

# Activation Step-by-Step Guide

This guide will walk you through activating a survivor's prepaid device successfully with the help of the More Than a Phone Activation Team.

1

Fill out the online activation form:  
<https://mtap.one/ActivationRequest>

To complete this form, you will need your organization's **password** and the **bag number**.

2

Once you've completely filled out the form, click "**Submit Form.**"

Your form will be sent to our More Than a Phone Activation Team. They will use the information you provided to activate the phone. **You will receive a confirmation email in 24 – 48 hours (usually sooner) when the phone is activated and ready for use.**

3

Turn the device on; Go to Wi-Fi Settings; Connect the device to Wi-Fi (keep the phone powered on and connected to Wi-Fi through next steps).

**Before giving the smartphone to the survivor, restart the device.**

4

**Write the phone number and activation date on the booklet that will go to the survivor.**

There is a space on the front cover to write this information. The confirmation email will contain the device's mobile telephone number (MTN).

*\*More Than a Phone device activations can only be completed by staff who are authorized activation advocates at your organization.*

## Activation Information

- **Organization Password:** This password was created on the initial intake form filled out by your organization. You can ask the head of your organization for this password if you do not know it.
- **Bag Number:** This number is located on a sticker on the phone box. *Example: 25-2-13.*
  - If the Bag Number is not available, you will need to enter the SIM card and IMEI/ESN numbers.
- **SIM Card Number:** This is found on the sticker on the bottom of the phone box.
- **IMEI/ESN Number:** This is found on the sticker on the bottom of the phone box.
  - If it's not on the box, please follow these steps to obtain it:
    - Power on the device.
    - Tap "Skip" to bypass the set-up questions. It may ask you to set up an account.
    - Tap "No," then continue to skip.
    - When you reach the home screen, pull down the screen from the top to find the settings icon. This will look like a wheel. Connect to your Wi-Fi network.
    - Once connected to Wi-Fi, click the settings wheel again. Click "About Device," then click "Status."
    - This is where the IMEI/ESN number will be located.

After the four months of prepaid service ends, if the survivor wishes to continue service, they need to visit a TCC Verizon store. Find a local store at <https://mtap.one/TCCLocations>. If the survivor chooses not to continue prepaid service, the device will still work when connected to Wi-Fi.

We are happy to have the opportunity to partner with you! If you have any questions, do not hesitate to reach out to Katie at [kshorr@roundroom.com](mailto:kshorr@roundroom.com)