

Introduction

Scangroup(s) enables you to communicate with your primary Scangroup and up to 3 additional Scangroups.

To create a Scangroup:

1. From the **MyNextel Manage Your Account** menu, select **Group Connect Management**. The Group Connect Management page is displayed for accounts with a single network. For accounts with multiple networks, the Network selection screen is displayed and a network must be selected first before the Group Connect management screen is displayed. (Note: some accounts will have a password verification process).
2. Select the **Create a new Scangroup** link.
3. Enter the **Group Name** in the Scangroup field.
4. Select the **Scangroup ID** from the drop-down menu
5. Click **Continue**. The Add/Remove member screen is displayed. The system automatically adds the new scangroup name to the Scangroup list and sends an email confirmation.
6. Select Members to be added from the Other Subscribers in Your Account list.
7. Click on **Add**, the screen is refreshed and will display members added in the Scangroup Members from your account list

7. Click **Continue**. The new Scangroup Name and the members added are displayed. Verify the information you entered.

8. *Optional*. Click the checkbox not to send a text message to group members that have been added to the scangroup. **Note**: The default is *Send*.

9. Click the checkbox to receive an email confirmation.

10. Click **Submit** to accept your request or **Back** to revise.

To add members to a Scangroup:

1. From the **MyNextel Manage Your Account** menu, select **Group Connect Management**. The Group Connect Management page is displayed. **Note**: You must select a scangroup first and then add members to the Scangroup.
2. Click the **Scangroup name** link. The available members and members already within the Scangroup are displayed.
4. Click **Continue**. A confirmation page is displayed. Review the Scangroup (s) to be added.
5. Click **Back** to revise or **Submit** to accept your changes. A confirmation email is sent to the address associated with the account (usually the Account Administrator's email address). An SMS message is sent to the end user who has been added to the Scangroup(s).
6. Select **Members to be added from the Other Subscribers in Your Account** list.

Click **Add**, the members added in the Scangroup Members from your account list are displayed.

7. Click **Continue**. The new Scangroup Name and the members added are displayed. Verify the information you entered.

8. *Optional*. Click the checkbox not to send a text message to group members that have been added to the scangroup.

9. Click the checkbox to receive an email confirmation.

10. Click **Submit** to accept your request or **Back** to revise.

To remove members from a Scangroup

1. From within the Scangroup Details page select, **Remove from member list**.

OR

Select the **Add/Remove** link and remove and add members at the same time.

Customer Care Online

To access online assistance; click on the **Customer Care Online** link from any page within **MyNextel**.