

# Total Account Registration Administrator User's Guide



**Nextel Online<sup>®</sup>**

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## Total Account Registration

Total Account Registration provides Data Account Executives (DAEs) and Authorized Account Administrators the ability to register multiple phones on an account with a single, integrated process. Total Account Registration eliminates the need for DAEs and Authorized Account Administrators to manually enter registration data for each unit individually; DAEs and Authorized Account Administrators can now quickly and easily register a 100-unit account in the time it takes to register one. Email notifications are directly sent to DAEs or Authorized Account Administrators rather than to the associated individual user.

## Total Account Registration Requirements

To access the Total Account Registration application, you must be a DAE or an Authorized Account Administrator. If you are not a DAE or a registered Authorized Account Administrator, a Non-Authorization Page is displayed when you attempt to login into the application.

### Authorized Account Administrators

In order to register with nextel.com as an **Authorized Account Administrator**, you need to do the following:

1. From your browser, go to **Nextel.com**.
2. Click the **Register with Nextel** link in the Login section.
3. Complete all the required fields.
4. Click **Continue**. This directs you to the **Phone Information** page.
5. Please note: person registering as an Administrator does not need to have or register his own phone. If you choose not to register your phone, select **Skip this Step**.
6. Click **Continue**. This directs you to the **Account Information** page.
7. Select the **Account Administrator** radio button and complete the required fields. Enter your **Account Number** exactly as it appears on your bill.
8. Click **Continue**. This directs you to the **Security Information** page.
9. Enter all required fields. Information can be located from your last statement.
10. Click **Continue** when finished.

If you already registered with Nextel.com as an Account Administrator but want to add another account to the, list of the accounts you manage, click on the **Add Account** link within **Update Registration** page and add the account.

### Data Account Executive (DAE)

A **Data Account Executive** is defined as a Nextel sales representative who has registered and verified their email address with Nextel.

# Total Account Registration

**NOTE:** You may **ONLY** register phones on the account that have not been registered on Nextel.com. Previously registered phones on the account cannot be registered via the Total Account Registration tool and are not displayed in the phone list.

## Login to Total Account Registration

The Total Account Registration application is available to both DAEs and Authorized Account Administrators. The login process differs depending on your user type.

Login as an Authorized Account Administrator

1. From the **MyNextel** tab on nextel.com select **Total Account Registration**.
2. Enter your Nextel Member Name and Password.
3. Click **Login**.

Login as a DAE:

1. From sales.nextel.com website enter **Username** and **Password**.
2. Select **Customer Support Tools**.
3. Click the **Total Account Registration** link.

## Total Account Registration Home Page

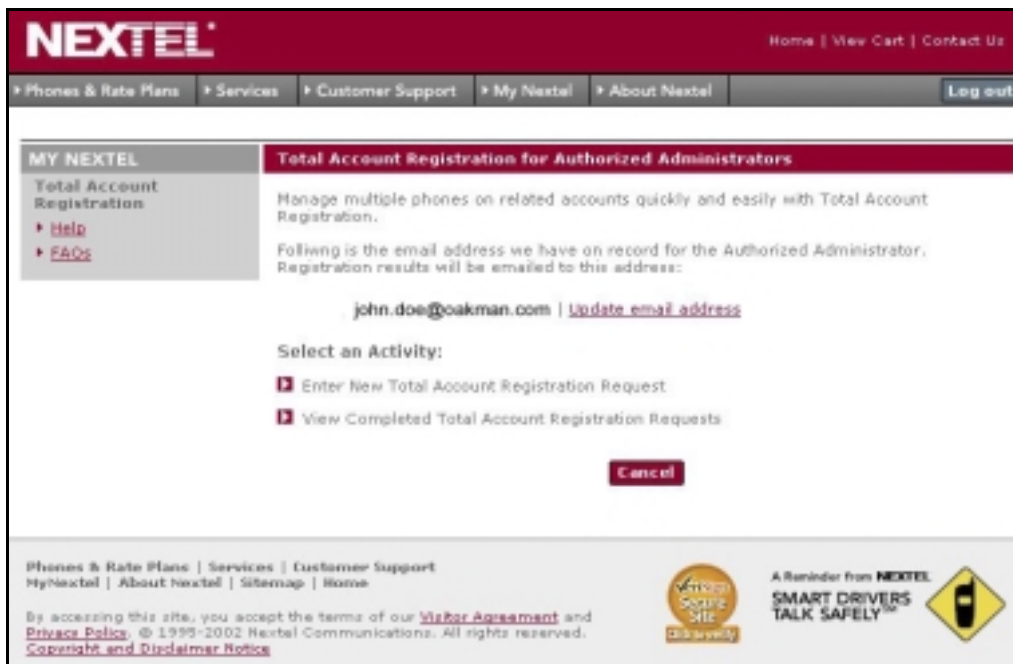
Following login, you are taken to the **Total Account Registration Home Page**. This page displays your email address on record and enables you to update your email information through the **Update Email Address** link. All registration results for the account are sent to this email address. From this page, two links are present that enable you to select whether you want to enter new registration requests or view past registration requests. You must select an option to proceed.

### Select an Activity

- Click the **Enter New Total Account Registration Requests** link to begin registering new phones to this account. You are directed to the **Account Entry** page.
- Click the **View Completed Total Account Registration Requests** link to view all registration requests over the past 30 days for this account. Requests older than 30 days old cannot be accessed. This selection directs you to the **Completed Registration Results** page. Please see pg.12 for more information about the Completed Registration Results page.

## NOTES:

- » **Authorized Account Administrators:** the **Update Email Address** link brings you to the Update Member Information page in Update Registration. You will not be able to re-enter Total Account Registration until the new email address is verified.
- » **DAEs:** the **Update Email Address** link takes you to the SNC process that updates your email address.



## Account Entry

To begin registration of new phones, the **Account Entry** page enables you to select the account that you wish to manage. Enter the account information as requested to begin registration of new phones. Note that the information required for the Account Entry page differs for DAEs and Authorized Account Administrators.

### Account Entry for Authorized Account Administrators

1. Select an account from the **Managed Accounts** drop-down menu.
2. Click Continue and you are directed to the **Total Account Registration Selection** page.

# Total Account Registration

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**Account Selection for Authorized Administrators**

To begin registering multiple phones, select an account number from the drop-down list and click Continue.

Managed Accounts:

**Cancel** **Continue**

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When you click the **Continue** button, the following validation occurs:

- The Account Number selected is a valid, active account.
- The account selected has phones to register.

## Account Entry for DAEs

1. Enter either a Master Account Number (BAN) or Sub-Account Number (DAC) in the **Account Number** field. The entire sub-account number including leading zeros must be entered.
2. Enter the Zip code for the Account in the **Billing ZIP Code** field.
3. Click **Continue**. After you enter the Account Number and Billing Zip Code, you are directed to the **Total Account Registration Selection** page.

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**Account Entry for Data Account Executives**

Enter the following account information in order to begin processing total account registrations.

\* Indicates required field

\* Account Number:

[What should I enter into this field?](#)

\* Billing ZIP Code:

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When you click the **Continue** button, the following validation occurs:

- The Account Number and Zip Code were entered.
- The Account Number is a valid, active account.
- The Billing ZIP Code field is the zip code that is associated with the Account Number.
- The account entered has phones to register.

## NOTE:

If you select the **What should I enter into this field** link, a pop up window displays the following text:

Please enter the account number in this field, as it appears on the billing statement. If you are using a Billing Account Number (BAN) you must enter all nine digits (for example: 554693214). If you are using a Department Access Code (DAC) you must enter all ten digits (for example: 0000699735).

## Registration Selection

Once you select the account number for which you want to register phones, the **Registration Selection** page displays the Account Number and Billing Information for the account. This page also enables you to register phones using two different methods and you must select an option to proceed:

# Total Account Registration

- **Register all phones on the account.**  
Selecting this option transparently selects and registers all unregistered phones on the account.
- **Register specific phones on the account.**  
Selecting this option enables you to select specific phones on the account that you want to register. You are able to select and register up to 100 phones at a time.

## To Register All Phones

1. Select the **Register all phones on a Nextel account** radio button.
2. Click **Continue**. When you click Continue, you are directed to the **Total Account Registration Input** page. Please see page pg. 10 for additional information.

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**Total Account Registration Selection**

You may choose to register all phones on the Nextel Account shown or only specific phones. Please select one of the following options and click Continue.

Account Number: 123456789

Billing Information:  
Oakman Inc.  
45 Main St.  
Washington DC 20001

Register all phones on the Nextel account.

Choose specific phones on the Nextel account to register.

**Cancel** **Continue**

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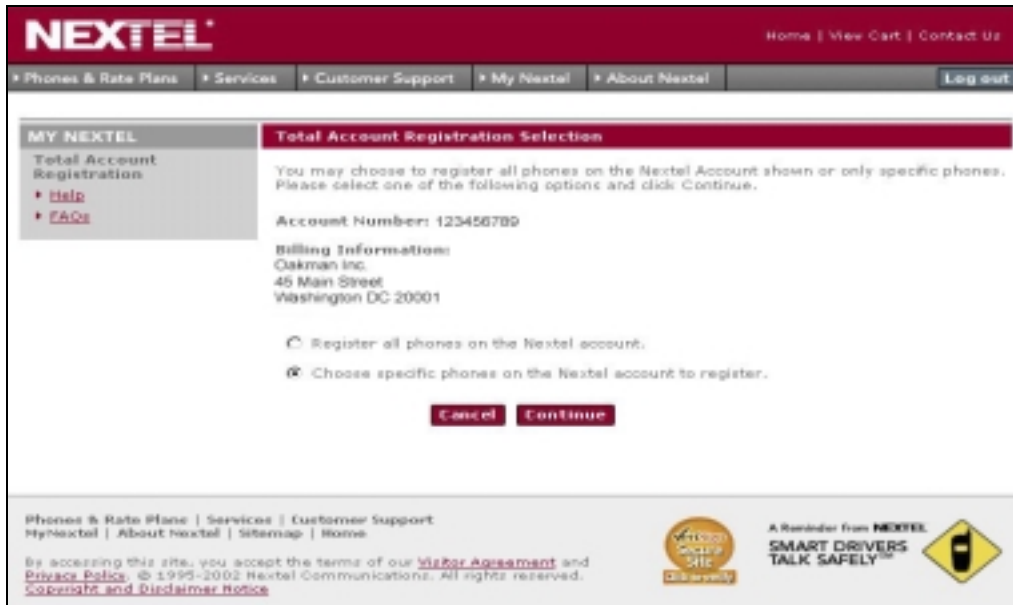
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## To Choose Specific Phones to Register

1. Select the **Choose specific phones on the Nextel account to register** radio button.
2. Click **Continue**. You are directed to the **Select Phones** page.



## Select Phones Page

When you select the **Choose specific phones on the Nextel account to register** radio button, you proceed to the **Select Phones** page that displays a list of phones you can register. Only those phones that are not an alternate line and are not already registered are listed. Within the account grouping, the phones will be listed in ascending order by the IMEI number. A checkbox appears to the left of each phone in the list. Use this check box to select the phone(s) to register. If either a PTN or **Direct Connect**<sup>SM</sup> number does not exist for a phone, these values will be blank in the table.

The following columns will appear in the table:

- Sub Account (If you are viewing a Master Account with Sub Accounts).
- IMEI
- PTN
- Direct Connect
- Phone Name

## To Select Specific Phones

1. Select the checkbox corresponding to the phone(s) you would like to register.
2. Click **Continue**. You are directed to the Total Account Registration Input page.

**NOTE:** Be sure to select at least one phone to register. If a phone was not selected, the page refreshes and the following error message is displayed: **You must first select at least one phone before continuing.**

# Total Account Registration

	IMEI	PTN	Direct Connect	Phone Name
<input type="checkbox"/>	000101158883120	703-555-1234	164*100*1234	1234
<input type="checkbox"/>	000101159844120	703-555-2345	164*100*2345	2345
<input type="checkbox"/>	000101160647120	703-555-3456	164*100*3456	3456
<input type="checkbox"/>	000101800108080	703-555-4567	164*100*4567	4567
<input type="checkbox"/>	000101800113080	703-555-5678	164*100*5678	5678
<input type="checkbox"/>	000101800114080	703-555-6789	164*100*6789	6789
<input type="checkbox"/>	000101800174080	703-555-7890	164*100*7890	7890

Use the **Check All Displayed** link to select all phones displayed on the page. Only 100 phones may be selected at a time. If you wish to register more than 100 phones, you will need to repeat the registration process for the additional phones. Use the **Uncheck All Displayed** link to unselect phones previously checked displayed on the page. If you want to display a larger list of phones on the account, select from the **Results per page** drop-down menu. Click on the page number above the phone list to view a specific page.

The **Refresh Now** link provides you with the ability to manually update the phone data for the account. This link appears above the table containing the phone information and contains the date and time of the last time the page was refreshed. If the phone data for the account has been recently refreshed, the Refresh Now link disappears.

## Total Account Registration Input

The **Total Account Registration Input** page enables you to enter basic registration information that is applied to all of the handsets that will be registered with this request. You are required to complete the following fields:

1. The **Member Name Prefix** field will be pre-populated with the first nine characters of the company name. The **Mailing Address** fields will be pre-populated with the billing account address on record.
2. Click **Continue**. A validation occurs to ensure information is entered in all required fields. After the information fields pass validation, you are directed to the **Batch Confirmation** page.

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**Total Account Registration Input**

To register the phones you selected, please complete the following information. Upon completion, registration results will be processed and sent to the email address on file for this account.

Enter Phone Information for Account Number: 123456789

\* Indicates required field

\* Member Name Prefix:   
• [What should I enter into this field?](#)

\* Mailing Address 1:   
Mailing Address 2:

\* City:

\* State:

\* ZIP Code:

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## Batch Confirmation

The **Batch Confirmation** page is displayed after you submit the registration request. Once the phones have been registered (by the offline process), an email is sent to the DAE or Authorized Account Administrator with the results of the registration request.

- Click **Done** to proceed to the **Total Account Registration Home Page**.

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**Batch Confirmation**

Your registration requested has been received and will be processed offline. When your registration results are available, notification will be sent to the email address on record for this account. You should receive the results within 24 hours.

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# Total Account Registration

## Registration Results Email

Following a registration request, an email is sent to the address verified on the Total Account Registration Home page. When you click on the registration results link, you are directed to the Registration Results Summary page. You are able to view these results for 30 days.

```
From: NCL
Sent: Tuesday, February 11, 2003 2:47 PM
To: Administrator
Subject: Nextel.com - Total Account Registration Results Notification

Account Number: 123456789
Creation Date: 02/11/2003

We have received and processed your Total Account Registration request and your results are now available. Please click the link below to view your phone registration results. For security purposes, once you click the link you will be required to enter your Member Name and Password. These registration results will be stored and can be accessed for 30 days.

Thank you for using Nextel.com Total Account Registration.

http://nextelonline.nextel.com

This email has been automatically generated. Please do not reply to this message.
```

## Completed Registration Results

The **Completed Registration Results** page displays a list of completed registration requests and the request date over the past 30 days. Registration requests over 30 days old will not be displayed. If you select a specific **Registration Results** link, you are taken to the **Registration Results Summary** Page for that request.

The screenshot shows the Nextel.com website interface. At the top, there is a navigation bar with links for 'Home | View Cart | Contact Us' and a 'Log out' button. Below this is a secondary navigation bar with links for 'Phones & Rate Plans', 'Services', 'Customer Support', 'My Nextel', and 'About Nextel'. The main content area is titled 'Completed Registration Results' and contains the following text:

In the past 30 days you have registered phones for the accounts shown below. Click the account number to view a summary of your registration results for that account on the date displayed.

Registration Results

Account Number	Request Date
123456789	02/10/2003
123456789	02/11/2003

Below the table, there is a link: [Return to Total Account Registration Home Page](#)

At the bottom of the page, there is a footer with links for 'Phones & Rate Plans | Services | Customer Support | MyNextel | About Nextel | Sitemap | Home'. There is also a 'SMART DRIVERS TALK SAFELY' campaign logo and a 'Without Safety On, Call slowly' logo.

## Registration Results Summary Page

The **Registration Results Summary** page is displayed when you select the registration results link from the Completed Registration Results page or from the Results Notification email. This page summarizes the number of phones that were successfully registered via Total Account Registration and the number of phones that were unsuccessfully registered.

The screenshot shows the Nextel website interface. At the top, there is a navigation bar with links for Home, View Cart, and Contact Us. Below this is a secondary navigation bar with links for Phones & Rate Plans, Services, Customer Support, My Nextel, and About Nextel, along with a Log out button. The main content area is titled 'Registration Results Summary' and contains the following text: 'Your registration request has been processed and the results overview is shown below. For further information regarding the status of phones processed, and to obtain details for each registration request processed, click the descriptions below.' Below this text is a table with the following data:

Description	Total
<a href="#">Total number of phones successfully registered</a>	1
<a href="#">Total number of phones unsuccessfully registered</a>	0

At the bottom of the table, there is a link: [Return to Total Account Registration Home Page](#). The footer of the page includes a 'SMART DRIVERS TALK SAFELY' reminder and a 'Visitor Agreement' link.

To view details of all successfully registered phones, click the **Total number of phones successfully registered** link. The following information is displayed for each successfully registered phone:

- IMEI
- PTN
- Direct Connect
- Phone Name
- Member ID
- Password

To view details of all unsuccessfully registered phones, click the **Total number of phones unsuccessfully registered** link. The following information will be displayed for each unsuccessfully registered phone:

- IMEI
- PTN

# Total Account Registration

- Direct Connect
- Phone Name
- Reason

**NOTE:** When you select either the **Total number of phones successfully registered** or the **Total number of phones unsuccessfully registered** link, you are prompted with a dialog box that allows you to **Open** or **Save** a CSV file that contains the results from the registration request.

## Wireless Local Number Portability

WLNP enables mobile phone users to “port” their existing cell phone numbers between wireless carriers. When a user requests an existing number to be ported over to Nextel service from a different carrier, the process may take several hours to several days. The user will be assigned a “**Temporary**” Personal Telephone Number (PTN) until the port-in process of the “**Requested**” or “**Permanent**” PTN is complete. There are several impacts to consider when using the Total Account Registration application:

- When registering a number of handsets, the **Temporary** PTN will be displayed within the phones list, and marked a “**Temp**”.
- If the account administrator chooses to register a handset with a **Temporary** PTN, the **Permanent** PTN will be registered as the PTN of record.
- Once the port-in process is complete, the Permanent PTN will be displayed under the phones list.

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