Policy Statement

It is suggested that before purchasing a PDA/SmartPhone device for use in the Business School workplace, users should contact Information Services for general advice and assistance. Support PDA/SmartPhone devices is limited to Verizon and Cingular devices using GoodLink Software via an Emory Exchange email account.

What is required?

1. A PDA/SmartPhone phone (Be sure to purchase a device from Verizon Wireless or Cingular which can use GoodLink software)
2. A voice plan (Monthly service from your service provider)
3. The Goodlink Data Plan (Monthly service from your service provider which delivers e-mail and other data to your SmartPhone)
4. A Goodlink Perpetual License (Emory AAIT / GoodLink user fee -- ONE TIME CHARGE)

What is my expected cost?

<table>
<thead>
<tr>
<th>Required Plans</th>
<th>Pricing</th>
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<tbody>
<tr>
<td>Cell phone and Voice Plan</td>
<td>This varies depending on the minutes you request.</td>
</tr>
<tr>
<td>GoodLink Unlimited data plan</td>
<td>This adds approximately ~$49/month to your cell phone bill.</td>
</tr>
<tr>
<td>GoodLink Perpetual License</td>
<td>$99 one time fee</td>
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<tr>
<td>AAIT GoodLink annual maintenance fee</td>
<td>&lt;$30/annually This replaces what was the annual $300 maintenance fee Goodlink originally charged.</td>
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Getting Started

1. Get an Exchange account on the Emory Exchange server if you do not already have one. Contact Information Services for assistance in requesting an Emory Exchange email account.
2. Purchase your phone, voice and data plan.

Emory has negotiated special rates and discounts for Emory students and staff. Please click here to be directed to the Verizonwireless discount website or visit the Verizon kiosk in the 2nd floor of the DUC and speak to a Verizonwireless representative.

Kiosk hours are Monday - Friday (10 AM - 3 PM).

**EMORY OWNED PHONE**
Contact the Office of Finance and Administration (Joanna Green) and request for the following:

a. Service provider of your choice: Verizon or Cingular.
b. PDA/SmartPhone of your choice.
c. GoodLink unlimited data plan.
d. Voice plan of your choice.

**PERSONAL PHONE**
Emory has discount contract arrangements with Verizon.
a. Contact either Emory Verizon representative or Cingular Representative

**Emory Verizon Representative**
Verizon Kiosk in the Dobbs University Center. The Kiosk is staffed by Amy-Katherine Gray, (678)371-0385. Emory Faculty and Staff receive 20% off the regular price.

**Emory Cingular Representative**
Lynn Tweedell
[lynn.tweedell@cingular.com](mailto:lynn.tweedell@cingular.com)
706-540-5308
706-355-7040 (fax)
OR
Go to Cingular website at http://www.cingular.com

b. Purchase your PDA/SmartPhone.
c. Select GoodLink unlimited data plan.
d. Select a voice plan.

3. Send an email to [goodlink@emory.edu](mailto:goodlink@emory.edu) to request new user setup.
Each user request must contain:
- User Name
- Department
- User's Office Phone Number
- User's Cell Phone Number
- User's Cell Phone Carrier
- FAS Account Number
- Person required for FAS approval
- Contact person for billing (if different from GoodLink User)
Emory AAIT will setup the GoodLink account. You will be notified via an e-mail to your Exchange inbox when the account is setup. The e-mail contains instruction on how to install GoodLink software onto your PDA/SmartPhone.

4. Activate your phone with your service provider and follow the instruction from the e-mail to complete the GoodLink software installation.

**Support**

If you are having problems with your cell phone service or hardware, please contact your Verizon or Cingular representative.

If you are having problems receiving data on your PDA/SmartPhone device please contact Information Services and we will contact the Emory HelpDesk on your behalf.

AAIT only supports the line of phones using GoodLink software

Other difficulties such as setup, training, vendor software installation, signal strength are not supported and should be directed to the individual vendor where you purchased the product.