

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.

The screenshot shows the Sprint My Sprint login page. The browser address bar displays the URL: <https://mysprint.sprint.com/mysprint/pages/sl/global/login.jsp?INTNAV=Header:SignInRegister>. The page has a navigation bar with 'Personal' and 'Business' tabs, a search bar, and a 'Sign in/Register' button. The main content area is titled 'Welcome to My Sprint!' and includes a login form with fields for 'Username' and 'Password', a 'Remember my username' checkbox, and a 'Sign in' button. A 'Register' button is also present at the bottom. The login form is circled in black.

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 title is "My account".

At the top, there are navigation links: "See messages for all devices on your profile" and "Learn more". Below that, a "Check Request Status" section states: "Your Sales Representative is Michael Cox, 5169860321. Call or email to set up new lines or make changes."

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

Your bill

Warning: You have a past due balance and are subject to Collection activities. Make a payment to avoid service interruption. [Help](#)

New activity will be displayed within 15 minutes

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

Device Listing - 343 Devices

[See all account usage](#)

Phone number [Search](#) [Clear](#)

[Access enhanced account management](#)
[Check upgrade eligibility](#)
[eBilling analysis](#)
[Learn about TEP](#)
[Activate a device](#)

Page navigation: 1 2 3 4 5 6 7 8 9 10 11

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

Device Listing - 343 Devices Help

[See all account usage](#)

Phone number

Showing 1 - 10 of 343.

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

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

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

[See all usage](#)

[See my contract details](#)

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 a web browser window displaying the Sprint My Account page. The main heading is "Device Listing - 343 Devices". Below this, there is a search bar with the phone number "(631) 896-9211" entered. A dropdown menu for "Manage this device" is open, listing various actions such as "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". A "Change name here" button is also visible next to the device information, which includes "iPhone 5c 8GB" and "Caller ID name is not set".

Device Listing - 343 Devices

See all account usage

Phone number: (631) 896-9211

Search Clear

Change name here Save | Cancel

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

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
- Unlock device to use int'l SIM
- Report lost or stolen 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)

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

See for yourself >

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 and contact number are blank. The effective date is 11/05/2015. The phone number is 631-896-9211. The NAI is SUNY-STONYBROOKHOS43@SPRINTPCS.COM. The device type is Sprint. The last update was on 10/08/2015 by Alex Pombano. A yellow button labeled "Edit Name & SSIT" is highlighted with a black arrow. Other buttons include "Change Phone Number", "Transfer Market", and "Change NAI".

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	
Direct Connect Domains	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://wirelessmngn.sprint.com/servlet/vpn

https://mysprint.sprint.com/mysprint/page: →

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 Stony Brook University...

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

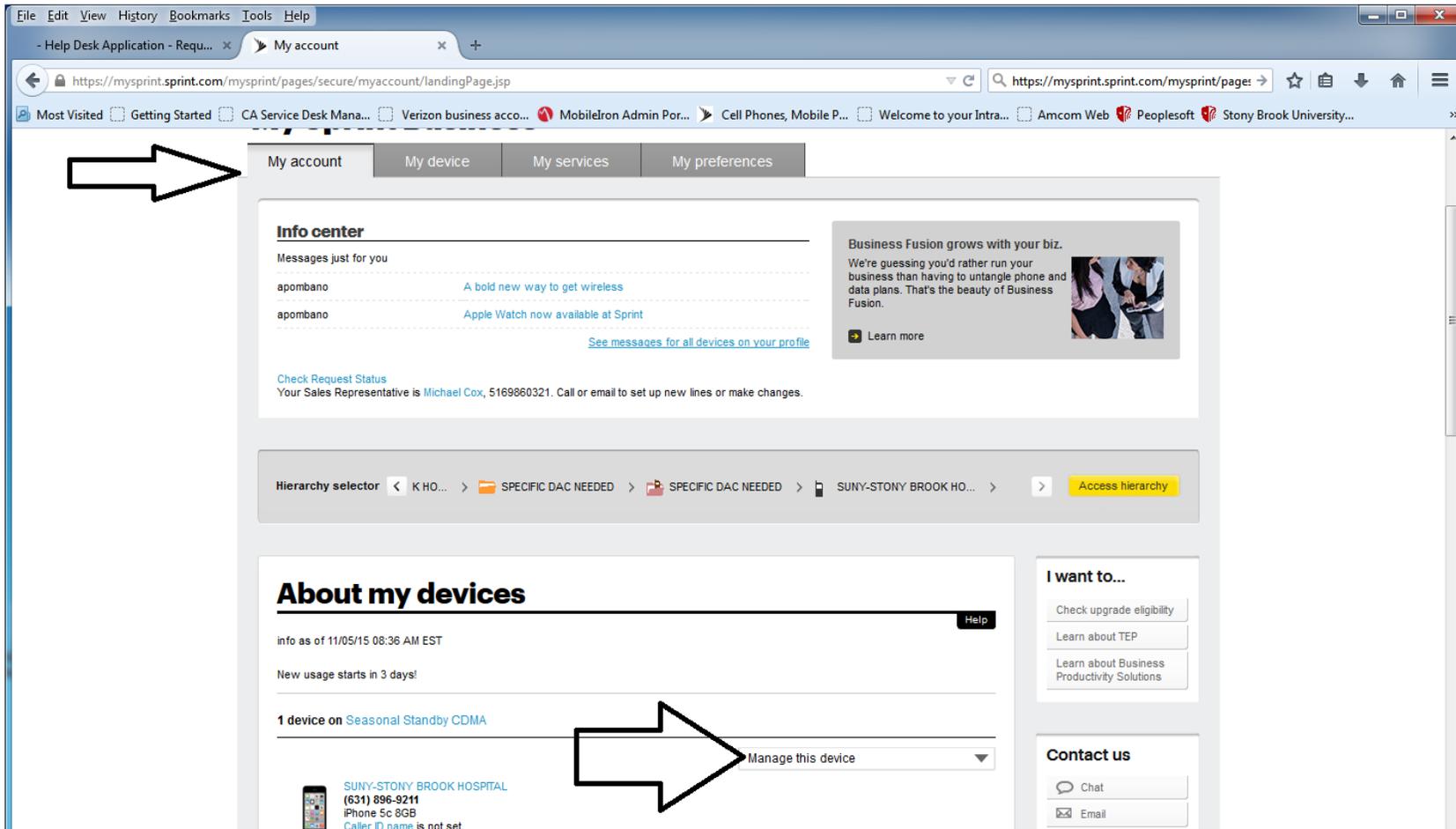
800-927-2199 (Business Care)

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 a web browser window with the URL <https://mysprint.sprint.com/mysprint/pages/secure/myaccount/landingPage.jsp>. The page displays account information for a device labeled "1 device on Seasonal Standby CDMA".

Device Information:
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/PUK1 unlock code](#)

Data Roaming:
0 MB / [See Terms](#)

Plan details

Monthly plan cost	Plan details	Add-on services for: SUNY-STONY BROOK HOSPITAL:
\$8.99		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

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 >](#)

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.

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

[See for yourself >](#)

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

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 Stony Brook University...

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 PIN

Data Roaming
0 MB / See Terms

Plan details

Monthly plan cost
\$8.99

Contact us

Chat
Email

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

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

Leasing
Take it from us

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

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.

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 navigation bar with 'Personal' and 'Business' tabs, and a search bar. Below the navigation bar, the 'My account' tab is circled in black. The main content area includes an 'Info center' with messages for 'apombano', a 'Business Fusion' advertisement, and a 'Hierarchy selector' with a yellow 'Access hierarchy' button. At the bottom, there is a section titled 'About my devices' and a sidebar with 'I want to...' options like 'Check upgrade eligibility' and 'Learn about TEP'.

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."