## 1. Log into the T-Mobile Portal

2. Make sure you are in the Service View NOT Community View

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3. IN the Global Search bar at the top, search for name of Mobile Expert

Mobile PORTAL	A2 .*	0,	Bearch:2	
T-Mobile Portal Home Y		Rece	nt Denns A&A WIRELESS LLC	
Items to Approve No approval requests need your attention right now.	New Stuff W		Account + 10220205 Trainings with Ownership Report	Post Question Poll
	Recent Item		Trainings with Operator Report Trainings with IDA Market	Share an update.
Today's Tasks Real Real Real Real Real Real Real Real	A&A WII Record If Record IC Door Coo Market Addreps Location	e Phone	Report Trainings with Door Report AVX: 179:190 70777738 Houston 2312 E Constitutions 51 Ste C Houston, TX - Texas 77/022-4409 USA	Sot by: Latest Posts    Q. Search th
Foday's Events	CA-Please Record In	ent Hil	m	

## 4. Select Name of Mobile Expert

Mobile PORTAL					All 🔻 🔍 Lize	tte Estrada	
T-Mobile Portal	Home	~	🖽 Lizette Estrada 🛛 🗸	× Q. Lizette Estrac	la - Sea V X		
Search Results	Contacts						
Top Results	Name			Account Name		Email	
Contacts	1 Lizette Estrade	l.		Metrocom N.M, Inc.		lizettee39@gmail.com	
Chatter	0	-		_			
Accounts	0	1	Don't see vour resu	1+2			
Cases	•		We searched the objects you	use most, but we didr	't search everything.		
Distribution Requests	•		Know which object you're lo	oking for? Select it in th	e dropdown next to the se	earch box, or in the sidebar.	
People	0						
Files	0						
Market	0						

5. This will bring up the Mobile Expert profile of the needed ME

Lizette Estrada		
etrocom N.M, Inc. Dealer Mobile Expert, Metro	Mobile 915-449-6506	Training Profile Status Inactive
Details Training Portal Access UCAP Real-Ti	me	
Name Lizette Estrada		Hire Date 8/20/2019
Account Name		T-Shirt Size Warnen's S
Title Dealer Mobile Expert, Metro		Preferred Language English
Reports To		OnPoint Profile Verified
Email lizettee39@gmail.com		I accept Metro will use my email
Mobile 915-449-6506		OnPoint User ID 47231
Training Profile Status O Inactive		
Existing User Update 0 No		2
Contact Record Type Dealer Employee		
✓ System Information		
Created By Metrocom, 8/20/2019 12:04 PM		Contact Owner Hugo Garcia
		Last Modified By Kashif Zia, 11/13/2020 10:25 AM

6. To log into DOP, The OnPoint ID needs to be 7 digits. In this case, you will need to add zeros at the front to get to 7 digits: 0047231