

# Need Help?

## Ordering Information

Please contact Information Services & Technology at 216-687-5050 or 216-687-3881.

## University Owned Devices

**Lost or Stolen Devices** – If your phone is lost or stolen, please report it immediately to the IS&T Telecommunications Department at 216-687-3881 so service can be suspended.

## Billing Information

Information Services & Technology will assist you with setting up the service that you desire which will include ordering the device, data service, texting service and voice service.

Monthly cell phone usage will appear on your monthly departmental billing statement.

AT&T offers a website that allows you to view your monthly telephone bill online. When service is set up, you will be able to view your usage from the past month through this website at <https://www.wireless.att.com/businesscare>.

## Policies and Procedures

Not sure how you are expected to use university owned telephone equipment? Policies on appropriate telephone use can be found at [www.csuohio.edu/controllers-office](http://www.csuohio.edu/controllers-office) and click on the **Telephone** link.

Also, refer to the General Policy for University Information and Technology Resources found at [www.csuohio.edu/ist](http://www.csuohio.edu/ist) and click on **Technology Policies**.



Visit us online at:  
[www.csuohio.edu/voice-services/mobile-devices](http://www.csuohio.edu/voice-services/mobile-devices)

# FACULTY & STAFF



## Cellular & Smartphone Services

# Discount!



## at&t

**AT&T Discount to  
Faculty & Staff**  
*Personal Use*

**AT&T extends a 17% discount to Faculty and Staff employees for personal devices.**

Please visit:

<https://www.wireless.att.com/business>

If you have any questions regarding this offer, please click on the **Support** tab on the above website.

## Cellular Service

Recognizing the increasing demand and importance of mobile computing, IS&T is making significant steps to stay current with industry trends. Keeping with our ongoing goal of providing consistent, stable and cost effective service to the CSU faculty, staff and administration, the Telecommunications Department of IS&T is offering cellular phone services through negotiated service providers. These university negotiated plans offer many benefits including savings through discounted plans, quality of service, single point of contact and billing through the IS&T Telecommunications Department.

### AT&T Cellular Service Benefits

- Largest and fastest digital voice and data network – the ALLOVER™ Network – which covers the top 100 U.S markets
- Unlimited calling within the largest mobile-to-mobile calling community
- Rollover®, AT&T's exclusive offer on our wireless plans that allow customers to keep their unused Anytime Minutes from month to month

**Visit us online at:**  
[www.csuohio.edu/voice-services/mobile-devices](http://www.csuohio.edu/voice-services/mobile-devices)

## Smartphone Service

### Smartphone Service

IS&T supports all current models of Android and iPhone devices for access to university email, contacts and calendar. These services are available for your university-owned or personally-owned device. Please call the IS&T Help Desk at 216-687-5050 for setup for these services. For information regarding Data, Voice, Text Messaging and International Plans for university-owned devices, please visit [www.csuohio.edu/ist](http://www.csuohio.edu/ist) and click on **Voice Services**, and then click on **Cellular and Mobile Devices**.

### Engage365 – Outlook Email

Users of Engage365 can access Cleveland State's email from their smartphones with Engage365. This gives you 24/7 access to your CSU email account using the technology of ActiveSync which provides quick access to email, contacts and calendar.

If you only need access to your email, you can set up your smartphone using IMAP. This limited option allows for the phone to connect to the email system and retrieve only email and not your contacts and calendars.

### Features

- Automatic, two-way, over-the-air synchronization of Engage365 email, calendar and contact data
- Remote wipe support for lost or stolen devices and password enforcement and monitoring to help protect confidential data
- Users are able to now see all mobile devices that are connected to your CSU email account