T and FirstNet orders only** – You are required to select a regulatory fee based on the future line’s primary service address. Regulatory fee information is listed in the pop-up. Close the pop-up and then select your regulatory fee.

**AT&T adds a mandatory regulatory fee to each line.**

Select the regulatory fee feature that best corresponds to the line's service address. Please note that your selection will be used to provide you with the line's estimated monthly recurring charge. If the wrong fee is selected, the fee listed on the line's record will be updated to reflect the correct one.

- Northern Virginia area: REGULATORY FEE NOVA(ATWFEE,REGNOVAC)
- Maryland area: REGULATORY FEE MD AREA(ATWFEE,REGMD)
- Any other area: REGULATORY FEE (PER FACILITY) MOD23:REGULATORY COST RECOVERY CHARGE(ATWFEE,REG)

[Close](#)

**Regulatory Fees**  
Select one

REGULATORY FEE (PER FACILITY) MOD23:REGULATORY COST RECOVERY CHARGE(ATWFEE,REG) \$1.25

REGULATORY FEE NOVA(ATWFEE,REGNOVAC) \$1.25

REGULATORY FEE MD AREA(ATWFEE,REGMD) \$1.25

10. Your plan should already be auto selected, based on Step 6.

**New Service With Device**

Plans and Features  
View All Plans

**Plans**  
Select one

Business Enhanced Advanced Select for iPhone 5G/5G+ WM \$55.00

**Regulatory Fees**  
Select one

REGULATORY FEE (PER FACILITY) MOD23:REGULATORY COST RECOVERY CHARGE(ATWFEE,REG) \$1.25

REGULATORY FEE NOVA(ATWFEE,REGNOVAC) \$1.25

REGULATORY FEE MD AREA(ATWFEE,REGMD) \$1.25

**Additional Features**  
Select any

Activation Credit for Business Enhanced Advanced Select (New Line) -\$12.50

Credit for Business Enhanced Advanced Select -\$17.00

International Day Pass \$0.00

Passport 2GB \$70.00

Passport 6GB \$140.00

11. Scroll down to the **Features** section and, if available, select from those as well. Not every plan includes optional features that can be selected.

- Features that are grayed out cannot be unselected. These are standard/default features built into the plan.
- You can click on the info icon to see if there is more information about a plan/feature.

International Day Pass \$0.00

12. After selecting plans/features, select **Continue**.

**New Service With Device**

Plans and Features  
View All Plans

**Plans**  
Select one

Business Enhanced Advanced Select for iPhone 5G/5G+ WM \$55.00

**Regulatory Fees**  
Select one

REGULATORY FEE (PER FACILITY) MOD23:REGULATORY COST RECOVERY CHARGE(ATWFEE,REG) \$1.25

REGULATORY FEE NOVA(ATWFEE,REGNOVAC) \$1.25

REGULATORY FEE MD AREA(ATWFEE,REGMD) \$1.25

**Additional Features**  
Select any


Activation Credit for Business Enhanced Advanced Select (New Line) -\$12.50

Credit for Business Enhanced Advanced Select -\$17.00

International Day Pass \$0.00

**Shopping Cart**

**Device**

 Advanced New Apple iPhone SE (3rd Gen) 128 GB Midnight  
Vendor: AT&T Mobility (US)

Device subtotal: \$0.99

**Plans and features**

Plan: Business Enhanced Advanced Select for iPhone 5G/5G+ WM \$55.00/month

Regulatory Fees: REGULATORY FEE MD AREA(ATWFEE,REGMD) \$1.25/month

Additional Features: Activation Credit for Business Enhanced Advanced Select (New Line) -\$12.50/month

13. If accessories are available for your device, select the quantity of the accessories to be included with this device. Then, select **Continue**.

The screenshot shows the 'New Service With Device' interface. On the left, under 'All Accessories', there are three items: 'AirPods (3rd generation)' for \$179.99, 'AirPods Pro with MagSafe' for \$249.99, and 'Airpods Pro with Wireless Case (2nd Gen)' for \$249.99. Each item has a quantity selector and a 'Remove' button. The 'AirPods (3rd generation)' quantity is set to 1. On the right, the 'Shopping Cart' section shows the device: 'Advanced New Apple iPhone SE (3rd Gen) 128 GB Midnight' by AT&T Mobility (US) with a subtotal of \$0.99. Below this, 'Plans and features' are listed with a subtotal of \$26.75/month. At the bottom right, there are 'Back', 'Cancel', and 'Continue' buttons, with 'Continue' highlighted in red.

- If accessories are not needed, click the **Continue** button.

### To finish this request...

14. Enter the Request Details.
- **Note:** The **Requested for** box will have your profile information listed BUT the **Mobile Number assignment** box should have a cost center populated. If you do not have a **Mobile Number assignment** box listed in the Request Details, you did not Act on Behalf of a Cost Center. The new line of service will be incorrectly assigned to your name and your personal Cost Center. You must hit the **Cancel** button and start from Step 1.


The screenshot shows the 'Request Details' section of the 'New Service With Device' interface. At the top, it says 'Acting on Behalf of: 0501000 Return'. Below this, there are four input fields: 'Requested for' (Test User, Mobility), 'Mobile Number assignment' (0501000), 'Contact number \*', and 'Agency assigned log number'. There is also a 'Description' field.

15. Expand and enter information into the following sections:
- **Mobile Number Details**
  - **Owner** (optional): You can list the first and last name of the employee who will be assigned to the line. This will not affect it being assigned to the cost center in Calero.com.
  - **Shipping Address**
  - **Use Priority Shipping:** Check the box if you require the order to have priority shipping.
    1. Please note that the cost cannot be provided at the time of submission.
    2. By checking the box, you agree to pay any costs that are incurred.

- **Primary Service Address:** This is the location where the device and the service will mainly be. The carrier will use this to confirm it can provide service in your area.
  - Enter a **Preferred area code;** this request will be submitted to the carrier. Area code is not guaranteed, but Calero will work with the carrier to try and get it processed.
  - If the Primary Service Address is different from the Shipping Address, uncheck the **Use my shipping address** box to enter the **Primary Service Address**.
16. Review the **Shopping Cart** (right-side of screen) to confirm everything is correct. If it is, select **Submit**.

Acting on Behalf of: 0501000 [Return](#)

**New Service With Device**


<b>Request Details</b> ✓	Regulatory Fees:	REGULATORY FEE (PER FACILITY) MOD23:REGULATORY COST RECOVERY CHARGE(ATWFEE,REG) \$1.25/month
<b>Mobile Number Details</b> ✓	Additional Features:	Activation Credit for Business Enhanced Advanced Select (New Line) -\$12.50/month Credit for Business Enhanced Advanced Select -\$17.00/month
<b>Shipping Address</b> ✓	Plans and features subtotal:	\$26.75/month
<b>Primary Service Address</b> ✓	Accessories	
	 AirPods (3rd generation)	Quantity: 1 \$179.99
	Accessories subtotal:	\$179.99
	Totals	
	One-Time:	\$180.98
	Recurring:	\$26.75/month


- **Note:** Please fill out all fields on the form that have an asterisk (\*) noting that the field is required to submit an order. If you are missing the required information, the **Submit** button will be grayed out and will show a red circle with a line when hovering above the button.


17. **Priority Shipping error message:** If you checked the Priority Shipping box, you will be shown an error message.


Acting on Behalf of: 0501000 [Return](#)


**New Service With Device**

 Additional charges may be incurred with priority shipping. To proceed, acknowledge the additional charge agreement by scrolling down to the bottom of the page and checking the Additional Charge Agreement box. [rule id 469]

**Request Details** 



**Mobile Number Details** 

**Shipping Address** 

**Primary Service Address** 

**Additional Information**

Additional Charge Agreement



 **Error**  
Additional charges may be incurred with priority shipping. To proceed, acknowledge the additional charge agreement by scrolling down to the bottom of the page and checking the Additional Charge Agreement box. [rule id 469] 


**Regulatory Fees:** \$55.00/month  
REGULATORY FEE MD AREA(ATWFEE,REGMD)  
\$1.25/month

**Additional Features:** Activation Credit for Business Enhanced Advanced Select (New Line)  
-\$12.50/month  
Credit for Business Enhanced Advanced Select  
-\$17.00/month

Plans and features subtotal: \$26.75/month

**Accessories**

 AirPods (3rd generation) 

Quantity: 1 

€179.00

[Back](#) [Cancel](#) [Submit](#)

18. If you **do not** accept the additional costs that may be incurred, click the **X** icon on the error message, and then uncheck the **Use priority shipping** box. You can then submit your order without any further action.

Acting on Behalf of: 0501000 [Return](#)

### New Service With Device

**Additional charges may be incurred with priority shipping. To proceed, acknowledge the additional charge agreement by scrolling down to the bottom of the page and checking the Additional Charge Agreement box. [rule id 469]**

**Request Details** ✓

**Mobile Number Details** ✓

**Shipping Address** ✓

**Primary Service Address** ✓

**Additional Information**

Additional Charge Agreement


**Error** X  
 Additional charges may be incurred with priority shipping. To proceed, acknowledge the additional charge agreement by scrolling down to the bottom of the page and checking the Additional Charge Agreement box. [rule id 469]

**Regulatory Fees:** \$55.00/month  
 REGULATORY FEE MD AREA(ATWFEE,REGMD) \$1.25/month

**Additional Features:** Activation Credit for Business Enhanced Advanced Select (New Line) -\$12.50/month  
 Credit for Business Enhanced Advanced Select -\$17.00/month

**Plans and features subtotal:** \$26.75/month

**Accessories**

 AirPods (3rd generation)  
 Quantity: 1  
 €170 00

[Back](#) [Cancel](#) [Submit](#)

Acting on Behalf of: 0501000 [Return](#)

### New Service With Device

**Request Details** ✓

**Mobile Number Details** ✓

**Shipping Address** ✓

Location name  Attention  Address Line 1 \*   
 Maximum length of 100.

Address Line 2  City \*  State/Province/Region \*   
 ZIP/Postal Code \*  Country  Customs Id

Use priority shipping

**Primary Service Address** ✓

19. If you **accept** the additional costs that may be incurred, click the **X** icon on the error message, then scroll down to the bottom and check the **Additional Charge Agreement**

box. You can then submit your order without any further action.

Acting on Behalf of: 0501000 [Return](#)

### New Service With Device

Additional charges may be incurred with priority shipping. To proceed, acknowledge the additional charge agreement by scrolling down to the bottom of the page and checking the Additional Charge Agreement box. [rule id 469]

**Request Details** ✓

**Mobile Number Details** ✓

**Shipping Address** ✓

**Primary Service Address** ✓

**Plans and features subtotal:** \$52.10/month

**Accessories**

25W USB-C Travel Adapter  
Quantity: 1  
\$19.99

**Accessories subtotal:** \$19.99

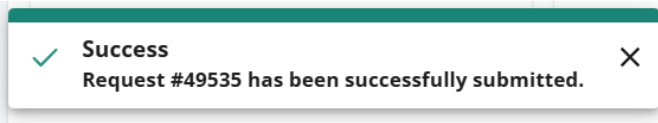
**Totals**

One-Time: \$20.24  
Recurring: \$52.10/month

[Back](#) [Cancel](#) [Submit](#)

**Error**  
Additional charges may be incurred with priority shipping. To proceed, acknowledge the additional charge agreement by scrolling down to the bottom of the page and checking the Additional Charge Agreement box. [rule id 469]

20. A successful submission will take you to the Summary page.



21. You can scroll down to the **My Requests** section and see the most recent requests, including the one you just submitted.

Acting on Behalf of: 0501000 [Return](#)

## Hi Mobility Test User!

Welcome to your Mobility Portal

[VIEW ALL](#)

**My Requests** 9

Request ID	Requested For	Totals
<b>New Service #49535</b> Jan 21, 2025 Pending Carrier Submission	Test User, Mobility	One Time: \$180.98 Recurring: \$26.75/month

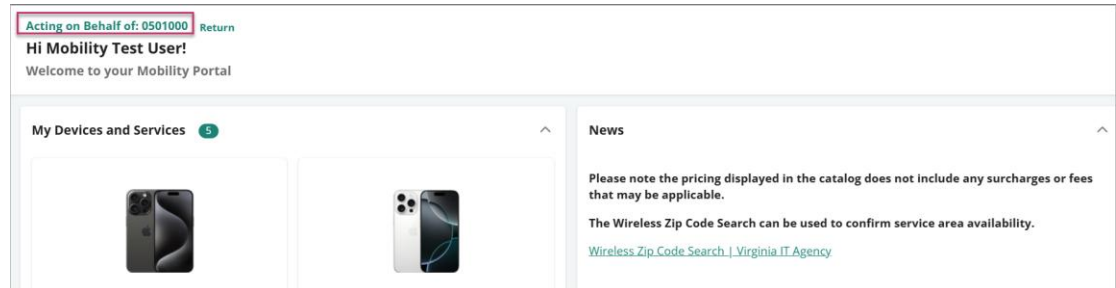
[View](#)

22. The request is now in Calero's queue for order fulfillment.

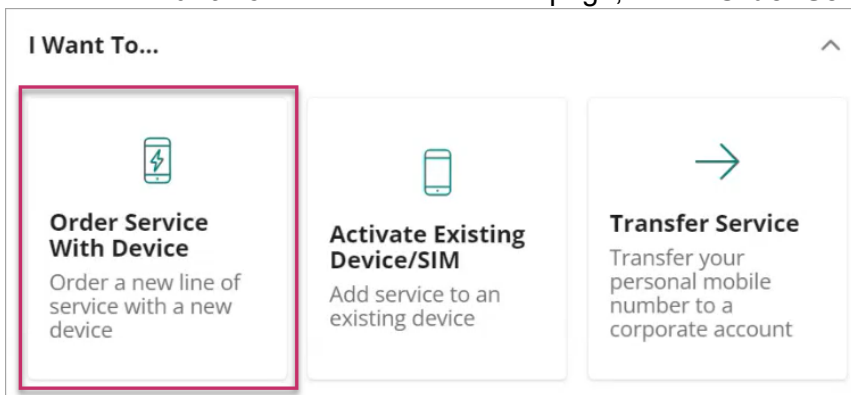
- Additionally, at this point you can [Email the Request Details](#).

## Order New Service with Device – All Other Carriers (Non-AT&T Smartphone orders)

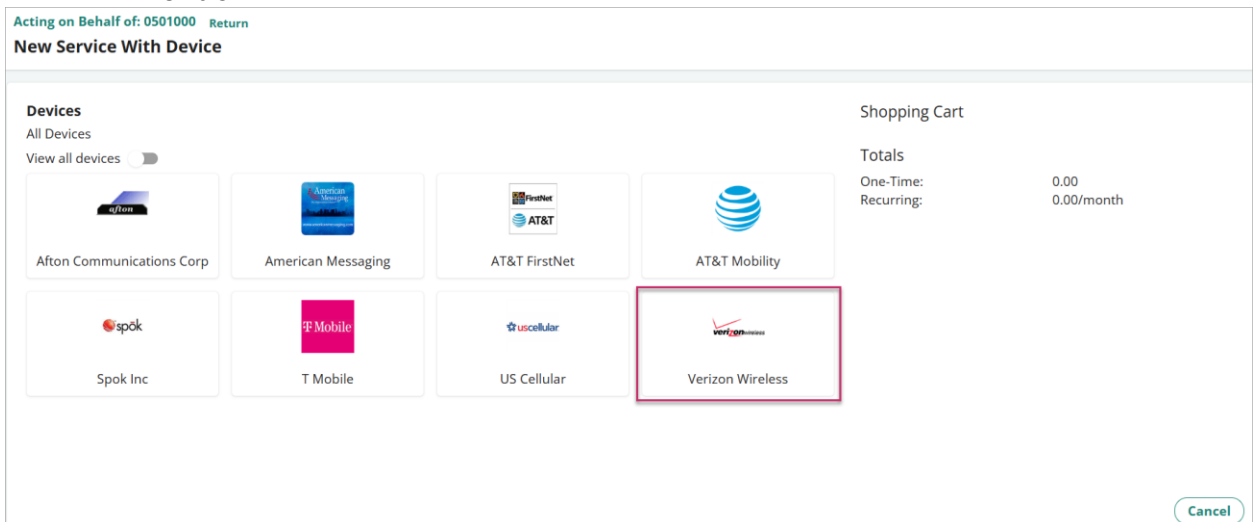
1. [Go to the Mobility Portal](#) and [Act on Behalf of a Cost Center](#).
  - After selecting a cost center to act on behalf of, you should see “Acting on Behalf of: [Selected Cost Center]” in the top left corner of the screen. Make sure you are acting on behalf of Cost Center **before** you proceed through the ordering process.



2. From the **I Want To...** section of the main page, select **Order Service with Device**.



3. Select the **Vendor**.






- Narrow down your selections by moving through the device catalogs. You may have to move through multiple catalogs.


Acting on Behalf of: 0501000 [Return](#)

### New Service With Device


**Devices**  
All Devices > Verizon Wireless  
View all devices




Android Smartphones & Tablets




Apple Smartphones & Tablets



Fax Replacement Device



Feature Phones



Hotspots & Modems

**Shopping Cart**

Totals  
One-Time: 0.00  
Recurring: 0.00/month


[Cancel](#)


- Select the device by selecting **Choose Options**.

Acting on Behalf of: 0501000 [Return](#)

### New Service With Device


**Devices**  
[All Devices](#) > [Verizon Wireless](#) > [Apple Smartphones & Tablets](#) > iPhone 13

View all devices  Sort by:  




Apple iPhone 13  
128GB  
((PRODUCT)RED)  
\$29.99

[Choose Options](#)



Apple iPhone 13  
128GB (Blue)  
\$29.99

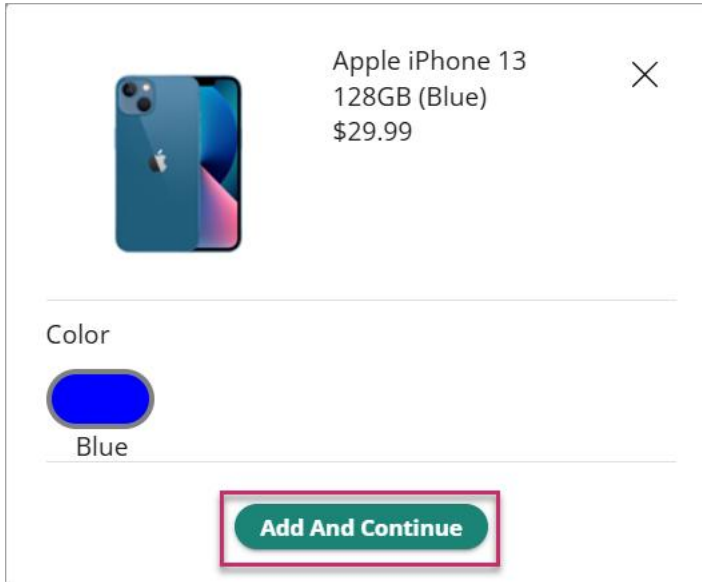
[Choose Options](#)



Apple iPhone 13  
128GB (Midnight)  
\$29.99

[Choose Options](#)

6. Confirm/select the color and select **Add and Continue**.



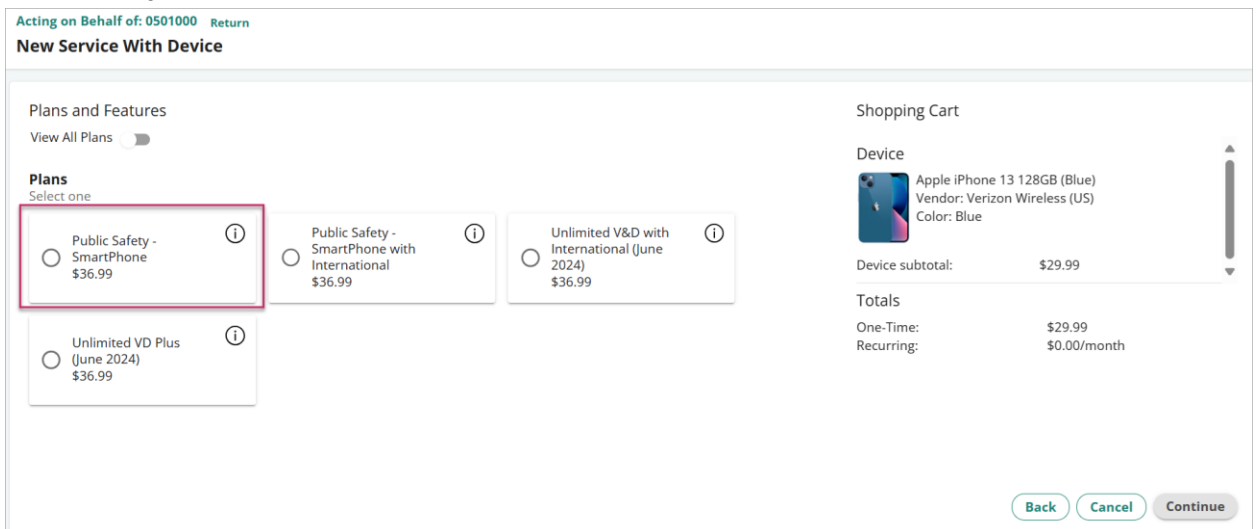
Apple iPhone 13  
128GB (Blue)  
\$29.99

Color

Blue

**Add And Continue**

7. Select a **Plan** for the device.



Acting on Behalf of: 0501000 [Return](#)

**New Service With Device**

Plans and Features  
View All Plans

**Plans**  
Select one

- Public Safety - SmartPhone \$36.99
- Public Safety - SmartPhone with International \$36.99
- Unlimited V&D with International (June 2024) \$36.99
- Unlimited VD Plus (June 2024) \$36.99

Shopping Cart

Device  
Apple iPhone 13 128GB (Blue)  
Vendor: Verizon Wireless (US)  
Color: Blue

Device subtotal: \$29.99

**Totals**

One-Time: \$29.99  
Recurring: \$0.00/month

[Back](#) [Cancel](#) [Continue](#)

8. Scroll down to the **Features** section and select those as well.

- Features that are grayed out cannot be unselected. These are standard/default features built into the plan.

Acting on Behalf of: 0501000 [Return](#)

### New Service With Device

VIEW All Plans

**Plans**  
Select one

- Public Safety - SmartPhone \$36.99 ⓘ
- Public Safety - SmartPhone with International \$36.99 ⓘ
- Unlimited V&D with International (June 2024) \$36.99 ⓘ
- Unlimited VD Plus (June 2024) \$36.99 ⓘ

**Additional Features**  
Select any

- TravelPass \$0.00 ⓘ

**Shopping Cart**

**Device**

Apple iPhone 13 128GB (Blue)  
Vendor: Verizon Wireless (US)  
Color: Blue

Device subtotal: \$29.99

**Plans and features**

Plan: Public Safety - SmartPhone \$36.99/month

Plans and features subtotal: \$36.99/month

**Totals**

One-Time: \$29.99

[Back](#) [Cancel](#) [Continue](#)

- Not every plan includes optional features that can be selected.
- You can click on the info icon to see if there is more information about a plan/feature.

TravelPass \$0.00 ⓘ

9. After selecting plans/features, select **Continue**.

Acting on Behalf of: 0501000 [Return](#)

### New Service With Device

VIEW All Plans

**Plans**  
Select one

- Public Safety - SmartPhone \$36.99 ⓘ
- Public Safety - SmartPhone with International \$36.99 ⓘ
- Unlimited V&D with International (June 2024) \$36.99 ⓘ
- Unlimited VD Plus (June 2024) \$36.99 ⓘ

**Additional Features**  
Select any

- TravelPass \$0.00 ⓘ

**Shopping Cart**

**Device**

Apple iPhone 13 128GB (Blue)  
Vendor: Verizon Wireless (US)  
Color: Blue

Device subtotal: \$29.99

**Plans and features**

Plan: Public Safety - SmartPhone \$36.99/month

Additional Features: TravelPass \$0.00/month

Plans and features subtotal: \$36.99/month

[Back](#) [Cancel](#) [Continue](#)

10. Select the quantity of the accessories to be included with this device and select **Continue**. If accessories are not needed, click the **Continue** button.

Acting on Behalf of: 0501000 Return  
New Service With Device

**All Accessories**  
All Accessories

View all Accessories Sort by:

- Airpods Pro with Wireless Case (2nd Gen) \$249.99 Quantity: 1 Remove
- AirPods with Charging Case (3rd Gen) \$179.99 Quantity: 0 Remove
- Anker 15W PowerWave II Wireless Charging Stand - Black \$29.99 Quantity: 0 Remove
- Anker 20W Power Port PD Nano Wall Charger - White \$14.99 Quantity: 0 Remove
- Apple 20W USB-C Power Adapter \$19.97 Quantity: 0 Remove
- Apple EarPods with Lightning Connector \$19.99 Quantity: 0 Remove

**Shopping Cart**

**Device**  
Apple iPhone 13 128GB (Blue)  
Vendor: Verizon Wireless (US)  
Color: Blue

Device subtotal: \$29.99

**Plans and features**  
Plan: Public Safety - SmartPhone  
\$36.99/month

**Additional Features:**  
TravelPass  
\$0.00/month

Plans and features subtotal: \$36.99/month

**Accessories**  
Airpods Pro with Wireless Case (2nd Gen)  
Quantity: 1  
\$249.99

Back Cancel **Continue**

### To finish this request...

11. Enter the Request Details.

- Note:** The **Requested for** box will have your profile information listed BUT the **Mobile Number assignment** box should have a cost center populated. If you do not have a **Mobile Number assignment** box listed in the Request Details, you did not Act on Behalf of a Cost Center. The new line of service will be incorrectly assigned to your name and your personal Cost Center. You must hit the **Cancel** button and start from Step 1.

Acting on Behalf of: 0501000 Return  
New Service With Device

**Request Details**

Requested for: Test User, Mobility Mobile Number assignment: 0501000 Contact number \*

Agency assigned log number Description

- Expand and enter information in the following sections:
  - Mobile Number Details**
  - Owner** (optional): You can list the first and last name of the employee who will be assigned to the line. This will not affect it being assigned to the cost center in Calero.com.
  - Shipping Address**
  - Use Priority Shipping:** Check the box if you require the order to have priority shipping.
    - Please note that the cost cannot be provided at the time of submission.
    - By checking the box, you agree to pay any costs that are incurred.

- **Primary Service Address:** This is the location where the device and the service will mainly be. The carrier will use this to confirm it can provide service in your area.
- Enter a **Preferred area code**; this request will be submitted to the carrier. Area code is not guaranteed but Calero will work with the carrier to try and get it processed.
- If the **Primary Service Address** is different from the Shipping Address, uncheck the **Use my shipping address** box to enter the **Primary Service Address**.

13. Review the Shopping Cart (right-side of screen) to confirm everything is correct. If it is, select **Submit**.

Acting on Behalf of: 0501000 [Return](#)  
New Service With Device

Request Details  [Request Details](#)

Mobile Number Details  [Mobile Number Details](#)

Shipping Address  [Shipping Address](#)

Primary Service Address  [Primary Service Address](#)

Plans and features subtotal: \$52.10/month

Accessories

25W USB-C Travel Adapter  
Quantity: 1  
\$19.99

Accessories subtotal: \$19.99

Totals  
One-Time: \$20.24  
Recurring: \$52.10/month

[Back](#) [Cancel](#) [Submit](#)

- **Note:** Please fill out all fields on the form that have an asterisk (\*) noting that the field is required to submit an order. If you are missing required information, when you try to submit the order, the submit button will be grayed and will show a red circle with a line. (if you hover over the button).

14. **Priority Shipping error message:** If you checked the Priority Shipping box, you will be shown an error message.

Acting on Behalf of: 0501000 [Return](#)  
New Service With Device

**Error**  
Additional charges may be incurred with priority shipping. To proceed, acknowledge the additional charge agreement by scrolling down to the bottom of the page and checking the Additional Charge Agreement box. [rule id 469]

Request Details  [Request Details](#)

Mobile Number Details  [Mobile Number Details](#)

Shipping Address  [Shipping Address](#)

Primary Service Address  [Primary Service Address](#)

Additional Information

Additional Charge Agreement

Color: Blue

Device subtotal: \$29.99

Plans and features

Plan: Public Safety - SmartPhone  
\$36.99/month

Additional Features: TravelPass  
\$0.00/month

Plans and features subtotal: \$36.99/month

Accessories

Airpods Pro with Wireless Case (2nd Gen)  
Quantity: 1  
\$249.99

Accessories subtotal: \$249.99

[Back](#) [Cancel](#) [Submit](#)

15. If you **do not accept** the additional costs that may be incurred, click the **X** icon on the error message, and then uncheck the **Use priority shipping** box. You can then submit your order without any further action.

Acting on Behalf of: 0501000 [Return](#)

### New Service With Device

ⓘ Additional charges may be incurred with priority shipping. To proceed, acknowledge the additional charge agreement by scrolling down to the bottom of the page and checking the Additional Charge Agreement box. [rule id 469]

**Request Details** ▼

**Mobile Number Details** ▼

**Shipping Address** ▼

**Primary Service Address** ▼

**Additional Information**

Additional Charge Agreement

**Color:** Blue

Device subtotal: \$29.99


**Plans and features**

Plan: Public Safety - SmartPhone \$36.99/month

Additional Features: TravelPass \$0.00/month

Plans and features subtotal: \$36.99/month

**Accessories**

 AirPods Pro with Wireless Case (2nd Gen) 🗑️

Quantity:

\$249.99

Accessories subtotal: \$249.99

**Error** ✕

Additional charges may be incurred with priority shipping. To proceed, acknowledge the additional charge agreement by scrolling down to the bottom of the page and checking the Additional Charge Agreement box. [rule id 469]

Acting on Behalf of: 0501000 [Return](#)

### New Service With Device

**Request Details** ▼

**Mobile Number Details** ▼

**Shipping Address** ▲

Location name  🔍

Attention

Address Line 1\*

Maximum length of 100.

Address Line 2

City\*

State/Province/Region\*

ZIP/Postal Code\*

Country

Customs Id

Use priority shipping

**Primary Service Address** ▼

16. If you **accept** the additional costs that may be incurred, click the **X** icon on the error message, then scroll down to the bottom and check the **Additional Charge Agreement**

box. You can then submit your order without any further action.

Acting on Behalf of: 0501000 [Return](#)

### New Service With Device

Additional charges may be incurred with priority shipping. To proceed, acknowledge the additional charge agreement by scrolling down to the bottom of the page and checking the Additional Charge Agreement box. [rule id 469]

**Request Details** [▼](#)

**Mobile Number Details** [▼](#)

**Shipping Address** [▼](#)

**Primary Service Address** [▼](#)

**Additional Information**

Additional Charge Agreement

**Error**  
Additional charges may be incurred with priority shipping. To proceed, acknowledge the additional charge agreement by scrolling down to the bottom of the page and checking the Additional Charge Agreement box. [rule id 469]

Color: Blue

Device subtotal: \$29.99

**Plans and features**

Plan: Public Safety - SmartPhone \$36.99/month

Additional Features: TravelPass \$0.00/month

Plans and features subtotal: \$36.99/month

**Accessories**

Airpods Pro with Wireless Case (2nd Gen)  
Quantity: 1  
\$249.99

Accessories subtotal: \$249.99

[Back](#) [Cancel](#) [Submit](#)

17. A successful submission will take you to the Summary page.

Staging Mode

Acting on Behalf of: 0501000 [Return](#)

## Hi Mobility Test User!

Welcome to your Mobility Portal

**My Devices and Services** 5

(804) 123-7894  
Device Model: Enhanced Select New Apple iPhone 15 Pro Max 256 GB Black Titanium  
Carrier: AT&T FirstNet (US)  
SIM ID code (IC[REDACTED])  
MEID/IMEI/ESN [REDACTED]  
Upgrade Status: Not Eligible  
[Details And Actions](#)

(666) 123-4567  
Device Model: Advanced Apple iPhone 16 Pro Max 256 GB White Titanium  
Carrier: AT&T Mobility (US)  
SIM ID code (IC[REDACTED])  
MEID/IMEI/ESN [REDACTED]  
Upgrade Status: Not Eligible  
[Details And Actions](#)

**Success**  
Request #50296 has been successfully submitted. [×](#)

[View All](#)

18. You can scroll down to the **My Requests** section and see the most recent requests, including the one you just submitted.

**My Requests** 17

<p><b>New Service #50296</b> Feb 6, 2025 Pending Carrier Submission</p>	<p><b>Requested For</b> Test User, Mobility</p>	<p><b>Totals</b> One Time: \$279.98 Recurring: \$37.06/month</p>
---	---	--

[View](#)

19. The request is now in Calero's queue for order fulfillment.
- Additionally, at this point you can [Email the Request Details](#).

## Upgrade Device – AT&T and FirstNet Smartphones

Upgrade equipment with existing service.

1. [Go to the Mobility Portal](#) and [Act on Behalf of a Cost Center](#).
2. Select **View All** if the phone number you need is not visible.


Act on Behalf of: 0501000 [Return](#)

**Hi Mobility Test User!**

Welcome to your Mobility Portal


---

**My Devices and Services** 5



(804) 123-7894  
Device Model: Enhanced Select New Apple iPhone 15 Pro Max 256 GB Black Titanium  
Carrier: AT&T FirstNet (US)  
SIM ID code (ICC): [REDACTED]  
MEID/IMEI/ESN: [REDACTED]  
Upgrade Status: Not Eligible

[Details And Actions](#)



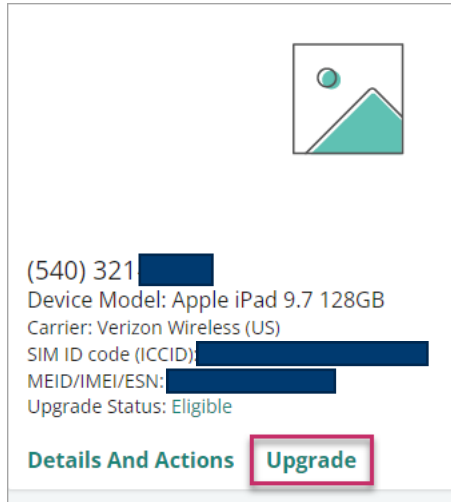
(666) 123-4567  
Device Model: Advanced Apple iPhone 16 Pro Max 256 GB White Titanium  
Carrier: AT&T Mobility (US)  
SIM ID code (ICC): [REDACTED]  
MEID/IMEI/ESN: [REDACTED]  
Upgrade Status: Not Eligible

[Details And Actions](#)

[View All](#)



- If the phone number you need to upgrade is visible, select its **Upgrade** button.

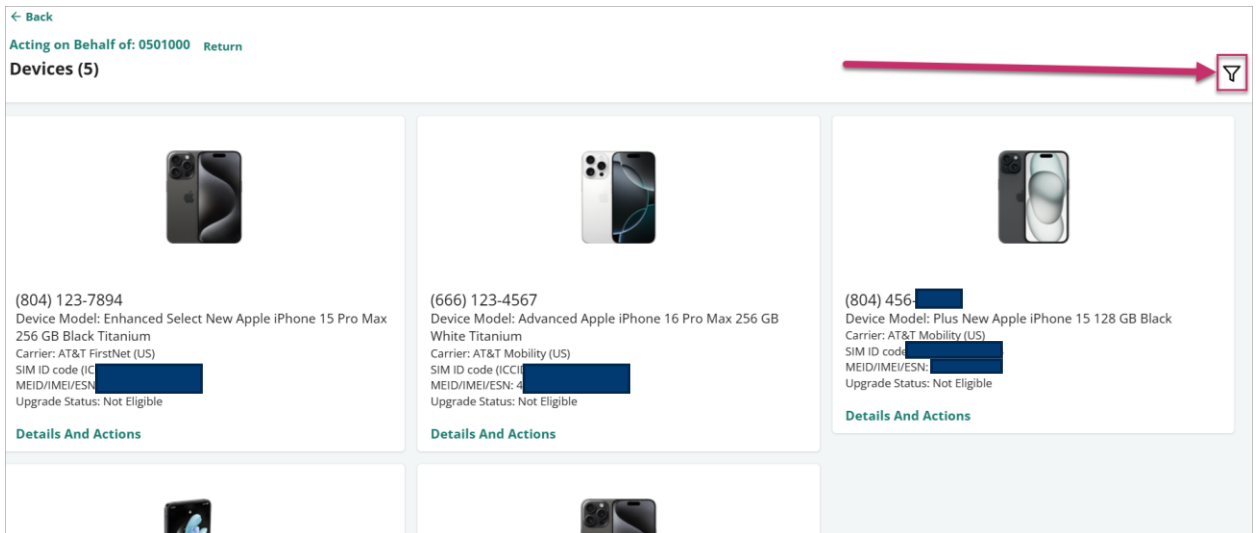


(540) 321-XXXX  
Device Model: Apple iPad 9.7 128GB  
Carrier: Verizon Wireless (US)  
SIM ID code (ICCID): XXXXXXXX  
MEID/IMEI/ESN: XXXXXXXX  
Upgrade Status: Eligible


[Details And Actions](#) **Upgrade**




- If the phone number is visible but the **Upgrade** button is not, select the **Details and Actions** button. Then, select the **Upgrade Device** icon.

3. Select the **Filter** icon to narrow down results.



← Back  
Acting on Behalf of: 0501000 Return

Devices (5) 

 <p>(804) 123-7894 Device Model: Enhanced Select New Apple iPhone 15 Pro Max 256 GB Black Titanium Carrier: AT&amp;T FirstNet (US) SIM ID code (ICCID): XXXXXXXX MEID/IMEI/ESN: XXXXXXXX Upgrade Status: Not Eligible</p> <p><a href="#">Details And Actions</a></p>	 <p>(666) 123-4567 Device Model: Advanced Apple iPhone 16 Pro Max 256 GB White Titanium Carrier: AT&amp;T Mobility (US) SIM ID code (ICCID): XXXXXXXX MEID/IMEI/ESN: XXXXXXXX Upgrade Status: Not Eligible</p> <p><a href="#">Details And Actions</a></p>	 <p>(804) 456-XXXX Device Model: Plus New Apple iPhone 15 128 GB Black Carrier: AT&amp;T Mobility (US) SIM ID code (ICCID): XXXXXXXX MEID/IMEI/ESN: XXXXXXXX Upgrade Status: Not Eligible</p> <p><a href="#">Details And Actions</a></p>
--	---	--

4. Set the filter options and select **Apply**.

← Back  
Acting on Behalf of: 0501000 Return  
Devices (5)

(804) 123-7894  
Device Model: Enhanced Select New Apple iPhone 15 Pro Max 256 GB Black Titanium  
Carrier: AT&T FirstNet (US)  
SIM ID code: [REDACTED]  
MEID/IMEI: [REDACTED]  
Upgrade Status: Not Eligible  
Details And Actions

(666) 123-4567  
Device Model: Advanced Apple iPhone 16 Pro Max 256 GB White Titanium  
Carrier: AT&T Mobility (US)  
SIM ID code: [REDACTED]  
MEID/IMEI: [REDACTED]  
Upgrade Status: Not Eligible  
Details And Actions

(804) 456-  
Device Mod  
Carrier: AT&T  
SIM ID code (I  
MEID/IMEI/ES  
Upgrade Stat  
Details And

Device Filter

Mobile Number:

Device Type:

Device Model:

Serial Number:

SIM:

Carrier:

Back Clear Apply

5. Select **Upgrade**.

(804) 123-7894  
Device Model: Enhanced Select New Apple iPhone 15 Pro Max 256 GB Black Titanium  
Carrier: AT&T FirstNet (US)  
SIM ID code (ICCID): 888888888  
MEID/IMEI/ESN: [REDACTED]  
Upgrade Status: Eligible

Details And Actions Upgrade

- If the **Upgrade** button is not visible, select the **Details and Actions** button. Then, select the **Upgrade Device** icon.
6. If the line is *not* eligible for an upgrade, you must confirm that you want to continue with the device price at **full retail cost**.

**Upgrade Device?**

This number is not currently eligible for an upgrade. If you upgrade now, you will have to pay full price for the new device. Do you want to continue?

No Yes, Upgrade Now

7. Select the **Vendor**.
8. Select the **Upgrade Line of Service** folder.
9. Select the device type.
10. If you are ordering a smartphone, select the plan (folder icon) you would like.
  - If you are not ordering a smartphone, move on to step 11.
11. Narrow down your selections by moving through the device catalog. You may have to move through multiple catalogs.
12. Select the device by selecting **Add and Continue**.
13. Select the quantity of the accessories to be included with this device and select **Continue**.
  - Accessories will only be listed if they are currently available to order in the carrier portal.
  - If you do not want to order accessories, make no changes to the screen and select **Continue**.
14. To finish this request, follow the directions starting here: [To finish this request...](#)

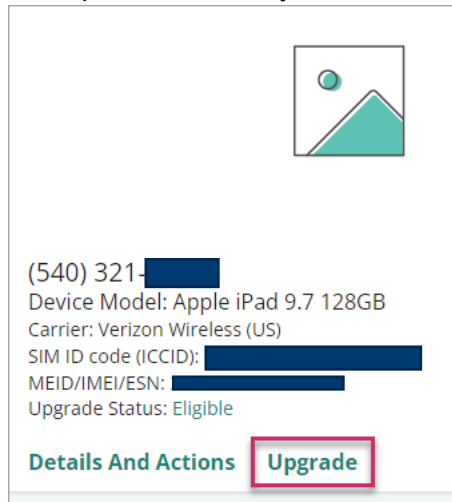
## Upgrade Device – All Other Carriers (Non-AT&T Smartphone orders)

Upgrade equipment with existing service.

1. [Go to the Mobility Portal](#) and [Act on Behalf of a Cost Center](#).
2. Select **View All** if the phone number you need is not visible.

The screenshot displays the Mobility Portal interface. At the top, it shows the user is acting on behalf of 9501999 and greets Rebecca Bezek. The main section is titled 'My Devices and Services' with a count of 82. It contains two device cards, each for an Apple iPad 9.7 128GB on Verizon Wireless (US). Each card lists the phone number (540) 321-XXXX, device model, carrier, SIM ID code (ICCID), MEID/IMEI/ESN, and upgrade status (Eligible). Below each card are 'Details And Actions' and 'Upgrade' buttons. A 'View All' button is highlighted with a red box at the bottom right of the device list. The right sidebar includes 'News', 'Support', and 'I Want' sections.

- If the phone number you need to upgrade is visible, select its **Upgrade** button.

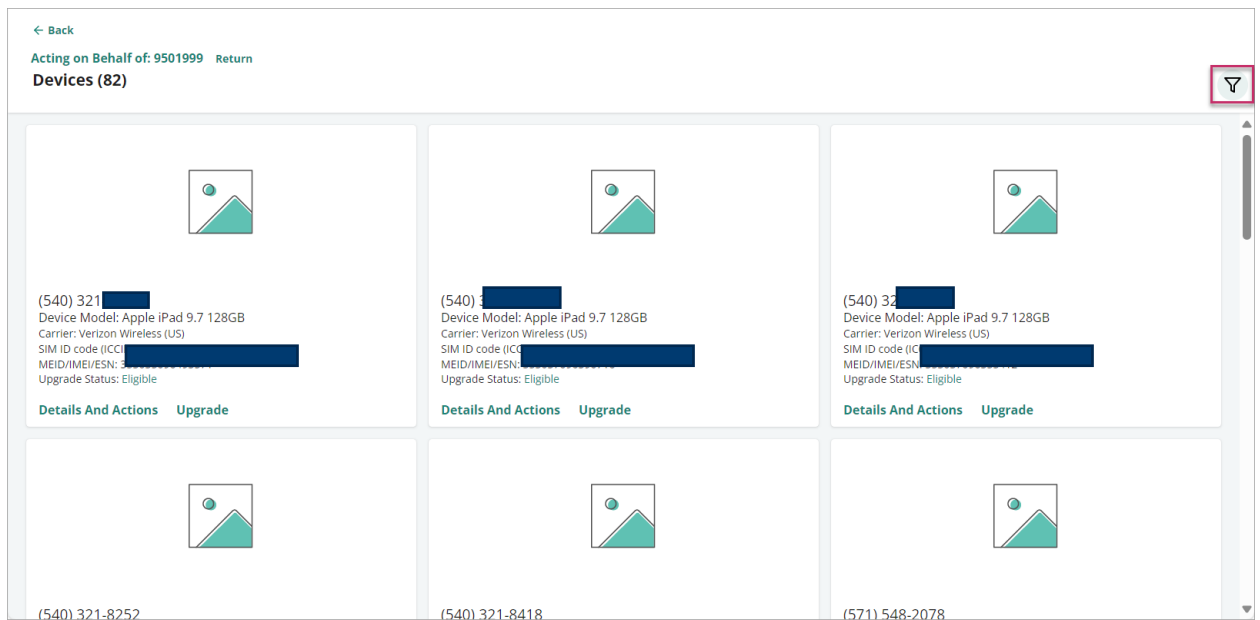


(540) 321-██████████  
 Device Model: Apple iPad 9.7 128GB  
 Carrier: Verizon Wireless (US)  
 SIM ID code (ICCID): ██████████  
 MEID/IMEI/ESN: ██████████  
 Upgrade Status: Eligible

[Details And Actions](#) [Upgrade](#)

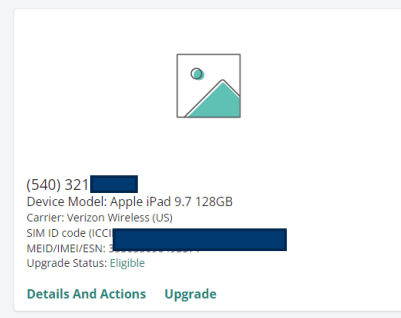
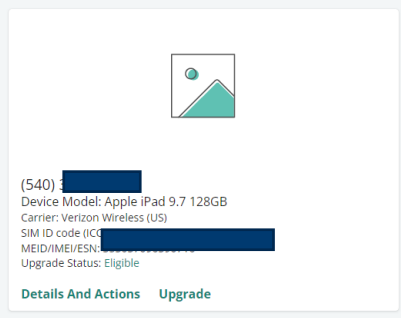
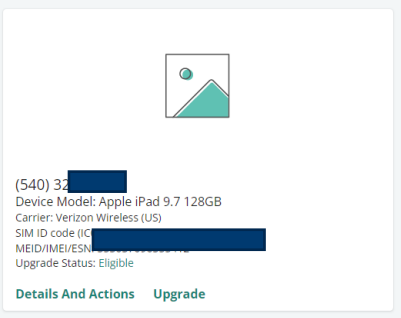



- If the phone number is visible but the **Upgrade** button is not, select the **Details and Actions** button. Then, select the **Upgrade Device** icon.

3. Select the **Filter** icon to narrow down results.

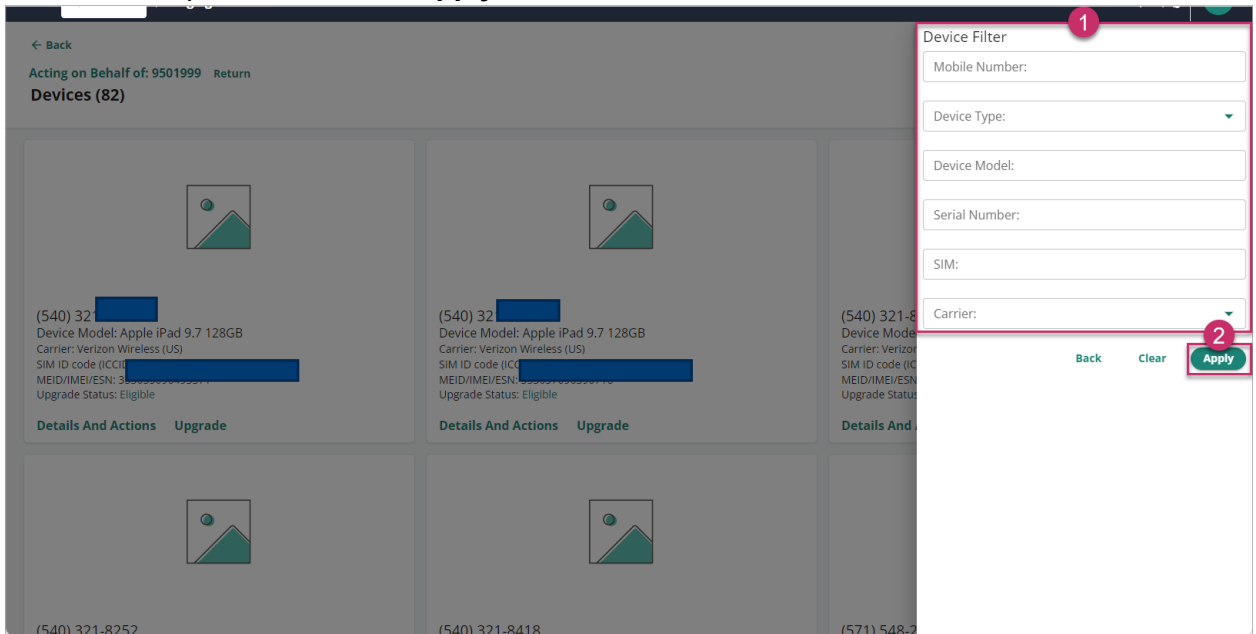


← Back  
 Acting on Behalf of: 9501999 Return  
 Devices (82)

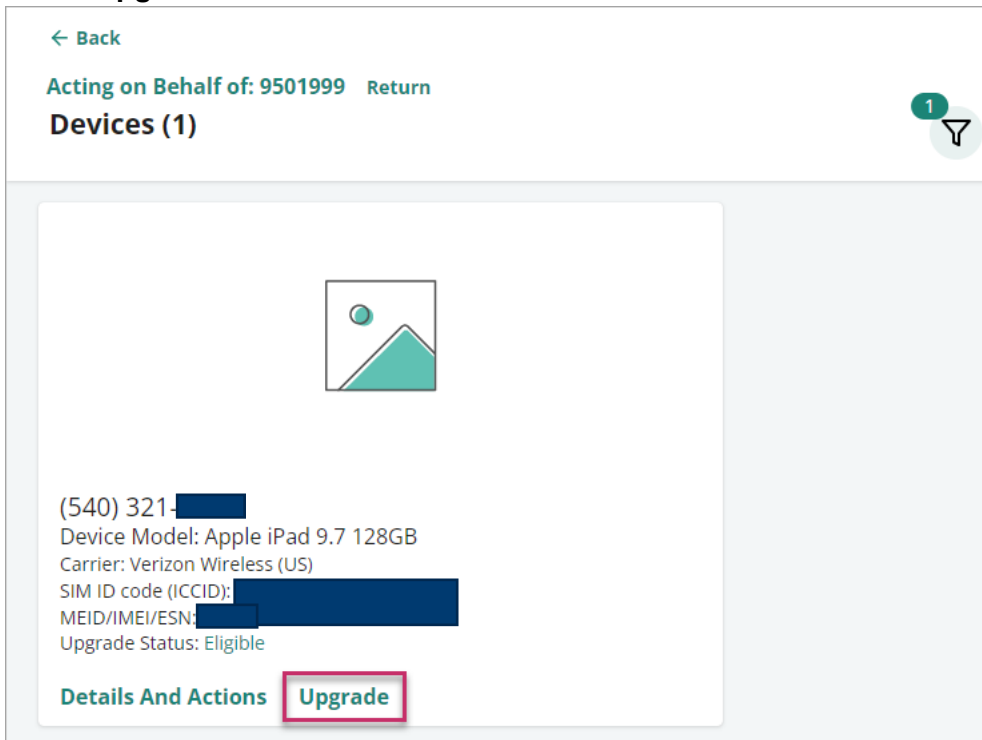
Filter icon (highlighted)

 <p>(540) 321-██████████            Device Model: Apple iPad 9.7 128GB            Carrier: Verizon Wireless (US)            SIM ID code (ICCID): ██████████            MEID/IMEI/ESN: ██████████            Upgrade Status: Eligible</p> <p><a href="#">Details And Actions</a> <a href="#">Upgrade</a></p>	 <p>(540) 321-██████████            Device Model: Apple iPad 9.7 128GB            Carrier: Verizon Wireless (US)            SIM ID code (ICCID): ██████████            MEID/IMEI/ESN: ██████████            Upgrade Status: Eligible</p> <p><a href="#">Details And Actions</a> <a href="#">Upgrade</a></p>	 <p>(540) 321-██████████            Device Model: Apple iPad 9.7 128GB            Carrier: Verizon Wireless (US)            SIM ID code (ICCID): ██████████            MEID/IMEI/ESN: ██████████            Upgrade Status: Eligible</p> <p><a href="#">Details And Actions</a> <a href="#">Upgrade</a></p>
 <p>(540) 321-8252</p>	 <p>(540) 321-8418</p>	 <p>(571) 548-2078</p>

4. Set the filter options and select **Apply**.



5. Select **Upgrade**.



- If the **Upgrade** button is not visible, select the **Details and Actions** button. Then, select the **Upgrade Device** icon.

- If the line is *not* eligible for an upgrade, you must confirm that you want to continue with the device price at **full retail cost**.

**Upgrade Device?**

This number is not currently eligible for an upgrade. If you upgrade now, you will have to pay full price for the new device. Do you want to continue?

No

- Select the **Vendor**.
- Select the device type.
- Narrow down your selections by moving through the device catalogs. You may have to move through multiple catalogs.
- Select the device by selecting **Choose Options**.
- Confirm/select the color and select **Add and Continue**.
- Select the quantity of the accessories to be included with this device and select **Continue**.
  - Accessories will only be listed if they are currently available to order in the carrier portal.
  - If you do not want to order accessories, make no changes to the screen and select **Continue**.
- To finish this request, follow the directions starting here: [To finish this request...](#)

## Release of Liability/Port Out

- [Go to the Mobility Portal](#) and [Act on Behalf of a Cost Center](#).

2. Select **View All**.

Acting on Behalf of: 9501999 [Return](#)  
**Hi Rebecca Bezek!**  
Welcome to your Mobility Portal

**My Devices and Services** 82

(540) 321-██████  
Device Model: Apple iPad 9.7 128GB  
Carrier: Verizon Wireless (US)  
SIM ID code (ICCID): ██████████  
MEID/IMEI/ESN: ██████████  
Upgrade Status: Eligible

[Details And Actions](#) [Upgrade](#)

(540) 321-██████  
Device Model: Apple iPad 9.7 128GB  
Carrier: Verizon Wireless (US)  
SIM ID code (ICCID): ██████████  
MEID/IMEI/ESN: ██████████  
Upgrade Status: Eligible

[Details And Actions](#) [Upgrade](#)

[View All](#)


**My Requests**

**News**  
Please n...  
may be...  
**The Wire**  
[Wireless](#)

**Support**  
[Create a](#)

**I Want**

3. Select the **Filter** icon to narrow down results.

← Back  
Acting on Behalf of: 9501999 [Return](#)  
**Devices (82)** 

(540) 321-██████  
Device Model: Apple iPad 9.7 128GB  
Carrier: Verizon Wireless (US)  
SIM ID code (ICCID): ██████████  
MEID/IMEI/ESN: ██████████  
Upgrade Status: Eligible

[Details And Actions](#) [Upgrade](#)

(540) 321-██████  
Device Model: Apple iPad 9.7 128GB  
Carrier: Verizon Wireless (US)  
SIM ID code (ICCID): ██████████  
MEID/IMEI/ESN: ██████████  
Upgrade Status: Eligible

[Details And Actions](#) [Upgrade](#)

(540) 321-██████  
Device Model: Apple iPad 9.7 128GB  
Carrier: Verizon Wireless (US)  
SIM ID code (ICCID): ██████████  
MEID/IMEI/ESN: 35303709655412  
Upgrade Status: Eligible

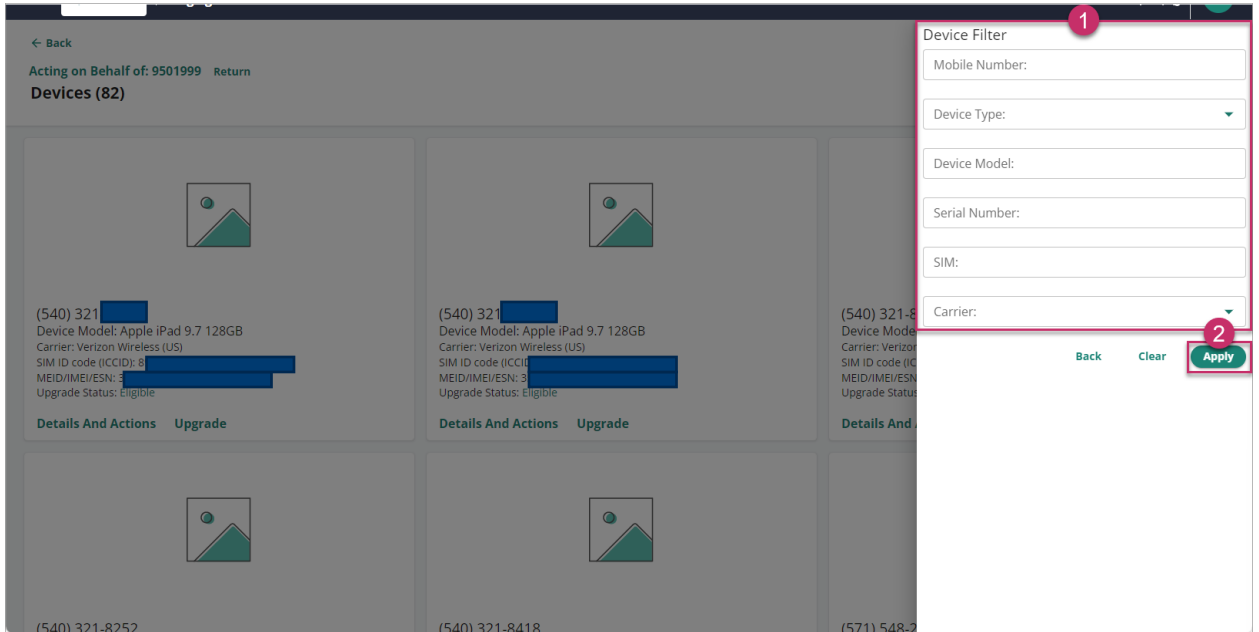
[Details And Actions](#) [Upgrade](#)

(540) 321-8252

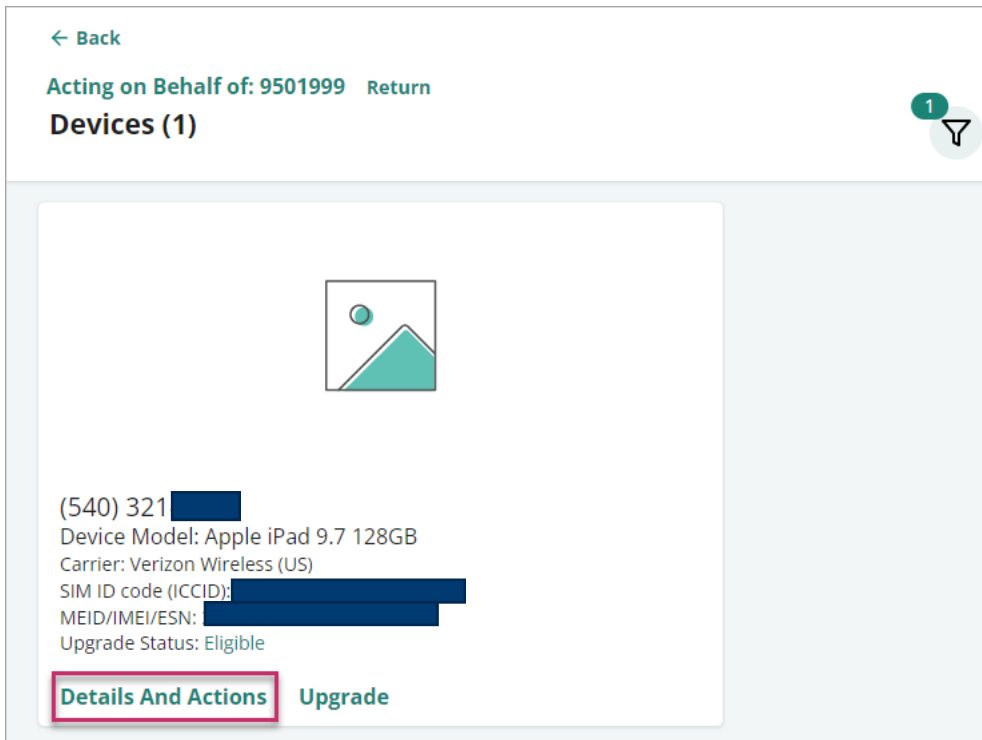
(540) 321-8418

(571) 548-2078

4. Set the filter options and select **Apply**.

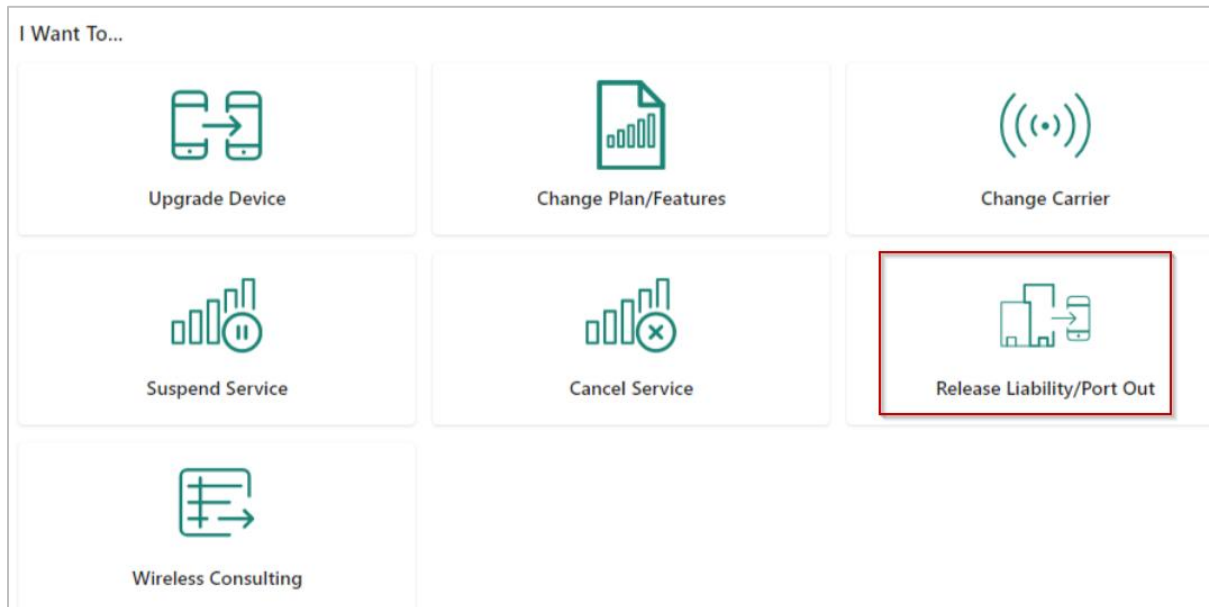


5. Select **Details And Actions**.





6. In the **I Want To...** section of the device details page, select **Release Liability/Port Out**.



7. Enter the **Request Details**.
8. Expand the **Mobile Number Details** and enter details.
9. Select **Submit**.
10. Once the carrier confirms the line has been marked as released, Calero will email the requestor (you) to notify them the end user must contact the carrier to take ownership of the line.

**Note:** The **Awaiting User Response** you will see on the ticket means that Calero has emailed the telecommunications coordinator (TC) and is now waiting for an email response back from the TC.

Calero will email the TC if:

- Additional information is needed.
- The TC must take action and confirm (with an email response back to Calero) that it has been completed.
- Calero needs a status update from TC and has not heard back from them.


## Transfer Service

Transfer a personal wireless number to a corporate account.

TCs will need to confirm the end user has taken care of any early termination fees/contracts terms associated with their personal line **before** they submit their request.

1. [Go to the Mobility Portal](#) and [Act on Behalf of a Cost Center](#).
2. In the **I Want To...** section of the main page, select **Transfer Service**.
3. Enter the **Transfer Service Information** and select **Continue**.
  - Additional fields under **Current Information** and **New Carrier** sections may appear based on your selections.

4. Move through the rest of the workflow following the same process as [Order New Service with Device – AT&T and FirstNet Smartphones](#) or [Order New Service with Device – All Other Carriers \(Non-AT&T Smartphone orders\)](#).
  - Additionally, you will be prompted to add the wireless number's **Current Account Information** before you can submit this request. Expand the **Current Account Information** section and enter the required information.
    - i. The vendor will use this information to confirm the correct wireless number is released to VITA. Remember, you are entering the **current** account holder's information so it should be the employee's name (Account Holder Name), the personal vendor account number the mobile number is currently on and the personal billing information.
  - Be aware that device pricing will show both the eligible (out of contract/discounted) pricing and non-eligible pricing (full retail) because the system doesn't know if your personal lines' contract terms/ETFs have been managed yet.

Device	
	Apple iPhone 14 128GB (Blue) Vendor: AT&T FirstNet (US) Color: Blue
Device subtotal:	\$348.99-\$799.99
Totals	
One-Time:	\$348.99 - \$799.99

- If there are no ETFs or contract terms online, the device should receive discounted pricing.

## Change Carrier

1. [Go to the Mobility Portal](#) and [Act on Behalf of a Cost Center](#).
2. Select **Details And Actions** for the wireless number to change.
3. In the **I Want To...** section of the device details page, select **Change Carrier**.
4. On the **Change Carrier Information** page, confirm if a new device should be ordered.
  - a. **Yes** – Selecting **Yes** will follow the same process as [Order New Service with Device](#).
  - b. **No** – Selecting **No** will require you select the new carrier.
    - You will also be asked to confirm if you already have a *new* SIM card that belongs to the **new carrier**. Select **No** if you need the carrier to provide you with a new SIM card.
    - The next screen will have you select the SIM card.
    - The system will then follow the same final steps as [Order New Service with Device – AT&T and FirstNet Smartphones](#) or [Order New Service with Device – All Other Carriers \(Non-AT&T Smartphone orders\)](#).

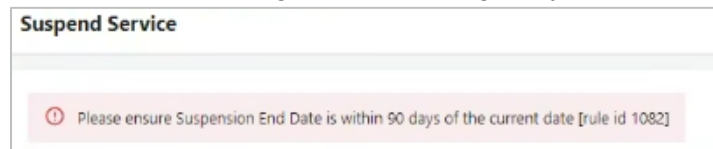
## Activate Existing Device SIM

Add service to a device that already has a SIM card.

1. [Go to the Mobility Portal](#) and [Act on Behalf of a Cost Center](#).
2. From the **I Want To...** section of the main page, select **Activate Existing Device/SIM**.
3. Enter **Current Device** information.
4. If you already have a SIM, select **Yes** and enter the **SIM Number**.
5. If you don't have a SIM card, select **No** and choose the SIM card on the next screen.
6. Select the plan and features. Then continue to the next screen.
7. Enter all the required information and submit it when ready.

## Suspend Service

1. [Go to the Mobility Portal](#) and [Act on Behalf of a Cost Center](#).
2. Select **Details And Actions** for the wireless number to suspend.
3. In the **I Want To...** section of the device details page, select **Suspend Service**.
4. Enter the **Request Details**.
5. Expand the **Mobile Number Details** and confirm the information is correct. If you have a specific end date, please populate the **Suspension End Date** field.
  - **Most carriers only allow a line to be suspended for 90 consecutive days.** If you populate a date that's more than 90 days, the system will give you an error message when you try to submit your suspend order. You will need to change the date to something that does not go beyond the 90 days.



6. Select **Submit**.

**Note:** Some carriers will automatically resume service after a line has been suspended for 90 days. At that time, Calero.com will update the line to an unsuspended status to reflect the carrier's reactivation of service. If a user needs their line suspended past 90 days, they will need to submit another suspend ticket after 90 days.

## Resume Service

1. [Go to the Mobility Portal](#) and [Act on Behalf of a Cost Center](#).
2. Select **Details And Actions** for the wireless number service you want to resume.
3. In the **I Want To...** section, select **Resume Service**.
4. Enter the **Request Details**.
5. Expand the **Mobile Number Details** and enter the information.
6. Select **Submit**.

## Cancel Service

1. [Go to the Mobility Portal](#) and [Act on Behalf of a Cost Center](#).
2. Select **Details And Actions** for the wireless number service you want to cancel.
3. In the **I Want To...** section, select **Cancel Service**.
4. Enter the **Request Details**.
5. Expand the **Mobile Number Details** and enter the information.

6. Select **Submit**.

## Change Plans/Features

1. [Go to the Mobility Portal](#) and [Act on Behalf of a Cost Center](#).
2. Select **Details And Actions** for the wireless number with the plans/features you want to change.
3. In the **I Want To...** section, select **Change Plan/Features**.
4. The system will show you the available plans for your device. You can choose a new plan from the available options.
  - **If you do not need to change the plan**, only the features, leave the plan selection as is and scroll down to the features section.
5. Scroll down to the features section and make your selections. **Please note:** Not all plans will have optional features.
6. Enter the **Request Details** and select **Submit**.

## Submit Wireless Consulting Requests

Wireless consulting requests are appropriate for the following request types:

- Exchange Recent Purchase (Dead on Arrival (DOA) Device)
  - The only allowed reason to open this type of request is if the device arrived non-functional or the carrier shipped the wrong device.
- General Question
- International Service
- Phone Number Change
- Phone Number Reassignment
- Update Asset Information
- Change of shipping address after submission and prior to shipping

You should always see if a request type exists before trying to submit a more generic wireless consulting request.

1. [Go to the Mobility Portal](#) and [Act on Behalf of a Cost Center](#).
2. Select **Details And Actions** for the wireless number you need help with.
  - If the cost center you selected does not have a phone number to choose from, you can select the **Wireless Consulting** icon from the **I Want To...** section (below the **News** section).
3. In the **I Want To** section, select **Wireless Consulting**.

- o The page will say **Help Desk** at the top.

The screenshot shows a web browser window in 'Staging Mode'. At the top, there is a navigation bar with a menu icon, the 'VIRGINIA IT AGENCY' logo, 'Staging Mode' with a close icon, and a user profile icon labeled 'MT'. Below the navigation bar, the page title is 'Help Desk'. The main content area contains a 'Request Details' form with the following fields:

- Requested for:** Test User, Mobility
- Contact number \*:** (empty)
- Priority:** Normal (dropdown menu)
- Help Desk Request Type \*:** (dropdown menu)
- Agency assigned log number:** (empty)
- Description:** (text area with a note: 'Maximum length of 50.')

At the bottom right of the form, there are two buttons: 'Cancel' and 'Submit'.

4. Enter the **Request Details**, including the **Help Desk Request Type**.
5. Enter the **Mobile Number Details**.
6. Select **Submit**.

If you are submitting a wireless consulting ticket to get assistance with a batch error message(s), you can attach the spreadsheet **after** you submit your ticket. Please follow the next set of instructions.

## Wireless Consulting – Attaching a Batch Spreadsheet

1. The page will refresh and you will be redirected to the Mobility Portal screen. You will see a **Success** pop-up message, with your new request number, at the bottom of the screen. You should also see the same request number under the **My Requests** section.

The screenshot displays the 'My Requests' section of the Mobility Portal, showing a list of requests. A success pop-up message is visible at the bottom of the screen.

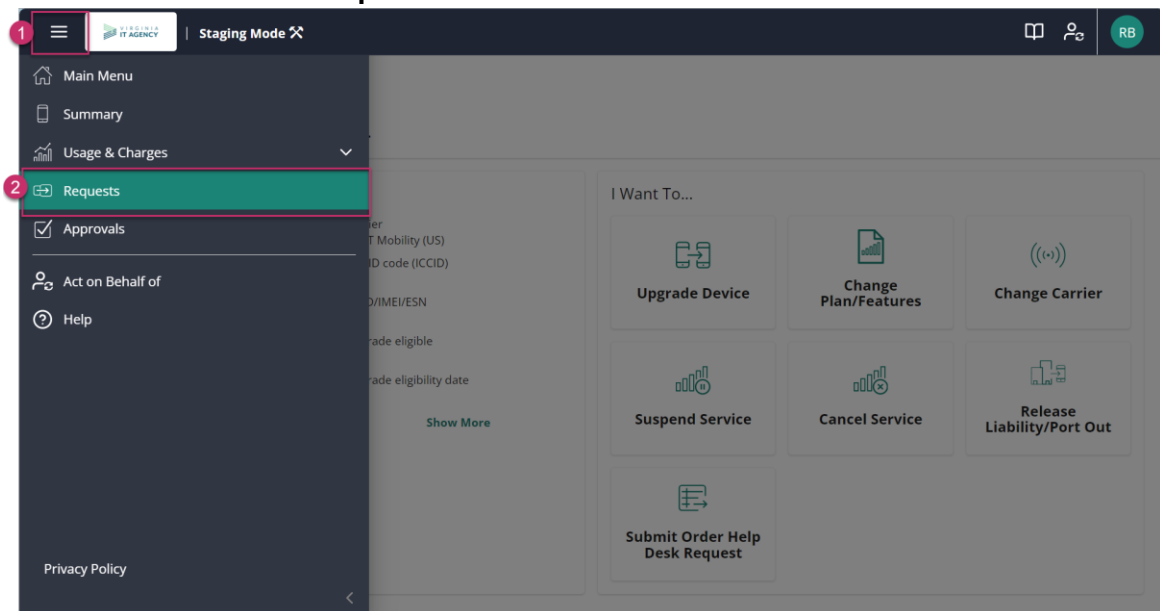
Request ID	Requested For	Mobile Number
Help Desk #77339	Test User, Mobility	(602) 333-4444
Suspend Service #76587	Test User, Mobility	(845) 777-1234

The success pop-up message at the bottom reads: "Success Request #77339 has been successfully submitted."

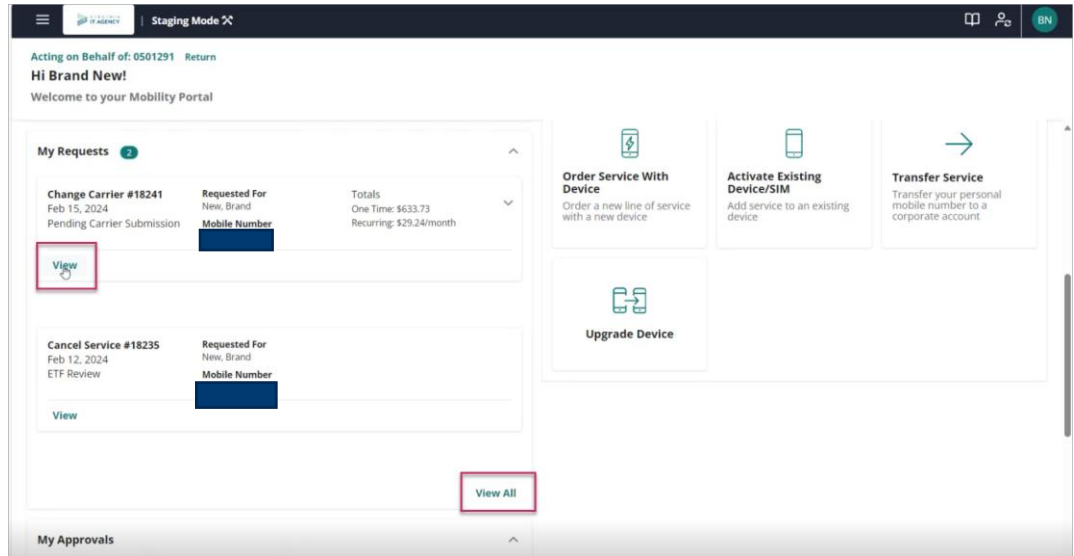
2. Locate the request number you just created and click its **View** button.
3. Once the page is refreshed, the **Attachments** section will be available in the bottom right-hand corner.
4. You can then drop your file into the box or click the **Choose File** button to select it.
5. (Optional) You can add a comment in the **Upload Comment** box if you would like.
6. Click the **Upload File** button.
7. You should receive a **Success** message. The attachment you uploaded will also now be visible.

## Review Results of Open/Closed Requests

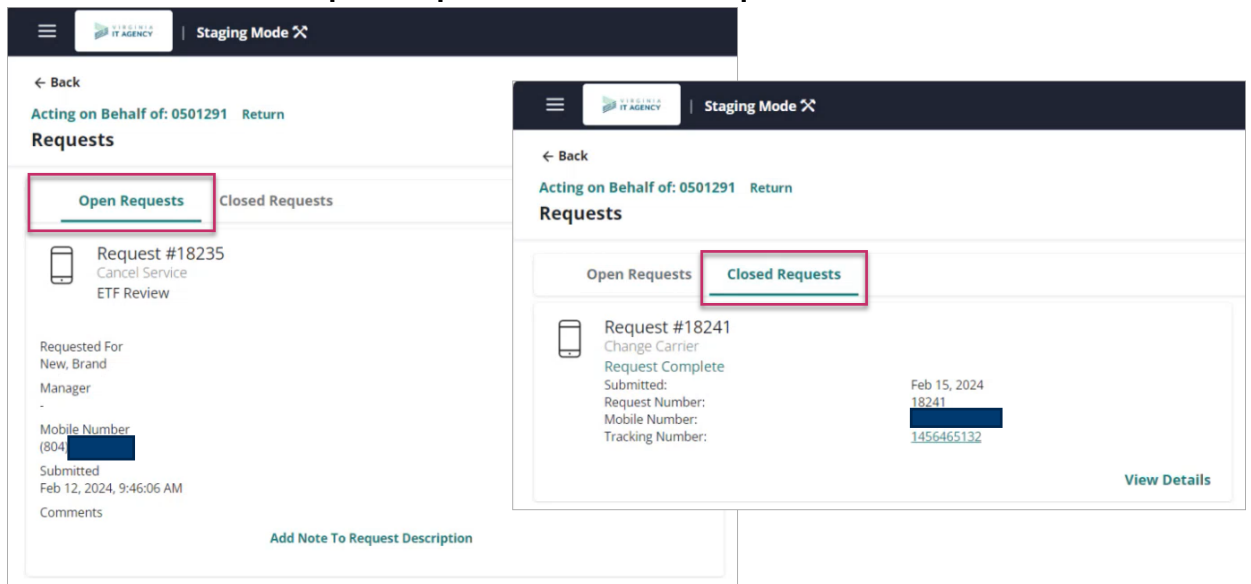
1. [Go to the Mobility Portal](#) and [Act on Behalf of a Cost Center](#).
2. Go to the **Menu icon > Requests**.



- You can also scroll down to the **My Requests** section of the main page and select **View** to see one Request or **View All** to see all of them.



- The **View All** link will only be an option if there are pending requests visible.
- Use the tabs to review **Open Requests** and **Closed Requests**.

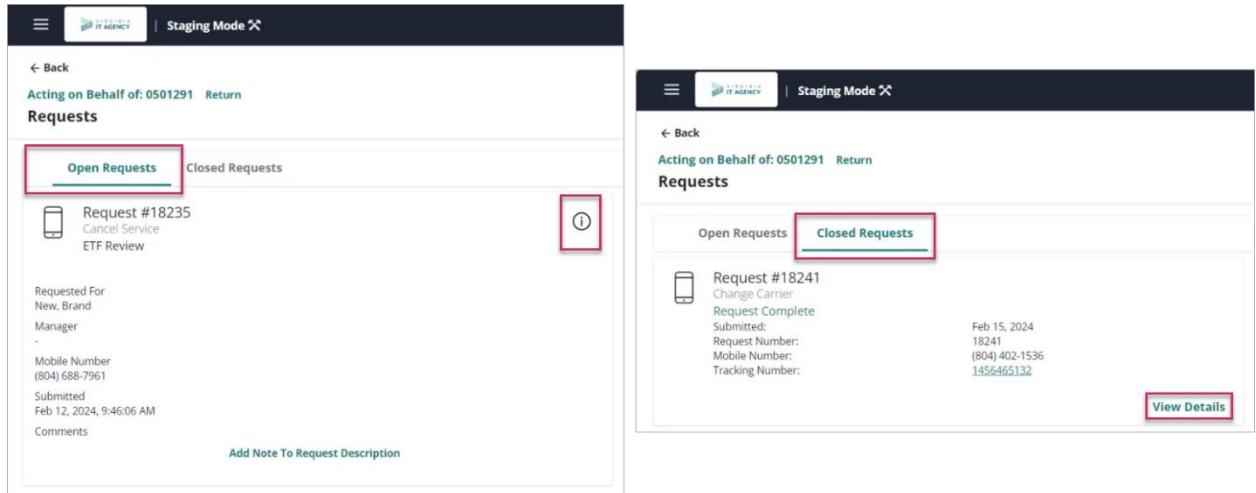


## Emailing Request Details

You can email the Request Details from within the open and closed request details.

- Select a specific request you would like to email the details to someone.

- Select the **i** icon on the top right corner of an open request or the **View Details** button for a closed request.

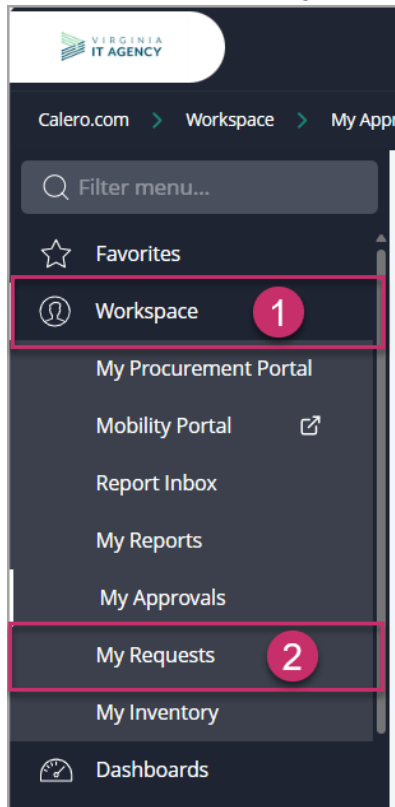


- The **Email Request** option will be visible at the top left corner of the next screen.

## Using My Requests in Calero.com

The **My Requests** section shows *all* the requests you have opened, across all Cost Centers you are authorized to view. This screen can be used instead of having to check each Cost Center profile by **Acting on behalf of**

- Go to **Workspace > My Requests**.





If you are in the Mobility Portal, you must first return to the main section of Calero.com by clicking the **3 lines** > **Main Menu**.

