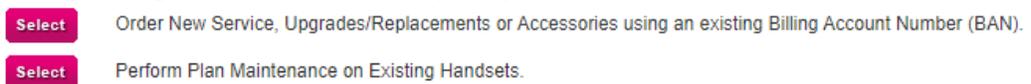


## T-Mobile Web Portal Instructions

Please follow the guidelines below for assistance with ordering a new device, suspending service, changing a phone number and cancelling service

### **Order a Phone**

1. Access the UNLV T-Mobile Web Portal using the following link:  
<https://unlv.tmorders.com/>
2. Click the icon that states "Get Started".
3. Login to the portal. New users will need to select "Create Account" before proceeding.
  - a. After you've created your account please wait until you receive an email indicating your account has been approved before proceeding to the next step.
4. On the following page, where it states "1-To order a new device, complete the following form", click the "UNLV Order Form" link directly below.
  - a. For a list of available devices and their cost you may select the option "Order New Service, Upgrades/Replacements or Accessories using an existing Billing Account Number (BAN)"  
  

  - i. Only use this page as a reference for device options and prices. Phones cannot be ordered through this page, they must be processed using the "UNLV Order Form"
5. Download the PDF to your desktop and then complete the order form, rate plan information is listed on second page.
  - a. \*Reminder: All Phone/iPad/Tablet orders must select from one of the T-Mobile One plan options
6. Once all fields have been entered select "Submit Form", this button is located at the top-right corner of the form.
  - a. You will be prompted to enter your email address and name, please use UNLV Rebelmail.
7. Once submitted, UNLV Telecom will verify the order information before processing the request. If there are any discrepancies, Telecom will contact the submitter to correct those items before processing the request
8. Once the device is ordered you will receive email confirmation. Expected delivery time frame is 3 to 5 business days

### **Suspend Service (Report device lost/stolen)**

1. Access the UNLV T-Mobile Web Portal using the following link:  
<https://unlv.tmorders.com/>
2. Click the icon that states "Get Started".
3. Login to the portal. New users will need to select "Create Account" before proceeding.
  - a. After you've created your account please wait until you receive an email indicating your account has been approved before proceeding to the next step.
4. On the homepage type "UNLV" where it states "Select Account"
  - a. This will bring up the two UNLV accounts

Select Account:  
unlv Please Enter a Partial Name or Number for the Account you would like to process  
950971910 - UNLV SIMPLE CHOICE BAN  
955920493 - UNLV T-MOBILE ONE PLUS SUBSIDIZED PHONE  
Select Order New Service, Upgrades/Replacements or Accessories using an existing Billing Account Number (BAN).

5. Select the account the wireless line is under
  - a. If you are unsure please contact Telecom at x51800 option 0 or [telecom@unlv.edu](mailto:telecom@unlv.edu) for assistance.
6. Select "Perform Plan Maintenance on Existing Handsets".

Select Order New Service, Upgrades/Replacements or Accessories using an existing Billing Account Number (BAN).  
Select Perform Plan Maintenance on Existing Handsets.  
Select See Reports on Existing Fleet of Handsets.  
Select Account History  
Select Logoff

7. Click the icon, "Report Device Lost/Stolen"



Report Device Lost/Stolen

Select

8. Complete all the required fields on following screen and select "Add to Cart"

9. On the following page select "Checkout" to complete the request
10. Once submitted Telecom will verify the order before approving. Most changes take effect within 3-4 hours but the request can take up to 1-2 business days to complete.
11. If the service is not restored within 30 days of suspension, the line will automatically be canceled.
  - a. Contact Telecom at x51800 option 0 or [telecom@unlv.edu](mailto:telecom@unlv.edu) to restore service to the line.

### **Change Phone Number**

1. Access the UNLV T-Mobile Web Portal using the following link:  
<https://unlv.tmorders.com/>
2. Click the icon that states "Get Started".
3. Login to the portal. New users will need to select "Create Account" before proceeding.
  - a. After you've created your account please wait until you receive an email indicating your account has been approved before proceeding to the next step.
4. On the homepage type "UNLV" where it states "Select Account"
  - a. This will bring up the two UNLV accounts

Select Account:

Please Enter a Partial Name or Number for the Account you would like to process

950971910 - UNLV SIMPLE CHOICE BAN	authorized
955920493 - UNLV T-MOBILE ONE PLUS SUBSIDIZED PHONE	

Select Order New Service, Upgrades/Replacements or Accessories using an existing Billing Account Number (BAN).

5. Select the account the wireless line is under
  - a. If you are unsure please contact Telecom at x51800 option 0 or [telecom@unlv.edu](mailto:telecom@unlv.edu) for assistance.
6. Select "Perform Plan Maintenance on Existing Handsets".

Select Order New Service, Upgrades/Replacements or Accessories using an existing Billing Account Number (BAN).

Select Perform Plan Maintenance on Existing Handsets. 

Select See Reports on Existing Fleet of Handsets.

Select Account History

Select Logoff

7. Click the icon, "Change Phone Number"



Change Phone Number

Select

8. Complete all the required fields on following screen and select "Add to Cart"
9. On the following page select "Checkout" to complete the request
10. Once submitted Telecom will verify the order before approving. Most changes take effect within 4-5 hours but the request can take up to 1-2 business days to complete.

### **Cancel Service**

1. Access the UNLV T-Mobile Web Portal using the following link:  
<https://unlv.tmorders.com/>
2. Click the icon that states "Get Started".
3. Login to the portal. New users will need to select "Create Account" before proceeding.
  - a. After you've created your account please wait until you receive an email indicating your account has been approved before proceeding to the next step.
4. Select the account the wireless line is under
  - a. If you are unsure please contact Telecom at x51800 option 0 or [telecom@unlv.edu](mailto:telecom@unlv.edu) for assistance.

Select Account:

950971910 - UNLV Simple Choice Ban	▶
955920493 - UNLV T-Mobile One Plus Subsidized Phone	▼



5. Select "Perform Plan Maintenance on Existing Handsets".

	Order New Service, Upgrades/Replacements or Accessories using an existing Billing Account Number (BAN).
	Perform Plan Maintenance on Existing Handsets. 
	See Reports on Existing Fleet of Handsets.
	Account History
	Logoff

6. Click the icon, "Device Service Cancel"



Device Service Cancel

Select

7. Complete all the required fields on following screen and select "Add to Cart"
8. On the following page select "Checkout" to complete the request.
9. Once submitted Telecom will verify the order before approving. Most changes take effect within 4-5 hours but the request can take up to 1-2 business days to complete.

### **Rate Plan Changes**

Rate plan changes cannot be made through the web portal, please direct these requests to [telecom@unlv.edu](mailto:telecom@unlv.edu)

### **Billing Changes**

Please submit a work order to Telecom for billing change requests. These can be completed at the following link: <https://apps.telecom.unlv.edu/WorkOrder>