# Mobile Self-service Guide

The Digital Island portal now gives customers the ability to provision their own Mobile connections and perform their own SIM Swaps. This guide is intended to help customers through this process.

First, login to the My Island portal https://my.digitalisland.co.nz/

In the left-hand menu under 'Account', click the 'Service Requests' heading to take you to the 'Service Requests Manager'
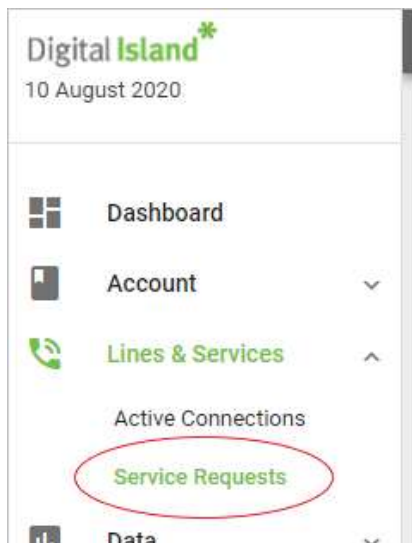
The Service Requests Manager is where you can check and monitor the progress of provisioning requests you have submitted. Click on the 'In Progress' link to check current orders. Once an order is complete, it will move into the 'Completed' section.

To order new connection(s):

- From the Service Requests Manager, click the + symbol towards the top right.

- Fill in all the appropriate details of the order, including contact details for order updates.

- Enter the delivery address if SIM card or mobile hardware needs to be delivered – a list will appear as you start typing, choose the correct address. Note that if you have any 'special' aspect to your business address such as 'Level 3' or 'Unit 7' or 'Tenancy 5b', make sure this is entered under 'Level / extra street address'.

- Click on 'Add Connection' to add connections one by one to the order. Note, if you are wanting to order a large number of connections, use the 'Add Bulk' button (uses an excel based import)

- Once you are in the 'Add Connection' screen, if you want to bring over an existing number to the new connection, click the 'Bring my number to Digital Island' control, or leave it unclicked if you want a brand new number.

- If you have a supply of Digital Island SIM cards in your possession, then check the 'I have Digital Island SIM in my hand' control, or leave it unclicked to have a new SIM card sent out to you

- Choose when you would like the connection to go live (ASAP or on a set date)

- Choose the plan required.
  NOTE *mobile connections added via self-service will be billed at the current contracted pricing, and will be simply added under the same term contract as current agreement*.

- Enter in the name of the user that the connection is intended for.

- If you want to add another new connection, click either 'Add' (retains the same settings and plan choice that you have just entered) or 'Add & New' (resets all the settings to default).

- Or if you have finished adding connections, click 'Add & Close'. Note, the order is <u>not</u> saved at this stage.

- You can then review your order, and if details are correct, click Submit Order (or Save as Draft if you want to complete it later. Don't leave the order stagnant for too long or the login will timeout and you will have to login and start the order again.

To order a SIM Swap

If a users phone is lost or stolen, you will need to move the connection to a new SIM card. You can do this quickly and easily via the portal:

- From the Service Requests Manager, click the SIM card symbol towards the top right.

- Fill in the contact details for any updates.

- Choose the mobile connection to apply the swap to from 'Existing Mobile Connection' field.

- Update the name of the user if required.

- If you have a supply of Digital Island SIM cards in your possession, then check the 'I have Digital Island SIM in my hand', or click 'I need a new SIM card' to have a new SIM card sent out to you

- If you need the SIM card sent out, fill in the delivery address of the person to receive the SIM.

- Click Submit Order.