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How do I initiate an Extended Service Request?

These steps are performed by the requestor from the primary database. To extend telematics services to a target database, do the following. Remember, you must have the **SecurityEditDeviceShare** to extend your telematics services to another database. If you do not have this security clearance, and would like to extend services, please contact your Administrator.

1. From the Fleet Management Application navigation menu, click **Vehicles**.

2. Select a vehicle from the list, or search by name or device serial number.

3. Alternatively, use the **Select individual** option from the dropdown menu to select multiple vehicles, then click the **Edit selected devices** button.

4. On the **Vehicle Edit** page, click the **Extended Services** tab. If you selected multiple vehicles, do the same from the **Vehicle Edit Multiple Devices** page.

5. Under the **Extended Services** tab, click the **Add another service** button.

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6. Enter the name of the target database under **Database**. The Rate Plan associated with the device is selected by default. If necessary, select another **Plan** from the dropdown menu.

7. If desired, repeat step 4 to add more databases.

8. When you are finished adding services, click the **Save** button on the top menu, or the checkbox under **Action** to send your request to the target database.

9. After saving, a notification displays at the top of the page confirming the request was successfully sent to the target database. The notification remains on the page until it is dismissed by clicking the **X** symbol.

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10. The **Service Status** under the **Extended services** tab changes from **New** to **Pending**. The service remains on the page until it is dismissed by clicking the **X** symbol.

11. The recipient of the target database can choose to accept or reject the request. If the request is accepted, the **Service Status** changes from **Pending** to **Active**, and billing associated with the selected Rate Plan, begins. If the service is rejected, the **Service Status** changes from **Pending** to **Rejected**, and no billing begins.

Related Topics:
How do I cancel an Extended Service Request?
How do I accept an Extended Services request?
How do I reject an Extended Services request?
How do I remove a device from Extended Services?
How do I terminate Extended Services?

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