

Student Device Activation Instructions

1. Plug the device into a power outlet using the device charger
2. Turn on the device and make sure the device has a strong signal by checking for bars next to the LTE area of the screen
3. Let the device sit for 30-60 minutes to ensure any updates have been completed
4. Turn the device off and then back on. Once powered on, attempt to connect to the internet
5. If the above 4 steps do not work, Dial 1-800-922-0204 for Verizon Technical Support
6. When the automated system asks for a phone number, dial the phone number provided by your school
7. If asked for an account password or PIN, press 0 then # (Please note you may have to perform this action multiple times)
8. Once connected with a specialist ask if they are with the BGCO (Business/Government Support). If not, ask to be transferred to the BGCO (Business/Government Support)
9. Once connected with a BGCO Support Representative, provide the IMEI of your device. This will confirm the representative is troubleshooting the correct device
 - a. To find your IMEI number of your device, remove the battery cover and the battery
 - b. Look for a sticker with several barcodes
 - c. Locate the IMEI and read off the 15-digit number (Usually starts with 35)