

Nextel.com Registration

User Guide

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Nextel.com Registration User Guide

Registering online allows Nextel customers to gain authorized access to Nextel's suite of products and services, via both the Nextel.com website and your Nextel handset. Registration on Nextel.com is a quick and simple process.

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Registering with Nextel.com

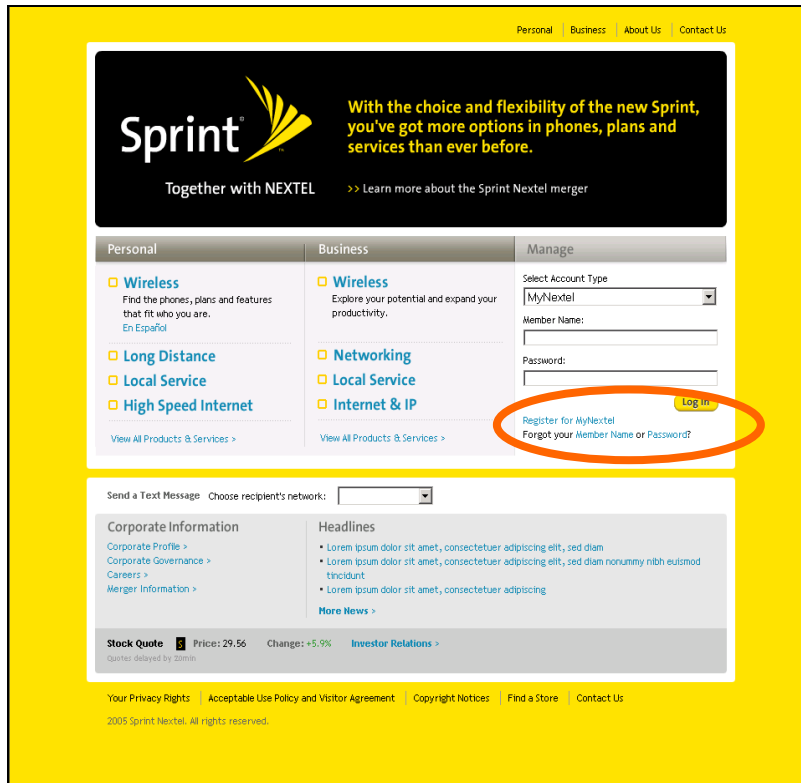
User Roles

MyNextel Registration enables you to register for one of three roles. Once you are registered, you can change roles, if necessary.

- **Nextel.com User** – Enables you to manage and maintain only the services and phones that you own.
- **Services Administrator** – Allows you to maintain services such as Address Book or Mobile Application Manager, as well as send updates to subscriber phones.
- **Account Administrator** – Allows you to do the following for subscribers: pay Nextel bills; purchase phones and rate plans; and order services, such as Mobile Email. Account Administrators can also perform the Service Administrator's duties.

Registering as a Nextel.com User

- 1 Open your Internet browser and go to www.nextel.com to display the Nextel.com home page.



- 2 Go to **Manage > Select Account Type**.
- 3 Click the drop-down list under **Select Account Type** and click **MyNextel**. The Register for MyNextel link displays.
- 4 Click **Register for MyNextel**. The Member Information page displays.
- 5 Complete the required Member Information section.
- 6 Complete the optional Phone Information section. Do either of the following:
 - If you do not have a Nextel phone, bypass this section and click **Continue**.
 - If you would like to register your Nextel phone, choose your phone model from the drop-down menu. Enter your Nextel phone number and your **IMEI** or **SIM ID**. If you are unsure of your IMEI or SIM ID, click either **How to find your SIM number** or **How to find your IMEI number** for more instructions on how to locate your information.

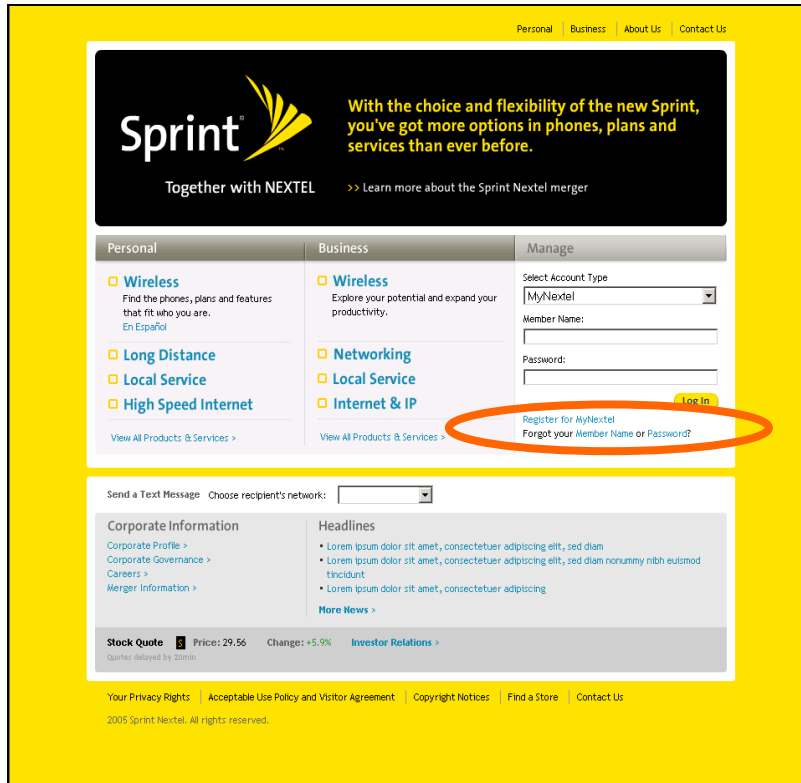
Note: If you have recently signed up for Nextel service, and have elected to port your cell phone number from another carrier to Nextel, please refer to the section on Wireless Local Number Portability (WLNP), below.
- 7 Bypass the optional Account Number section unless you would like to register as an Account Administrator or Services Administrator. If you need more information on user roles, please refer to the Registering as a Services Administrator or Registering as an Account Administrator section of this guide.
- 8 Complete the optional Customize Your Nextel.com Experience section by doing one of the following:
 - Entering your Zip Code
 - Choosing an Industry from the drop-down menu.
- 9 Click **Continue**. The Confirmation page displays. **Note:** After the Confirmation page displays, you will receive a confirmation email. Please follow the directions within the email to complete the registration process.

Registering as a Services Administrator

Services Administrators are able to maintain services such as MyNextel Address Book or Mobile Application Manager, as well as send updates to subscriber phones.

To Register as a Services Administrator:

- 1 Open your Internet browser and go to www.nextel.com to display the Nextel.com home page.



- 2 Go to **Manage > Select Account Type**.
- 3 Click the drop-down list under **Select Account Type** and click **MyNextel**. The Register for MyNextel link displays.
- 4 Click **Register for MyNextel**. Complete the required Member Information section.
- 5 Complete the optional Phone Information section. Do either of the following:
 - If you do not have a Nextel phone, bypass this section and click **Continue**.
 - If you would like to register your Nextel phone, choose your phone model from the drop-down menu. Enter your Nextel phone number and your **IMEI** or **SIM ID**. If you are unsure of your IMEI or SIM ID, click either **How to find your SIM number** or **How to find your IMEI number** for more instructions on how to locate your information.

Note: If you have recently signed up for Nextel service, and have elected to port your cell phone number from another carrier to Nextel, please refer to the section on Wireless Local Number Portability (WLNP), below.
- 6 Complete the Account Information section by entering your Account Number exactly as it appears on your bill.

Note: To register for the role of Services Administrator you must enter an account number.
- 7 Complete the optional Customize Your Nextel.com Experience section by doing one of the following:

- Entering your **Zip Code**
 - Choosing an **Industry** from the drop-down menu.
- 8 Click **Continue** to display the Additional Account Information page.
- 9 Click the **Services Administrator** button and complete the required fields.
- 10 Complete the Additional Account Information page by doing the following:
- Entering the ZIP code exactly as it appears on your bill.
 - Entering either:
 - Three phone numbers on the account **or**
 - The last balance on the account.

Note: This information can be found on your last statement.

- 11 Click **Continue** to display the Confirmation page. **Note:** After the Confirmation page displays, you will receive a confirmation email. Please follow the directions within the email to complete the registration process.

Registering as an Account Administrator

Account Administrators are able to manage for both themselves and Nextel subscribers, all Nextel phones and services within an account. Account Administrators can: purchase phones and rate plans; pay Nextel bills; and order services, such as Mobile Email. The Account Administrator can also perform the Service Administrator's duties. Registering as an Account Administrator is similar to the standard registration process.

To Register as an Account Administrator:

- 1 Open your Internet browser and go to www.nextel.com to display the Nextel.com home page.
- 2 Go to **Manage > Select Account Type**.
- 3 Click the drop-down list under **Select Account Type** and click **MyNextel**. The Register for MyNextel link displays.
- 4 Click **Register for MyNextel**. Complete the required Member Information section.
- 5 Complete the optional Phone Information section. Do either of the following:
 - If you do not have a Nextel phone, bypass this section and click **Continue**.
 - If you would like to register your Nextel phone, choose your phone model from the drop-down menu. Enter your Nextel phone number and your **IMEI** or **SIM ID**. If you are unsure of your IMEI or SIM ID, click either **How to find your SIM number** or **How to find your IMEI number** for more instructions on how to locate your information.

Note: If you have recently signed up for Nextel service, and have elected to port your cell phone number from another carrier over to Nextel, please refer to the section on Wireless Local Number Portability (WLNP), below.
- 6 Complete the Account Information section by entering your Account Number exactly as it appears on your bill.
Note: If you later decide to also register for the role of Services Administrator, you must enter an account number.
- 7 Complete the Additional Account Information page by doing one of the following:
 - Entering three phone numbers on the account
 - Entering the last balance on the account.This information can be found on your last statement.
- 8 Complete the optional Customize Your Nextel.com Experience section by doing one of the following:
 - Entering your **Zip Code**
 - Choosing an **Industry** from the drop-down menu.
- 9 Click **Continue** to display the Additional Account Information page.
- 10 Click the **Account Administrator** button and complete the required fields.
- 11 Complete the Additional Account Information page by doing the following:
 - Entering the **ZIP** code exactly as it appears on your bill
 - Following the prompts to enter the following: Account Passcode, Social Security Number, PTNs or SIM/IMEI.
- 12 Enter the required information, and click **Continue**. The Confirmation page displays. **Note:** After the Confirmation page displays, you will receive a confirmation email. Please follow directions within the email to complete the registration process.

Wireless Local Number Portability (WLNP)

WLNP enables mobile phone users to “port” their existing cell phone numbers between wireless carriers. When a user requests an existing number to be ported over to Nextel service from a different carrier, the process may take several hours to several days. The user will be assigned a “Temporary” Personal Telephone Number (PTN) until the port-in process of the “Requested” or “Permanent” PTN is complete. It is best practice to use your “Requested/Permanent” PTN when registering on Nextel.com. If you choose to register your “Temp” PTN, there are several impacts to consider:

Your “Requested” PTN will be registered and displayed as your phone number and NOT your “Temporary” PTN. At the end of the registration process, you will receive a confirmation page describing the status of your “Port-in” request.

If you are registering a temporary number while your permanent number is being transferred to a Nextel account, a validation occurs to determine whether the permanent number is a valid number. If successful, you will receive a confirmation notice.

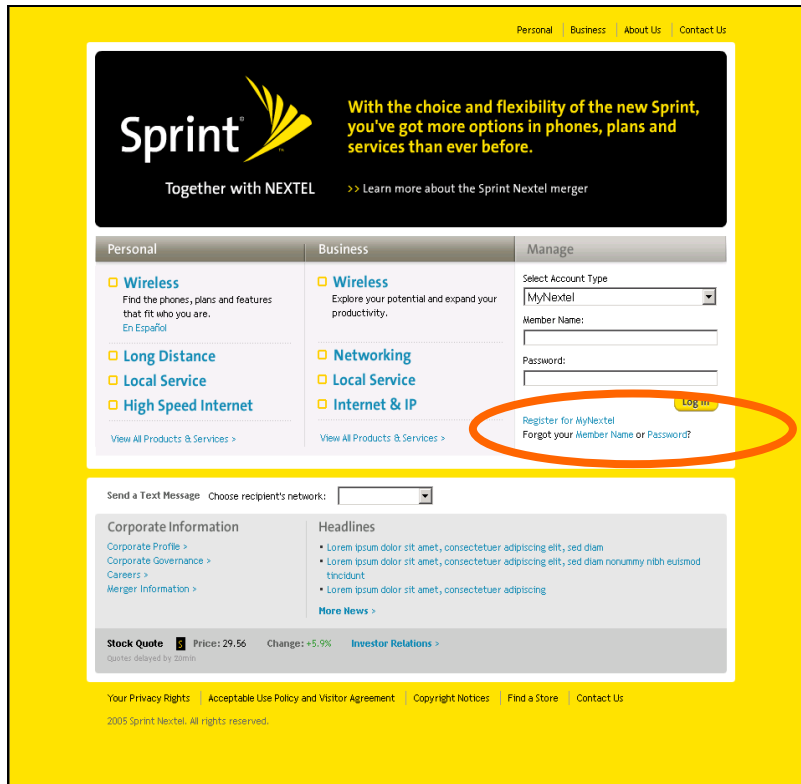
If however, your permanent number is invalid, your temporary number will be registered and displayed as your number of record.

Forgot Your Member Name or Password?

Requesting Your Member Name

If you forget your member name, you can request that it be sent to your email address on record with Nextel.com.

- 1 Open your Internet browser and go to www.nextel.com to display the Nextel.com home page.



- 2 Go to **Manage > Select Account Type**.
- 3 Click the drop-down list under **Select Account Type** and click **MyNextel**. The **Forgot Member Name or Password?** link displays.
- 4 Click **Member Name**. The **Forgot Member Name or Password?** page displays.
- 5 Enter your **Email Address**, and click **Continue**.

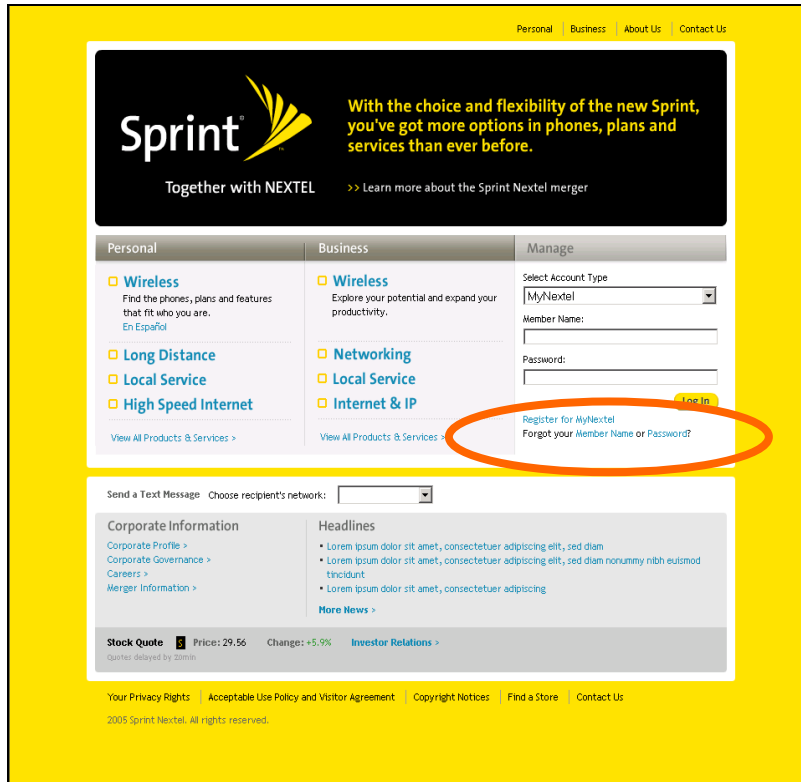
A confirmation page displays, informing you that an email has been sent to the specified email address. The email will contain any Member Name(s) associated with that email address.

- 6 When you receive the email, you can return to Nextel.com and log in.

Resetting Your Password

If you forget your password, you can reset it using your user name and email address.

- 1 Open your Internet browser and go to www.nextel.com to display the Nextel.com home page.



- 2 Go to **Manage > Select Account Type**.
- 3 Click the drop-down list under **Select Account Type** and click **MyNextel**. The **Forgot Member Name or Password?** link displays.
- 4 Click **Password**. The **Forgot Member Name or Password?** page displays.
- 5 Enter your **Member Name** and **Email Address**, and click **Continue**. A confirmation page displays, informing you that an email has been sent to the specified email address.
- 6 When you receive the password reset email, click the link in the email to display the Enter New Password page.
- 7 Enter your new password in the **New Password** field, and repeat in the **Re-enter Password** field. Click **Submit**. The Password Reset confirmation page displays.