



## CONNECT-MOBILEPROCEDURE

### 1 Register new user(s)

1. New user will send an email to [support@connect-mobile.co.za](mailto:support@connect-mobile.co.za) with the following information **for each user that must be registered** in the “Description” field:
  - Name and surname
  - Telephone number
  - Email address
  - NWU number
  - Name of Department
  - Cost Centre (in the format of XX.XXXXXXX.XXXX)
2. Connect-Mobile will then register the user and send an email to each user with their usernames and password.
3. Every user will receive an email from [support@connect-mobile.co.za](mailto:support@connect-mobile.co.za) with the necessary information and instructions to be able to install and configure the SMS Client. A complete manual and a Quick Guide will also be attached. The support procedure will be explained in the email received.
4. At the end of each month Connect-Mobile will email their invoices to every registered user and the department will be responsible for the payment of said invoice.
  - Create a Disbursement Voucher (DV).
  - Attach the invoice to the DV and click on submit.
5. All support will be done by Connect-Mobile by means of different methods as indicated by the E-mail that the users received from them.

### 2 Example of the “Description” field on the order

Name and surname of user:

Telephone number:

Email address:

NWU number:

Name of Department:

Cost Centre: XX.XXXXXXX.XXXX

Etc.

Original details: (10088458) P:\IT Web\Telephone and Messaging\AmiCell Procedure.docm  
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