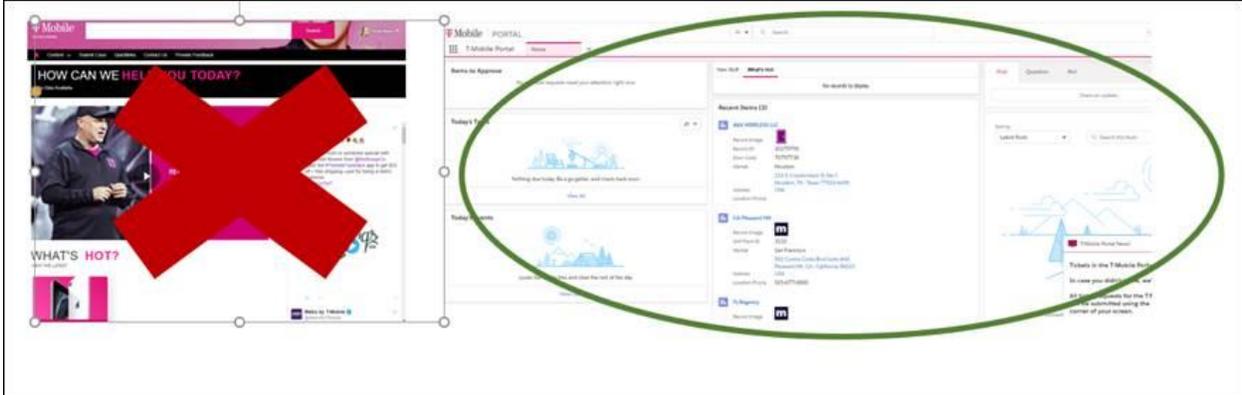
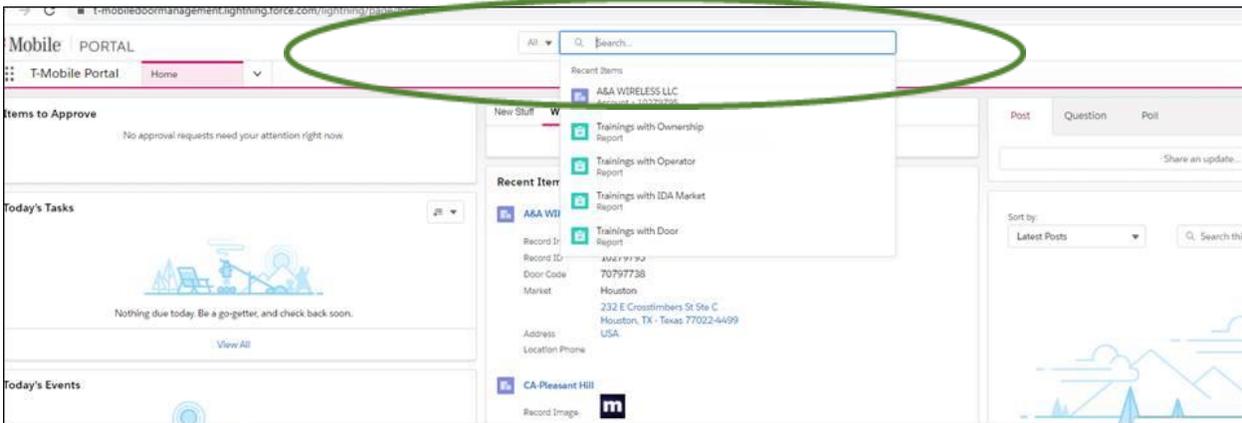


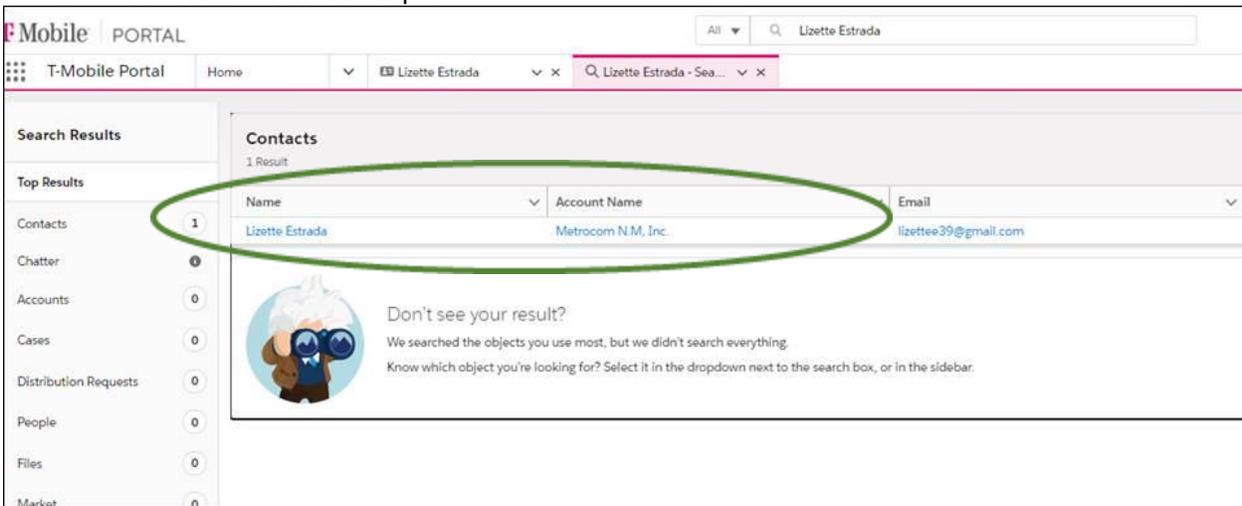
1. Log into the T-Mobile Portal
2. Make sure you are in the Service View NOT Community View



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



4. Select Name of Mobile Expert



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

Contact			
Lizette Estrada			
Account Name Metrocom N.M, Inc.	Title Dealer Mobile Expert, Metro	Mobile 915-449-6506	Training Profile Status Inactive
Details		Training Portal Access	UCAP Real-Time
Name Lizette Estrada	Hire Date 8/20/2019		
Account Name Metrocom N.M, Inc.	T-Shirt Size Women's S		
Title Dealer Mobile Expert, Metro	Preferred Language English		
Reports To	OnPoint Profile Verified <input checked="" type="checkbox"/>		
Email lizette39@gmail.com	I accept Metro will use my email <input checked="" type="checkbox"/>		
Mobile 915-449-6506	OnPoint User ID 47231		
Training Profile Status Inactive	Existing User Update No		
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**