

SPRINT Documentation

URL Address: <https://mysprint.sprint.com/mysprint/pages/sl/global/login.jsp?INTNAV=Header:SignInRegister>

After clicking on the above link, it will direct you to the image below where you will need to sign in.

File Edit View History Bookmarks Tools Help

- Help Desk Application - Requ... x Cell Phones, Mobile Phone... x

https://mysprint.sprint.com/mysprint/pages/sl/global/login.jsp?INTNAV=Header:SignInRegister

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Personal Business Find a store | Shopping Cart Search

Sprint Solutions New Ideas Why Sprint Shop My Sprint Chat Sign in/Register

Welcome to My Sprint!

Sprint device owners have access to the free Sprint Zone app! It's your all-in-one place to manage your account, get device support and more from your phone.

Username

Password

☐ Remember my username

Sign in

Forgot your [username](#) or [password](#)?

Other benefits include:

- Ready Now and self-help device guides – understand how your device works and take advantage of all of its features.
- Ability to check your upgrade eligibility.
- The latest Sprint news including Sprint Spark updates.
- A Device Diagnostics Dashboard. One quick glance lets you see how your device is set up and performing. *Android devices only.
- Finding a Sprint store to set up an appointment or put your name on the list while you are en route.

Android or Windows owner? Just look for the pre-installed Sprint Zone app icon in the Apps menu on your device.

iPhone owner? Download Sprint Zone from the App Store on your iOS device. You can text 'SPRINTZONE' to 4483 to receive a download or download from your computer's iTunes.

Message and data rates may apply.

Don't have a sprint.com account? Register

After you sign in with your Sprint username and password you will land on the page below.

The screenshot shows a web browser window with the URL <https://mysprint.sprint.com/mysprint/pages/secure/myaccount/landingPage.jsp>. The page is titled "My account" and features a navigation bar with links like "Most Visited", "Getting Started", "CA Service Desk Mana...", "Verizon business acco...", "MobileIron Admin Por...", "Cell Phones, Mobile P...", "Welcome to your Intra...", "Amcom Web", "Peoplesoft", and "Stony Brook University...".

Below the navigation bar, there is a section for "Check Request Status" with the text: "Your Sales Representative is [Michael Cox](#), 5169860321. Call or email to set up new lines or make changes." A link "See messages for all devices on your profile" is also present.

A "Hierarchy selector" shows "SUNY STONY BROOK HO..." with an "Access hierarchy" button.

The "Your bill" section includes a warning: "You have a past due balance and are subject to Collection activities. Make a payment to avoid service interruption." Below this, it states "New activity will be displayed within 15 minutes". The bill summary shows:

| Last bill | Adjustments/credits | Recent payments | Total due | Due Date: Today |
|--|--|--|-------------|--------------------------------|
| \$30,286.80 See my bill | +\$0.00 See details | -\$0.00 See details | \$30,286.80 | Make a payment |

The "Device Listing - 343 Devices" section includes a "See all account usage" link and a search bar with a "Phone number" dropdown, a "Search" button, and a "Clear" link. A "Help" button is also present.

On the right side, under "I want to...", there are links for "Access enhanced account management", "Check upgrade eligibility", "eBilling analysis", "Learn about TEP", and "Activate a device".

The browser's address bar shows the URL <https://mysprint.sprint.com/mysprint/pages/secure/myaccount/landingPage.jsp#> and a pagination bar at the bottom with numbers 1 through 11.

You can search for a number using the telephone number, Direct Connect number, device serial number, SIM number and the ICCID number.

File Edit View History Bookmarks Tools Help

- Help Desk Application - Requ... x My account x +

https://mysprint.sprint.com/mysprint/pages/secure/myaccount/landingPage.jsp

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Device Listing - 343 Devices

See all account usage

Phone number Search Clear

Showing 1 - 10 of 343.

1 2 3 4 5 6 7 8 9 10 11




SUNY-STONY BROOK...
(631) 896-9211
iPhone 5c 8GB
Caller ID name is not set.

See all usage
See my contract details
Get my PIN1/PUK1 unlock code
Seasonal Standby CDMA

Manage this device

Monthly charge for service plan **\$8.99**


| Plan Includes | Plan add-ons |
|---------------|---------------------------------------|
| | Seasonal Standby 3G/4G Handset \$0.00 |
| | Data Restriction \$0.00 |



ANESTHESIA COOR...
(631) 357-6583
6313576583@SPRINT.COM
Kyocera DuraXT
Caller ID name is not set.

See all usage
See my contract details
Get my PIN1/PUK1 unlock code
Bus. Ess. Add-On 7 PM/UnIDC

Manage this device



DR COKINOS
(631) 433-0506 | Direct Connect#: 173*7079*46
173*7079*46@SPRINT.COM
Motorola ADMIRAL™

See all usage
See my contract details

Manage this device

I want to...

- Access enhanced account management
- Check upgrade eligibility
- eBilling analysis
- Learn about TEP
- Activate a device
- Place a device order
- View billing summary
- Download account and billing information
- Check request status
- Learn about Business Productivity Solutions

Contact us

- Chat
- Email

Call us

800-927-2199
(Business Care)

888-800-5558
(Website Support)

After you look up a device, it will bring you to the image below where you can change the user's name, change the caller ID name. You will also see Manage device where you can click the drop down to change the rate plan, swap a device, or report the phone lost or stolen.

The screenshot shows the Sprint My Account page in a web browser. The main heading is "Device Listing - 343 Devices". Below this, there is a search bar with the phone number "(631) 896-9211" entered. A "Search" button is next to it. To the left of the search bar, there is a "Change name here" button and a "Save | Cancel" button. Below these buttons, the device details are listed: "(631) 896-9211", "iPhone 5c 8GB", and "Caller ID name is not set." To the right of the device details, there is a "Manage this device" dropdown menu. The dropdown menu is open, showing options: "Access Enhanced Account Management", "Change rate plan", "Flip-flop a device", "Modify features", "Swap a device", "Swap only ICCID", "View/update subscriber information", "Unlock device to use int'l SIM", and "Report lost or stolen device". The "Modify features" option is highlighted. On the right side of the page, there is a "I want to..." section with links for "Access enhanced account management", "Check upgrade eligibility", "eBilling analysis", "Learn about TEP", "Activate a device", "Place a device order", "View billing summary", "Download account and billing information", "Check request status", and "Learn about Business Productivity Solutions". Below this is a "Contact us" section with links for "Chat", "Email", and "Call us". The "Call us" section lists two phone numbers: "800-927-2199 (Business Care)" and "888-800-5558 (Website Support)". At the bottom of the page, there is a yellow banner with the text "Leasing > Buying" and "Take it from us, it's better." Below this text is an image of a smartphone displaying the time "10:08". To the right of the image is a "See for yourself" button with a right arrow.

If you click on “Access Enhanced Account Management” you will be able to see more information regarding the device.

If you click on “Edit Name & SSIT” you will be able to change the cost center for the device. See next two images below.

The screenshot shows a web browser window with the URL <https://wirelessmgr.sprint.com/servlet/vpn>. The page displays subscriber information for a device. The subscriber name is SUNY-STONY BROOK HOSPITAL. The contact name is blank. The contact number is blank. The effective date is 11/05/2015. The number is 631-896-9211. The NAI is SUNY-STONYBROOKHOS43@SPRINTPCS.COM. The direct connect ID is View/Restrict International Direct Connect. The IP address is blank. The device type is Sprint. The last update is 10/08/2015. The update now by is Alex Pombano. There are buttons for 'Edit Name & SSIT', 'Change Phone Number', 'Transfer Market', and 'Change NAI'. A yellow arrow points to the 'Edit Name & SSIT' button.

Data Restriction

Seasonal Standby 3G/4G Handset

Total Monthly Charges

Subscriber Information

Subscriber Name: SUNY-STONY BROOK HOSPITAL

Contact Name:

Contact # (no dashes):

Effective Date: 11/05/2015

Number: 631-896-9211

NAI: SUNY-STONYBROOKHOS43@SPRINTPCS.COM

Direct Connect ID: View/Restrict International Direct Connect

IP Address:

Device type: Sprint

Last Update: 10/08/2015

Update Now By: Alex Pombano

Buttons: Cancel, Save, Edit Name & SSIT, Change Phone Number, Transfer Market, Change NAI

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File Edit View History Bookmarks Tools Help

- Help Desk Application - Requ... x Edit Subscriber Name x +

https://wirelessmgr.sprint.com/servlet/vpn https://mysprint.sprint.com/mysprint/page

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Hierarchy Selector: < OK HO... > SPECIFIC DAC NEEDED > SPECIFIC DAC NEEDED > Access hierarchy

Edit Subscriber Name

Help

Account

Billing

Devices

Subscriber Information

Order Equipment

Order Accessories

Check Order Status

Manage Devices

Activate Devices

Bulk Action

Check Request Status

Reports

Please process Subscriber Name and SSIT changes in different transactions.

Subscriber Name

First Name * SUNY-STONY

Last Name * BROOK HOSPITAL

Subscriber Specific Information Text (SSIT)

Cost Center

* Required Fields

Cancel Save

I want to...

Access Enhanced Account Management

Swap only ICCID

Change rate plan

Modify features

Swap a device

Flip-flop a device

View/update subscriber information

Contact us

Chat

Email

Call us

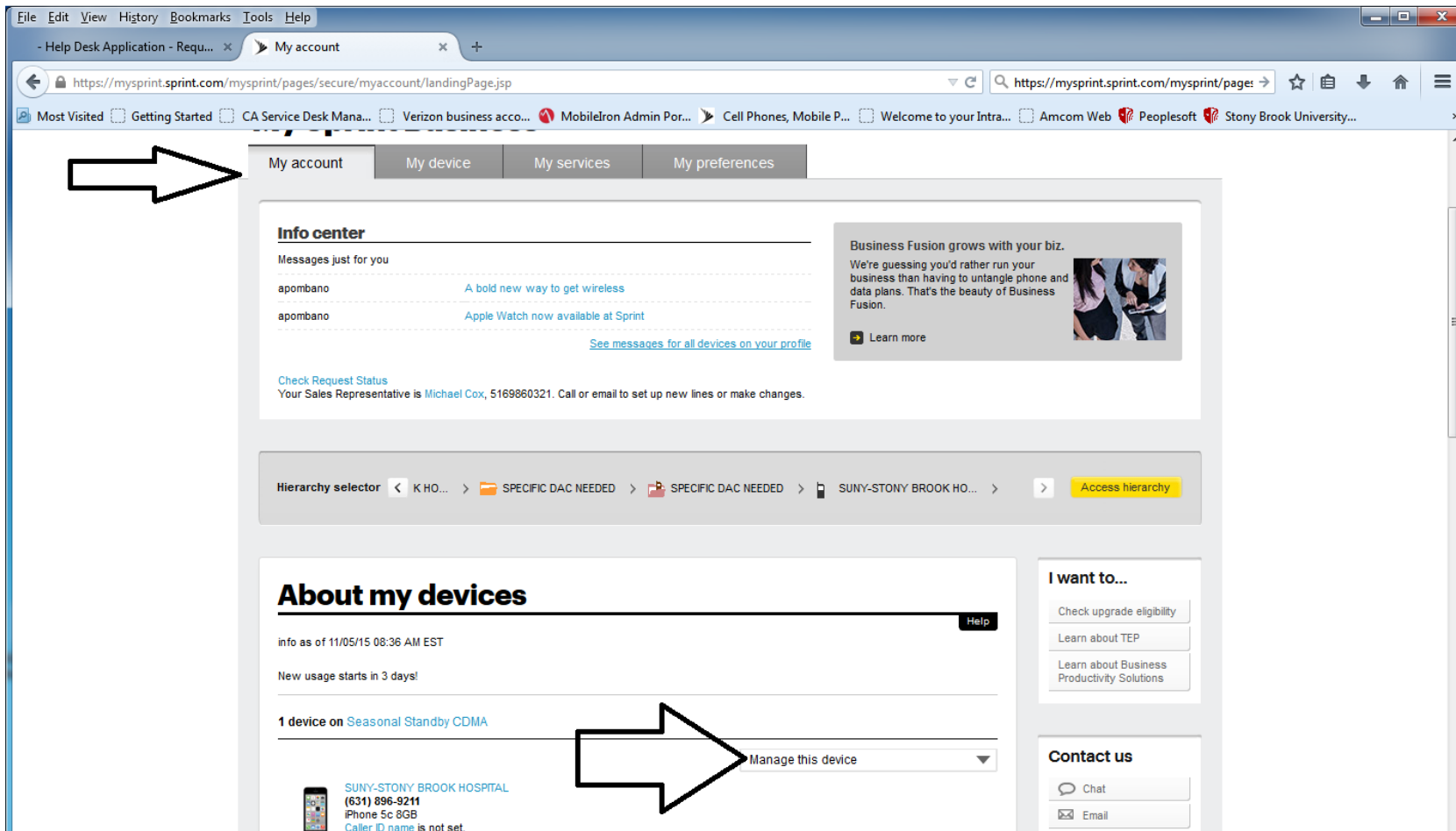
800-927-2199 (Business Care)

888-800-5558 (Website Support)

Did you know?

Remember to click Save after editing any fields.

At any time to go back to home screen for this device click on “My account” in the top left corner. See image below.



When you are back on the device home page, click on Manage this device to suspend a line. See image above and below.

To suspend or deactivate a device, see image below.

The screenshot shows the Sprint My Account page for a user named SUNY-STONY BROOK HOSPITAL. The page displays the following information:

- Device:** SUNY-STONY BROOK HOSPITAL (631) 896-9211, iPhone 5c 8GB. Status: Caller ID name is not set. Links: See all usage, See my contract details, Get my PIN1/PUK1 unlock code.
- Data Roaming:** 0 MB / See Terms.
- Plan details:** Monthly plan cost \$8.99.
- Add-on services for SUNY-STONY BROOK HOSPITAL:** Seasonal Standby 3G/4G Handset \$0.00, Data Restriction \$0.00.
- Device Management Menu:** Manage this device, Access Enhanced Account Management, Change rate plan, Flip-flop a device, Modify features, Swap a device, Swap only ICCID, View/update subscriber information, Report lost or stolen device.

A large black arrow points to the 'Report lost or stolen device' option in the device management menu.

Leasing > Buying
Take it from us, it's better.

Sprint Buyback gives you up to \$350 in account credit when you trade in your eligible old phone or tablet.

Did you know? You can replace your paper forms with mobile versions. Send, receive and sign forms from your mobile device with Canvas mobile forms.

FileEditViewHistoryBookmarksToolsHelp


- Help Desk Application - Requ...My account

https://mysprint.sprint.com/mysprint/pages/secure/myaccount/landingPage.jsp

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1 device on Seasonal Standby CDMA

Manage this device




SUNY-STONY BROOK HOSPITAL
(631) 896-9211
iPhone 5c 8GB
Caller ID name is not set.
See all usage
See my contract details
Get my PIN1

Data Roaming
0 MB / See Terms

Plan details
Monthly plan cost
\$8.99

Report lost/stolen phone



SUNY-STONY BROOK HOSPITAL
(631) 896-9211
iPhone 5c 8GB

☒ Deactivate your lost or stolen device and activate a different device for this line.

If you have another device you'd like to use in place of your lost or stolen device, you can activate it now. You'll be redirected to the next step once you submit this form. **Please note:** By hitting submit, your device will be placed on the lost or stolen list. If you do not continue with the activation of your alternate device, your old device will remain active and you will be liable for any charges incurred.

☐ Restrict services for your lost or stolen device.

Voice, text, data and Sprint Direct Connect services will not be available on this device until you report it found or you activate a replacement device for this line. **Please note:** You are still responsible for monthly recurring charges, fees and taxes. Account spending limit still applies.

Submit

Cancel


Contact us

Chat

Email


Call us

800-927-2199
(Business Care)
888-800-5558
(Website Support)



Sprint Buyback gives you up to \$350 in account credit when you trade in your eligible old phone or tablet.
Learn more >

If you know?



You can replace your paper forms with mobile versions. Send, receive and sign forms from your mobile device with Canvas mobile forms.

Back to My account in to the top left corner of the page will bring you back to the home screen for the specific device. See below.

The screenshot shows a web browser window displaying the Sprint My Sprint Business account page. The browser's address bar shows the URL <https://mysprint.sprint.com/mysprint/pages/secure/myaccount/landingPage.jsp>. The page features a top navigation bar with tabs for 'Personal' and 'Business' (the latter is selected). Below this, there's a 'My Sprint Business' header with a sub-navigation bar containing 'My account', 'My device', 'My services', and 'My preferences'. The 'My account' tab is circled in black. The main content area includes an 'Info center' with messages for 'apombano', a 'Check Request Status' section, and a 'Business Fusion' advertisement. At the bottom, there's a 'Hierarchy selector' and an 'About my devices' section. The page also includes a search bar, a chat button, and a 'Sign out' link.

File Edit View History Bookmarks Tools Help

- Help Desk Application - Requ... x My account x +

https://mysprint.sprint.com/mysprint/pages/secure/myaccount/landingPage.jsp

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Personal Business Find a store Shopping Cart Search

Sprint Solutions New Ideas Why Sprint Shop My Sprint Chat apombano (****0125) Sign out

My Sprint Business

My account My device My services My preferences

Info center

Messages just for you

apombano [A bold new way to get wireless](#)

apombano [Apple Watch now available at Sprint](#)

[See messages for all devices on your profile](#)

[Check Request Status](#)

Your Sales Representative is [Michael Cox](#), 5169860321. Call or email to set up new lines or make changes.

Business Fusion grows with your biz. We're guessing you'd rather run your business than having to untangle phone and data plans. That's the beauty of Business Fusion. [Learn more](#)

Hierarchy selector < K HO... > SPECIFIC DAC NEEDED > SPECIFIC DAC NEEDED > SUNY-STONY BROOK HO... > [Access hierarchy](#)

About my devices Help

info as of 11/05/15 08:43 AM EST

I want to...

[Check upgrade eligibility](#)

[Learn about TEP](#)

[Learn about Business](#)

How to add numbers or devices to a group

Step 1 – Access Sprint Mobile Sync online

- Log into My Sprint using your username and password
- Click on “My Preferences” tab
- Scroll down to “Things I can manage online – account”
- Select “Use Mobile Sync Admin”

Step 2 – Add Contact from the Phone List to Shared Contacts

- Select “Phone List” tab
 - Only SDC Capable phones will be listed
- Place a checkmark next to the desired device
- Click on “Copy to shared contacts” to copy your selection to Shared Contacts.

Step 3 – Add Contact to Group

- Click on the Groups tab
- Select the desired Group by clicking on the name of the Group
- Locate phone number to add under Available Contacts
- Click the Add icon next to the phone number
- Click Save

Step by step on how to swap devices

To complete a swap online, follow the steps below:

To swap a device:

Step 1. From the My Sprint Business page, use Hierarchy Selector or BAN level search feature to find and locate the first device.

Step 2. Select "Swap a device" from the "Manage this device" dropdown.

Step 3. On the "Device swap" screen, where indicated, select Search to find a device already in the inventory, or select Add device to enter the serial for the inactive device. Click "Submit." (NOTE: If a warning message pops up, please review it carefully for additional information and/or instructions.)

Step 4. The Unit Change Verification screen displays the details of the swap transaction. Verify that the information is correct, and then click "Submit."

Step 5. Your swap transaction is successful when you see the confirmation screen. Click "Continue."

NOTE:

- Certain devices MAY NEED to be programmed manually, as most program over the air, and this could cause confusion otherwise. You can program your new handset by accessing the Subscriber page and clicking "Programming Info."