

MTAP Activations – FAQs

Q: Can survivors activate their own device?

A: No. For the survivor's safety and confidentiality, only authorized advocates can submit activation requests.

Q: The phone is showing an error – what do I do?

A: Power the device off, wait 10 seconds, and power the device back on. If this does not fix the error, please email Katie at kshorr@roundroom.com

Q: I forgot our organization password – what do I do?

A: An authorized advocate can email Katie at kshorr@roundroom.com to get the password.

Q: What is a PIN?

A: This is a four-digit number used as a passcode for the Verizon account. The activation team will assign this passcode. It is imperative that you instruct the survivor to NOT change the PIN during the 4-month service period. When the 4-month service period is complete, email Katie at kshorr@roundroom.com to receive the PIN.

Q: What happens at the end of the four months of prepaid service provided by More Than a Phone?

A: The device is the survivor's to keep! If the survivor does not continue paying for prepaid service, the device can be used on Wi-Fi. If the survivor would like to continue service, they may sign up with Verizon or another cellular provider. Info on Verizon's pricing can be found at your local TCC Verizon store or <https://mtap.one/TCCVerizonPlans>.

Q: How long does it take to complete an activation?

A: As a rule, we advise it will take 24–48 hours for an activation to be complete, however we make every effort to complete the activation the same business day. The activation team's hours are: Monday – Friday , 9:00 am – 6:00 pm (EST). If you have a survivor in crisis and you need an immediate turn around, please email Katie at kshorr@roundroom.com

Q: We have a new advocate on our team or a previously authorized advocate is no longer on our team – what should we do?

A: Ask your program's main contact to email Katie at kshorr@roundroom.com to update this info. Advocates are verified for each activation request.

MTAP Activations – FAQs (Continued)

Q: When I click the “Submit Form” button, nothing happens – what do I do?

A: Double check that each field on the form is filled out. If you cannot find the bag number, you will need to put “N/A” in the Bag # field. If you are using the bag number process, you will need to put “N/A” in the SIM number and IMEI number fields. If you need additional assistance, email Katie at kshorr@roundroom.com

Q: A phone we have given to a survivor was lost or stolen – what do I do?

A: We highly suggest you instruct the survivor to not change the PIN number associated with the device until the 4-month service period has ended. As soon as you discover the phone has been lost or stolen, email morethanaphone@tccgives.com with the subject “LOST/STOLEN DEVICE”. The body of the email should include the phone number associated with the lost/stolen device.

****Note:** When a phone is lost/stolen, we are unable to recoup the money that was originally placed on the device for the 4-month prepaid service provided by More Than a Phone. Once a phone is reported as lost/stolen, it will not be able to be activated in the system again.

Q: I activated a device and the survivor no longer needs it/did not pick it up – what do I do?

A: Email morethanaphone@tccrocks.com with the subject “CANCEL ACTIVATION”. The email needs to include the phone number assigned to the device and the date of activation.

Q: How do I open the device to insert the SIM card?

A: Every device is different. If the back doesn’t slide off, look for a small button and press it with a paperclip to release the cover. You can also search online for instructions for the specific device.

Q: The SIM card does not fit into the phone – what do I do?

A: Be sure you have completely removed the plastic around the SIM card. The original packaging is the size of a credit card, but the actual SIM card is about the size of a quarter.