



Onboarding Radios: STATUS FLOW*

* To be used in conjunction with color-coded, step-by-step instructions appearing on eight separate screenshot documents (A-H) also posted on MPSCS website.

NOTE: Any Text may be copied and pasted from other documents but **MUST BE PASTED AS PLAIN TEXT.**

New Request (As submitted by agency)

- 1) Enter Agency Info (this will be defaulted by an agency MILogin; vendors will have to enter agency info for a client/customer)
 - 2) Add any sub agency info (subordinate agreements to master customer, etc.)
 - 3) Request Type – Select from pull-down list
 - 4) Add contact name, number, and email address
 - 5) Fill in comments – simple instructions on what needs to be completed with this work order; if you have too many characters in this field, you will not be able to select the “SAVE” icon
 - 6) Once required information is complete, save this customer information entry portion by selecting the “SAVE” icon; if “SAVE” icon is grayed out and not selectable, this indicates info is missing or incorrect
- Next steps will be outlined in one of the sections below (B through H)*

Device Additions

NOTE: Customer will need the Serial #, Model #, Model name, flash code (or Electronic Serial Number, aka ESN, which is only used on some makes), and what template to program.

If you are adding a device or devices, you would have previously selected one of the following from Request Type in Section A above.

- Activate Existing Radio (Activate radios you received from another agency)
- Add Radios from Existing Template (Add new radios to your account using an existing template)
- Add Radios with New Template (Add new radios to your account using new template)

This will automatically make the bottom portion of your screen populate with the appropriate fields.

- 1) Click on the + icon in the ribbon just below the Add New Radios
- 2) Enter serial number
- 3) Enter the flash code (you may copy and paste but must paste as plain text; make sure to omit any leading or trailing spaces)
- 4) Use the magnifying glass search icon to search for your Model Family number; once the pop-up box populates you may start typing your model name or description in the search area near the top of the pop-up window
- 5) Enter or search for your Model Number using the same methods as above (make sure this matches exactly) and make selection
- 6) Next select the template (a restricted list of templates will appear based on your customer profile)
- 7) If you have more than one new activation, select the icon that looks like two boxes imposed over each other (this will duplicate the current record and then all you will need to do is incrementally change the serial numbers if all other device info is the same)

NOTE: Any highlighted red box is either non-conforming or missing information.

- 8) Click the “SAVE” icon; If the “SAVE” icon is grayed out, this indicates info is missing or incorrect

*** Recommendation: Save records in the add radio section at least every few serial numbers.**

Template Changes/Additions

NOTE: If you are adding one or more new radio devices, you would use Sections A and B above.

If you are changing a template, you would have chosen one of the following in Section A above:

- Change Template to Existing (Change an existing radio to hold an existing template)
- Change Template to New (Change an existing radio to hold a newly formed template)

This will automatically make the bottom portion of your screen populate with the appropriate fields.

- 1) Click the Browse button next to the Enter Serial No. field
- 2) Once the pop-up box populates, you may start typing your Serial No., ESN, or Radio ID in one of the search box areas near the top of the pop-up window, then click the magnifying glass to narrow the search
- 3) Select the appropriate Serial # by double clicking on it
- 4) Click the “SAVE” icon; If the “SAVE” icon is grayed out, this indicates info is missing; highlighted red boxes indicate either non-conforming or missing information

***Recommendation: Save records in the add radio section at least every few serial numbers.**

Onboarding Radios (Page 2)

Add Talkgroup

NOTE: You will have filled in the top portion of the required information in Section A above and chosen Add Talkgroup(s) from the pop-up list of Request Types.

- 1) First select and fill alias for the talk group (county number first; standard naming convention after that)
- 2) Click "SAVE" button
- 3) Select who the template owner is (pre-selectable based on your customer profile)
- 4) If this is a paging talk group, select that field
- 5) Select whether this is an encrypted talk group -- abbreviation is CKR (this is pre-selectable based on profile and available encryption keys to that customer)
- 6) If encryption is available and selected, complete the "New Encryption" field
- 7) Once complete, save this add talk group section by clicking the "SAVE" icon; if the "SAVE" icon is grayed out, this means info is missing; any highlighted red box is either non-conforming or missing information
- 8) An attachment for Template changes and additions must accompany the work order to show where those should be inserted, moved or otherwise changed (See "Attachments" section)

Attachments

- 1) After you add radios, talkgroups, or talkgroup changes and save them, look at the top of the "Customer Details" page; you will see an icon of a cloud with a down arrow; after clicking this icon, another page will slide in
 - 2) Much like any other attachment function, this allows you to browse your computer and attach relevant files by clicking the Choose Files button or dragging and dropping the file into the appropriate location (most common file attachments are accepted)
- Be sure to attach any supporting documents like templates, device lists, or specific instructions for your programming request. Attachments will be used to resolve conflicts in information for the Radio Programming and Template Design unit. Having all documents complete and attached helps expedite your request.

Submitting – Update Status to Submitted – Save header

After completing Step A with B, C, or D, and possibly E, you are ready to submit the work order

- 1) Make sure all Save buttons are grayed out, then look for and click the "Submit Request" button
To ensure your request has been submitted properly you may:
- 2) Click on Request List (top left) and make sure your work order appears at or near the top of the list on this page; you may need to refresh the list to see the ticket number

Disable Radio (Treated like a work order request)

- 1) Select agency info
- 2) Request type: "Disable Radio"
- 3) Select Reason:
 - a) Lost or Stolen: Choose if radio was lost; if stolen, please complete the submission for disable requests as "Stolen" and contact the MPSCS Network Communications Center (NCC) so they can immediately prevent it from accessing the network; OR
 - b) Release of Ownership: Agency plans to sell or give away the radio and will no longer own it; OR
 - c) Salvage: Radio has been destroyed and is no longer usable, e.g., run over by a tanker truck
- 4) Contact information
- 5) Type in serial numbers of radios being disabled

Activate Existing (Salvage) Radios

- 1) Submit existing radio as new. In "Request Type" data field, choose "Activate Existing Radio"
- 2) Fill in any data fields surrounded by red border, then submit
- 3) Wait to receive email confirmation that the radio has been activated