

## Frequently Asked Questions

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### Introduction

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This FAQ discusses the Good License Portal, which allows you to quickly and effectively track the status of wireless plans for Good for Enterprise.

### General FAQs

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#### **Q: What is the Good License Portal?**

**A:** The Good License Portal (GLP) is a part of the Good Online Portal which allows you to efficiently track which of your lines are authorized to use Good For Enterprise.

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#### **Q: Why do I need to use the GLP?**

**A:** The GLP is where you can see the entitlement status of your deployment's lines. From the Summary page you can quickly see which of your lines have a carrier approved Wireless Plan for use of Good's services. The Good License Portal provides notifications, issue summaries and extensive help information.

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#### **Q: Who at my company should use the GLP?**

**A:** The Good License Portal is to be used by the person/s at your company who manages wireless plans. This could be a Procurement agent, a Purchasing manager, or an IT administrator.

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#### **Q: Can more than one person at my company use the GLP?**

**A:** Yes. Anyone who has been assigned GLP access can use the GLP. When multiple people from a company share unrestricted use of the GLP, they should coordinate activities. This is also recommended to avoid multiple users making changes at the same time within the GLP.

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**Q: How do I assign GLP access to someone else?**

**A:** Within your Good Online Portal account (GOP) you have the ability to grant access to others. You can access this functionality by logging into the Good Online Portal and selecting "Manage Account" under the "My Account" link in the left hand navigation. Under the "User Profiles" section select "Manage Users". From there you can select the specific user you wish to grant access to by clicking on their email address and then assigning access rights for them. Please note that you must be listed in the Manage Users page as having "Company and User Profiles" level access to perform this task.

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**Q: How do I get GLP access assigned to me?**

**A:** Contact the person at your company who has "Company and User Profiles" level access to your GOP as discussed above. If you have this access, you have the ability to assign access rights to yourself and others within the Good Online Portal.

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**Q: What is a 3rd Party Company (Guest) User?**

**A:** As a Good customer, you have the option to invite another organization (a 3<sup>rd</sup> Party Company "Guest") to provide administrative services for your account in the Good Online Portal (GOP). A 3<sup>rd</sup> Party Company is able to perform activities within your account through this relationship, depending upon the level of access you have given them, including:

- Monitoring individual lines for connection and wireless plan status
- Creating user groups and adding/removing users and lines from groups

You can also become a Guest for other Good customers (Customer Companies) to provide GOP administrative services for them. More information on 3<sup>rd</sup> Parties, and how to work with or become one, can be found here:

[http://www.good.com/media/pdf/documentation5/3rd\\_Party\\_Guest\\_Companies\\_in\\_the\\_Good\\_Online\\_Portal.pdf](http://www.good.com/media/pdf/documentation5/3rd_Party_Guest_Companies_in_the_Good_Online_Portal.pdf)

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**Q: How can other people access my company's Good License Portal?**

**A:** Good Online Portal users in your company, who have access to the "Company and User Profiles" section, can give others access to various features in the portal. This access would include but not be limited to Good License Portal, Good License Portal restricted and/or Good Monitoring Portal. You are able to invite people into your deployment from your company or outside parties. They can be invited and assigned access rights in the "Invite Users" section on your Manage Account page.

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**Q: Why are there so many handhelds in my deployment?**

**A:** It is possible that unused or disabled handhelds have not been removed from your Good Messaging Server. For information on how to remove unused handhelds, please see the following section of the Good Admin Guide: [http://customerportal.good.com/documentation/GMM\\_Admin\\_Exchange/Stoli%20Exchange%20Admin%20HTML-07-07.html](http://customerportal.good.com/documentation/GMM_Admin_Exchange/Stoli%20Exchange%20Admin%20HTML-07-07.html)

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**Q: What is Handheld Status?**

**A:** In the Good License Portal, handhelds are categorized according to their licensing status. Certain carriers require a specific wireless plan be used in conjunction with Good For Enterprise. The Handheld Status screen provides you with information on whether each handheld is correctly setup with your wireless carrier to receive service. The statuses are:

- Authorized-Active: All Good products used by the handheld will receive service.
- Authorized-At Risk: At least one Good product used by the handheld is covered by a wireless plan that is due to expire soon.
- Unauthorized: At least one Good product used by the handheld is not covered by a wireless plan that allows service to be delivered.
- Unknown: Status of wireless plan is undetermined or cannot be validated.

Note: All handhelds require a Client Access License (CAL) to comply with our terms and conditions. CAL purchases are not reflected in the Good License Portal at this time and are separate from the wireless plan provided by your carrier.

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## Requirements for Entitlement

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**Q: How do I know which handhelds require a specific carrier wireless plan?**

**A:** From the Summary page within the GLP you can click on the number of unauthorized lines to see the users missing a specific wireless plan required by their carrier.

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**Q: How do I get a handheld authorized?**

**A:** If a handheld is showing as unauthorized, you may need to contact your carrier to get the user on a specific Carrier Wireless Plan. For specific contact information by carrier click on “Ask handheld users to get a Carrier Wireless Plan” on the GLP Summary Screen. If your carrier is not listed there, contact Good Customer Care at CustomerCare@good.com or 1-866-7-BE-GOOD.

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**Q: What should I do if I believe a user has an authorized Carrier Wireless Plan?**

**A:** If you believe you have the appropriate Carrier Wireless Plan from your carrier, check the data plan portion on your statement as there may be a reference to a ‘Good’ wireless plan. If not, please contact your carrier. Your carrier can also assist you in checking if you have the Carrier Wireless Plan they require for use of Good For Enterprise.

If you see a ‘Good’ wireless plan on your bill, please send an e-mail to CustomerCare@good.com. A Good Customer Care representative will contact you. Please be prepared to provide a copy of your statement so we can assist you in working with the carrier.

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## GLP Use

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**Q: How often is data updated? Why don't I see my changes in the GLP right away after I submit them?**

**A:** Updates to deployment data are synchronized in the Portal every 10 minutes. When you submit data changes, you'll notice a confirmation message highlighted in yellow indicating a data sync is in progress. You may have to refresh your screen in order to see your changes once the sync is complete.

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**Q: What happens to my GLP handheld groups when handhelds are re-provisioned? Will I need to recreate those groups?**

**A:** Group assignments for handhelds remain persistent within a deployment. If a handheld is re-provisioned it is successfully re-assigned to the group.

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## Good Wireless Fees and Plans

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**Q: Can Good help me work with the carriers to convert my users to the appropriate Carrier Wireless Plans?**

**A:** The carriers require direct contact from you to change a Carrier Wireless Plan. Good Technology Customer Care can arrange a three-way conference call between you, the carrier and Care. We will use this call to provide the information necessary for the conversion.

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## Carrier Wireless Plan and Contact Information

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**Q: Who can I contact at my Carrier to get on the appropriate Carrier Wireless Plan?**

**A:** To contact your Carrier about Carrier Wireless Plans, please visit <https://www.good.com/cerebus/help/gdpHelp/gdpTool.html> and select your Carrier from the list there.

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**Did not find an answer to your question?**

Contact Customer Care at [customer care@good.com](mailto:customer care@good.com)