

# **GARDA**WORLD

## **Corporate Web Portal**

*Management of employee mobile accounts*

[www.GardaMobile.com](http://www.GardaMobile.com)



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# Introduction

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Welcome to the GardaWorld corporate portal.

Bienvenue sur le portail corporatif de GardaWorld.

ENGLISH

FRANÇAIS



The support team is here to help!

Telephone : [1-844-788-1535](tel:1-844-788-1535)

Email : [support@gardamobile.com](mailto:support@gardamobile.com)

Monday to Friday from 8:00 am to 7:00 pm  
Saturday and Sunday from 9:00 am to 3:00 pm.



# Accessibility

## USER

All GardaWorld mobile users can access this part of the web portal to process the following transactions in the **SUPPORT** section ONLY :

- **Password Reset**  
(mobile phone & voice mail)
- **Hardware/Software support**
- **Lost or stolen**

The TELEPHONE and PURCHASES tabs are not accessible for Users.

# VS.

## ADMINISTRATOR

The authorised Administrators are provided with a username and password to access **ALL TRANSACTIONS** within this web portal.

Email/Username

Password

**LOGIN**

You can reset your personal password by clicking on the link found at the bottom-right corner.

[Edit my profile information](#)

As an Administrator, you have the authority to process transactions for which expenditures may be incurred.

It is your responsibility to ensure cost and budget conformity.





# SUPPORT – Lost or Stolen

We encourage all users to **keep this information in a safe and accessible place.**

It will be useful to have the information handy during an unfortunate circumstance.

## Step 1

If your mobile phone or SIM card is lost or stolen, please report it immediately to your service provider.

Doing this promptly will ensure there's no unauthorized use of your service.

TELUS	ROGERS	BELL
Canada : 1-866-558-2273 U.S. : 1-866-558-2273 International : 1-416-940-5995	Canada : 1-877-559-5202 U.S. : 1-877-764-3772 International : 1-416-935-5555	Canada : 1-877-328-2123 U.S. : 1-800-667-7626 International : 1-800-328-2123
Hours of operation		
Open 24 hours a day 7 days a week	Open 24 hours a day 7 days a week	Open 24 hours a day 7 days a week

## Step 2

Place a call to GARDAWORLD at 1-800-859-1599 ext. 3333 to register your mobile phone as lost or stolen.

If after business hours, please leave a voice mail and dial #701 at the end of your message.

A technician will initiate a complete WIPE of stored data on your mobile phone.



# SUPPORT – Password Reset

Use this section to **reset a Password**.

This can be done for the mobile phone **homescreen**, or the mobile phone **voicemail**.

Simply select the desired option and fill out the required information for the **USER** of the mobile device.

**Request**

Mobile phone  Voice mail

**User information**

\*First name

\*Last name

\*Employee number

\*Email

\*Phone number of affected line

\*Service provider

Device Model

Serial number (DIME/ESN/DEC)

Comments

**SEND**

When moving your mouse over the “?” symbol, instructions will pop-up on how to find the DIME/ESN/DEC. Simply dial « \*#06# »



# SUPPORT – Hardware/Software

Use this section to send a **request for support**.

We can help with questions or issues regarding **Hardware**, **Software**, the **SIM card**, various **Accessories**, or **Other** mobile related matters.

Simply select the desired option and fill out the required information for the **USER** of the mobile device.

Please include a detailed **description of the issue** to help us further identify the possible outcomes.

## Request

- Hardware
- Software
- SIM card
- Accessory
- Other

## User information

\*First name

\*Last name

\*Employee number

\*Email

\*Phone number of affected line

\*Service provider

\*Device model

\*Serial number (DIME/ESN/DEC)

Description of issue

SEND

When moving your mouse over the “?” symbol, instructions will pop-up on how to find the DIME/ESN/DEC. Simply dial « \*#06# »



# TELEPHONES – Repairs

**Administrators ONLY**

Should your device require a **repair**, we will take care of processing the request towards the manufacturer.

Please include a detailed **description of the issue** to help us further identify the possible outcomes.

User information

\*First name

\*Last name

\*Employee number

\*Email

\*Phone number of affected line

\*Service provider

\*Device model

\*Serial number (DIME/ESN/DEC)

Description of issue

Do you need a loaner device ?

Yes  No

Delivery information

\*Company

Department

C/O

\*Address 1

Address 2

\*City

\*Province

\*Postal code

\*Telephone

We will send you a loaner unit at the address you provided above. A waybill will also be included in the box - please use this to send us your defective phone. We will have the device repaired and then returned to you. The loaner unit shall be returned to us.

**SEND**

When moving your mouse over the “?” symbol, instructions will pop-up on how to find the DIME/ESN/DEC. Simply dial « \*#06# »

To ensure continuity of your mobility services, we can provide a **loaner device** during the waiting period.



# TELEPHONES – Line Suspension

*Administrators ONLY*

Use this section to request a **line suspension**.

Reasons why to suspend a line may include :

- Completed project
- Maternity/Paternity leave
- Employee leaving the company

You may suspend **multiple lines** within the same request by clicking on the **+** to open further suspension boxes.

User information	Line to be suspended
*First name <input type="text"/>	*Mobile phone number <input type="text"/>
*Last name <input type="text"/>	*Service provider <input type="text" value="- Select your provider -"/>
*Employee number <input type="text"/>	*Device Model <input type="text" value="- Choose a model -"/>
*Email <input type="text"/>	*Serial number (DIME/ESN) <input type="text"/>
Comments <input type="text"/>	
<b>+ Add another line to be suspended</b>	
<b>SEND</b>	
Please package the devices securely and ship them to: <b>MMS</b> (c/o Jessica Sanchez) 4950, Queen Mary Road Suite 106 Montral, QC. H3W 1X3	



When moving your mouse over the “?” symbol, instructions will pop-up on how to find the DIME/ESN/DEC. Simply dial « \*#06# »



# TELEPHONES – Travel Passports

*Administrators ONLY*

**User information**

\*First name

\*Last name

\*Employee number

\*Email

\*Phone number of affected line

\*Service provider

**Travel information**

**Destination**

City

Country

**Affected dates**

From

To

Consult the available Travel Passports:

- **ROGERS Passports**
- **TELUS Passports**
- **BELL Passports**

Passport package

Please suggest the best passport package for my travels

Comments

**SEND**

June 2015						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Adding a **Travel Passport** is required when a **USER** will be outside of their service provider's network (roaming).

You can consult the various Passports and indicate which package you wish to add for the **identified timeframe and travel location**.

OR, you can **check the box** where we can suggest the most suitable Passport for the planned itinerary.



# TELEPHONES – Transfer (of existing device)

Administrators ONLY

Use this section to **transfer a mobile phone number and/or user profile** onto a device that you **already have in your possession**.

Simply select the corresponding option and fill out the required information.

Transfer towards:

Other user  
 Other device  
 Both (user & device)

Current user

\*First name  
 \*Last name  
 \*Employee number  
 \*Email  
 \*Mobile phone number  
 \*Service provider  
 \*SIM card number

Current device

\*First name  
 \*Last name  
 \*Employee number  
 \*Email  
 \*Mobile phone number  
 \*Service provider  
 \*Device model  
 \*Serial number (DIME/ESN/DEC) ?

Transfer towards:

Other user  
 Other device  
 Both (user & device)

Current user & device

\*First name  
 \*Last name  
 \*Employee number  
 \*Email  
 \*Mobile phone number  
 \*Service provider - Select your provider -  
 \*SIM card number  
 \*Device model - Choose a model -  
 \*Serial number (DIME/ESN/DEC) ?

New user & device

\*First name  
 \*Last name  
 \*Employee number  
 \*Email  
 \*Mobile phone number  
 \*Service provider - Select your provider -  
 \*SIM card number  
 \*Device model - Choose a model -  
 \*Serial number (DIME/ESN/DEC) ?

\*Serial number (DIME/ESN/DEC) ?

\*SIM card number

If the user's previous device has been deactivated, use this section to return the old device in inventory.

Return the deactivated device in inventory

Device Model - Choose a model -

Serial number (DIME/ESN/DEC) ?

Please package the deactivated device securely and ship to:  
**MMS** (c/o Jessica Sanchez)  
 4950, Queen Mary Road  
 Suite 106  
 Montreal, Q.C.  
 H3W 1X3



# TELEPHONES – Activation (of existing device)

Administrators ONLY

Use this section to **Activate a new line** on a device that you **already have in your possession**.

Simply fill out the required information of the **USER** who will be using the device.

## User information

\*First name

\*Last name

\*Employee number

\*Email

## New line

\*Area Code

\*Service provider

\*Device model

\*Serial number (DIME/ESN/DEC)

Comments



When moving your mouse over the “?” symbol, instructions will pop-up on how to find the DIME/ESN/DEC. Simply dial « \*#06# »

**Delivery information is necessary for sending the new SIM card.**

## Delivery information

\*Company

Department

C/O

\*Address 1

Address 2

\*City

\*Province

\*Postal code

\*Telephone

SEND



# PURCHASES – Mobile Devices

Administrators ONLY

This section shows the **authorized device models** that can be ordered.

Simply click on the “ORDER” button for each device you wish to purchase.

To **purchase multiple devices of the same model**, re-click on the “ORDER” button to add the quantity one at a time.

Note that for each device purchased (including Smart Hubs & Internet Keys), a SIM card is necessary and will be automatically added to the cart.

<p><b>BlackBerry Curve</b></p>  <p>512MB Storage, 2.44" Display, 3.2MP Rear camera, 240x320 resolution, BlackBerry® 7.1 operating system, 1450mAh battery capacity</p> <p>■ 150.00\$ BASE PRICE</p> <p>ORDER</p>	<p><b>BlackBerry Q10</b></p>  <p>16GB Internal storage, 8MP Rear camera, 4G LTE Ready, 720 x 720 resolution, 330ppi, QWERTY keyboard &amp; touch screen, Up to 14.8 days* standby time (3G), 1080p HD video recording, Up to 13.5 hrs talk time (3G), BlackBerry 10 operating system</p> <p>■ 550.00\$ BASE PRICE</p> <p>ORDER</p>	<p><b>BlackBerry Q5</b></p>  <p>8GB Internal storage, 5MP Camera (Rear Facing), 4G LTE Ready, 720 x 720 resolution, 329ppi, QWERTY keyboard &amp; touch screen, Up to 14 days standby time (3G), 1080p HD video recording, Up to 12.5 hrs talk time (3G), BlackBerry 10 operating system</p> <p>■ 180.00\$ BASE PRICE</p> <p>ORDER</p>
<p><b>BlackBerry Z30</b></p>  <p>16GB Internal storage, 5" Touch display, 8MP Rear camera, 4G LTE Ready, 1280 x 720 resolution, at 295 ppi, 1080p HD video recording, BlackBerry® 10 operating system, MicroSD memory card, Up to 25 hours battery life</p> <p>■ 500.00\$ BASE PRICE</p> <p>ORDER</p>	<p><b>Mobile Internet Key - Huawei E3276 4G LTE</b></p>  <p>Ideal for small business users</p> <p>■ 150.00\$ BASE PRICE</p> <p>ORDER</p>	<p><b>Samsung Galaxy Rugby LTE</b></p>  <p>3.97" Display, Camera 5MP (rear), 1.3MP (front), 400x800 resolution, 8MB Internal memory, 1850mAh battery capacity</p> <p>■ 460.00\$ BASE PRICE</p> <p>ORDER</p>
<p><b>Samsung Rugby</b></p>  <p>1.3" Display, 3.0MP camera, 240x320 resolution, 3GP/MPEG4 Video player, 1300mAh battery capacity</p> <p>■ 240.00\$ BASE PRICE</p> <p>ORDER</p>	<p><b>Smart Hub - Huawei B882 4G LTE</b></p>  <p>Ideal for small business users</p> <p>■ 200.00\$ BASE PRICE</p> <p>ORDER</p>	<p><b>Smart Hub - Huawei B890 4G LTE</b></p>  <p>Ideal for small business users</p> <p>■ 300.00\$ BASE PRICE</p> <p>ORDER</p>

[GO TO CART](#)

*Authorized device models are subject to change. Please refer to the Web Portal for the most updated list of available choices.*



# PURCHASES – Accessories

*Administrators ONLY*

This section shows the **authorized accessories** that can be ordered.

Simply click on the “ORDER” button for each accessory you wish to purchase.

To **purchase the same accessory multiple times**, re-click on the “ORDER” button to add the quantity one at a time.

<p><b>Blackberry - Car charger</b></p>  <p>Provides unlimited talk and standby time in your car as phone battery charges Unique and stylish TELUS lens illuminates when plugged into your car's power socket Prevents overcharging by switching to trickle mode when battery is full</p> <p>■ 29.99\$</p> <p>ORDER</p>	<p><b>Blackberry - USB Cable</b></p>  <p>BB original ncab1052 (cable only)</p> <p>■ 12.99\$</p> <p>ORDER</p>
<p><b>Blackberry - Wall plug</b></p>  <p>BB original ntch1060 (no cable included). Small black cube with USB on the side.</p> <p>■ 19.99\$</p> <p>ORDER</p>	<p><b>Blackberry - Vertical leather holster – BLACK</b></p>  <p>Stylish leather pouch provides quick and easy access to you handheld Comes with a standard belt clip</p> <p>■ 29.99\$</p> <p>ORDER</p>

[GO TO CART](#)

*Authorized accessories are subject to change. Please refer to the Web Portal for the most updated list of available choices.*



# PURCHASES – Cart

*Administrators ONLY*

Once you've selected the items to purchase, your **Cart** will display the entire order, including the necessary SIM cards.

**Devices** are displayed one at a time, as each unit will require a transaction to identify the user.

**Accessories** are displayed once while showing the requested quantity.

To **change the quantity**, click the **"X"** to remove the accessory and then go back to *Purchases – Accessories* to re-add the desired quantity.

Remove	Item	Quantity	Price
	 Samsung Galaxy Rugby LTE	1 x	460.00\$CAD
	 Blackberry Curve	1 x	150.00\$CAD
	 Mobile Internet Key - Huawei E3276 4G LTE	1 x	150.00\$CAD
	SIM Card	3 x	30.00\$CAD
	 Blackberry - Car charger	1 x	29.99\$CAD
			819.99\$CAD
			<b>NEXT STEP</b>

Clicking on **NEXT STEP** will bring you to the **transactional forms** to be completed for each purchased devices. This is required to identify the user of each device.



# PURCHASES – Cart (Transactional forms)

*Administrators ONLY*



## TYPE OF REQUEST

- Transfer
- Replacement
- Activation

There are **3 possible transactions** for purchased devices :

- **Transfer**
- **Replacement**
- **Activation**

Simply select the desired option and fill out the required information for the **USER** who will be using the device.

## IMPORTANT NOTES :

If an order is made for a **Special Project**, it is mandatory to register each device with the **Project Manager Name**, followed by the **Project Name**.

Example :

- Patrick Lambert (Airport MTL-1), Patrick Lambert (Airport MTL-2), etc.
- David Morrison (Gouv. QC-1), David Morrison (Gouv. QC-2), etc.

# PURCHASES – **Cart** (TRANSFER - Transactional form)

*Administrators ONLY*

## TRANSFER

This is used to **Transfer** an existing mobile phone number and user profile **onto the newly purchased device**.

Simply select the **Transfer** option and fill out the required information for the **USER** who will be using the device.



**TYPE OF REQUEST**

- Transfer
- Replacement
- Activation

**User information**

First name

Last name

Employee number

Email

Mobile phone number

Service provider

SIM card number

If the user's previous device has been deactivated, use this section to return the old device in inventory.

### Return the deactivated device in inventory

Device Model

Serial number (DIME/ESN/DEC)

Please package the deactivated device securely and ship to:  
**MMS** (c/o Jessica Sanchez)  
4950, Queen Mary Road  
Suite 106  
Montreal, QC.  
H3W 1X3



# PURCHASES – Cart (REPLACEMENT - Transactional form)

*Administrators ONLY*

## REPLACEMENT

This is used to **Replace** an old device on an existing mobile phone number and user profile.

Simply select the **Replacement** option and fill out the required information for the **USER** who will be using the device.



**Samsung Galaxy Rugby LTE**

TYPE OF REQUEST

Transfer

**Replacement**

Activation

User information

\*First name

\*Last name

\*Employee number

\*Email

\*Mobile phone number

\*Service provider

\*SIM card number

If the user's previous device has been deactivated, use this section to return the old device in inventory.

Return the deactivated device in inventory

Device Model

Serial number (DIME/ESN/DEC)

Please package the deactivated device securely and ship to:  
**MMS** (c/o Jessica Sanchez)  
 4950, Queen Mary Road  
 Suite 106  
 Montreal, QC.  
 H3W 1X3

### ACTIVATION

This is used to **activate a new line** and **add a new user**.

Simply select the **Activation** option and fill out the required information for the **USER** who will be using the device.

Management of the number of lines within each account is essential. Therefore, if the selected Service Provider is Bell or Telus, the request will be sent for **authorisation to Alain Plante at Garda**. Once approval is received, the transaction will be completed.

(no approvals are required for Rogers)



**TYPE OF REQUEST**

- Transfer
- Replacement
- Activation

**User information**

\*First name

\*Last name

\*Employee number

\*Email

**New line**

\*Area Code

\*Service provider



# PURCHASES – Cart (Order Delivery)

*Administrators ONLY*

## DELIVERY

An order can be delivered to only **1 single address**.

If you need to have items delivered to different addresses, you need to **make an order for each delivery address**.

Please make sure to enter the name and information of the person who will be receiving the package.

### Delivery information for this order :

* Company	<input type="text" value="- Choose the company -"/>
* C/O	<input type="text"/>
* Address 1	<input type="text"/>
* Address 2	<input type="text"/>
* City	<input type="text"/>
* Province	<input type="text"/>
* Postal code	<input type="text"/>
* Telephone	<input type="text"/>
* Department	<input type="text"/>

SEND



# F.A.Q.

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Useful documents can be found in the **F.A.Q.** section.

Such as :

- Garda Corporate Policy
- Email Configuration for Blackberry (Active Sync)
- Office 365 for Blackberry OS10
- How to remove an iCloud account