



Mobile Phone and Mobile Network Device Policy

| | | |
|---|--|----------------------|
| Policy number and category | CG12 | Corporate Governance |
| Version number and date | 5 | June 2021 |
| Ratifying committee or executive director | Clinical Governance Committee | |
| Date ratified | July 2021 | |
| Next anticipated review | July 2024 | |
| Executive director | Executive Director of Finance | |
| Policy lead | ICT Technical Specialist | |
| Policy author (if different from above) | | |
| Exec Sign off Signature (electronic) |  | |
| Disclosable under Freedom of Information Act 2000 | Yes | |

Policy context

- For the use of mobile phones / Mobile network devices for all staff within the Trust or personal devices while on Trust premises or business

Policy requirement (see Section 2)

- Use of works mobile phones/ devices & conditions of use.
- Use of personal mobile phones.
- Legislation covering the use of mobile phones whilst driving.
- Staff Liabilities for mobile phone use.

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1: Introduction

Rationale (why):

Mobile phones and mobile network devices have brought about considerable changes in the ways in which people communicate with each other. Whilst there are undoubtedly benefits brought about by these technologies, there are also risks and problems associated with their use in work and healthcare settings.

The reason for this policy is to ensure that the use of mobile phones and other mobile network devices are used appropriately supporting the aims of the Trust and does not compromise service user confidentiality or effectiveness of Trust.

Scope (when, where and who):

This policy relates to all staff at all occasions for all mobile network devices, including personal devices, when they are at work (including on call responsibilities) Whilst reference within this policy is to 'mobile phones', this should be recognised to include other mobile network devices, including Tablet, smartphones, PDA's and digital recorders. The Trusts' main mobile service provider is EE.

Principles (beliefs):

Mobile phones should never be used in ways which prejudice the service provided to service users. The Trust will support the use of mobile phones by staff where this supports its role as an employer (e.g. health and safety) or may provide a number of benefits to users and staff for use during work. Inappropriate use of mobile phones or devices can include infringement of patient and staff rights, dignity and confidentiality.

2: The Policy

Staff should be offered a Trust mobile phone where this is required to support their duties or support their safety, see criteria for issue of devices in Section 3. All requests for mobile phones will be supported by the appropriate ICT request form, which will be authorised by the budget holder and only where the criteria below has been applied and justified.

Staff must **NOT** use mobile phones or mobile device whilst driving.

Staffs Own Personal mobile phones/ devices must never be used to take pictures/ recordings of any person or activity at work as this constitutes a breach of confidentiality and privacy leading to possible professional misconduct hearings.

3: The Procedure:

3.1 Criteria for the Issue of Mobile Telephones

The allocation of mobile phone should be kept to a minimum and only allocated on the basis of assessed business need. The following criteria will be used for the allocation of a mobile phone:

3.1.1 Where a Manager feels that for efficient communication with team members a mobile phone would be required.

3.1.2 Where it is deemed that the use of a mobile phone is required for the performance of duties e.g. on-call.

3.1.3 Clinical staff that are required to have a secure digital diary.

3.2 Issuing of Mobile Phones

- 3.2.1 The elected mobile phones provider for the Trust is currently EE. All mobile phones issued by BSMHFT will be connected to the EE Network, unless specifically agreed by The ICT Technical Specialist Telecommunications or Head of ICT.
- 3.2.2 The make and model of mobile phone will be selected by the ICT Technical Specialist Telecommunications or Head of ICT to fit the needs of the user and options not driven by business need, will not be considered.
- 3.2.3 Picture messaging (MMS) will be barred on all Trust mobile phones.
- 3.2.4 All mobile phones will be requested by the appropriate Budget Holder via the ICT Department, using the approved "ICT Request Form", see Appendix 5.
- 3.2.5 All mobile phones will be ordered by the ICT Department.
- 3.2.6 All mobile phones will be configured to restrict their operation to the United Kingdom only, excluding premium rate services. Except in the case of 3.2.7
- 3.2.7 International Roaming on BSMHFT mobile phones is controlled by the ICT Technical Specialist Telecommunications or Head of ICT and will only be authorised via written request from the appropriate Budget holder. International Roaming is provided on a single trip basis and for the specific duration required after which the facility will be disabled. A minimum of 5 working days' notice applies to all requests for International Roaming.
- 3.2.8 The cost and use of all mobile phones will also be monitored by the ICT and unusual or exceptional activity reported to the respective budget holder for further investigation.
- 3.2.9 Where appropriate, non standard Trust mobile phones may be provided for staff with specific requirements. This facility is accessed on an individual basis to ensure that the most suitable solution is provided for the user. Where this service is required, ICT should be contacted.

3.3 Conditions of use

- 3.3.1 As a member of The Birmingham and Solihull Mental Health NHS Foundation Trust, taking receipt of a BSMHFT Mobile Telephone confirms that you fully accept the Conditions of Use and the Birmingham and Solihull Mental Health NHS Trust's Mobile Phone Policy.
- 3.3.2 Mobile phones that are made available to staff in the course of their duties are intended primarily for BSMHFT business use only. If however, the telephone is used for personal calls, they must be paid for. Details of how to pay for personal calls can be found in Appendix 5.
- 3.3.3 The Mobile Phone and accessories remains at all times the property of BSMHFT. Trust mobile telephones can only be issued to or held by employees of Birmingham and Solihull Mental Health Foundation Trust. Should a user cease to be employed by the Trust at any point then the Mobile Phone must be returned to the Budget

Holder/line Manager and if it is no longer required, immediately to the ICT Department. It will not be permissible to transfer the mobile number to private ownership.

- 3.3.4 Any personal information added on to your corporate device is at your own risk. It is the user's responsibility to remove any personal data.
- 3.3.5 Trust mobile devices are provided with a monthly data allowance of 1GB. This agreed allowance forms part of BSMHFT's contract with the provider. The amount of UK data has been set higher than any foreseen business need. It is very unlikely that a user would exceed this allowance. However, in some circumstances this allowance can be exceeded, for example, streaming video to the device or tethering to another device to provide internet connectivity to that device. This has the potential to attract additional charges. ICT monitor data usage and mobile phones that exceed the Trusts monthly limit are reported to budget holder and recharged the appropriate amount, mobile phones that exceed the allowance may be moved to a more appropriate tariff with additional costs to the service or have data services removed.
- 3.3.6 Internet and E-mail access via a mobile phone is subject to the same policies as a Trust desktop (ICT policy).
- 3.3.7 Only applications approved by the Trust should be downloaded to mobile phones.
- 3.3.8 Staff should change the default mobile phone password. Instructions on how to change a password can be found in appendix 6
- 3.3.9 Breach of the policy could result in a staff's work mobile phone being withdrawn.
- 3.3.10 In the event of a mobile phone user's actions amount to an abuse of the mobile phone policy this will be treated as misconduct. Please refer to the Trusts Disciplinary policy.
- 3.3.11 Staff taking their work mobile phone out of the UK must have written agreement from their line manager. The Line manager / budget holder will need to inform ICT and approve the activation of international voice and if required Data Roaming with an international data package and associated costs. ICT will need the following information.
User name, Trust Mobile Number, dates the device requires international roaming and destination (as different regions have different data package costs)

3.4 Use of Personal Phones for Personal Use:

Where individuals wish to carry and use their own mobile phone for personal use whilst on BSMHFT property, in areas where this is allowed:

- 3.4.1 Staff must ensure that the phone is only used during break periods or in emergency situations (e.g. child care) and that the phone does not disrupt performance of their duties or of any other member of staff
- 3.4.2 Staff should take steps to ensure that their phone cannot be misappropriated or misused and that their personal number is not issued to any service user.

- 3.4.3 Any personal mobile phones that are brought onto Trust premises are the responsibility of the individual. The Trust is not responsible for any loss or damage which may result from doing so.
- 3.4.4 Personal phones cameras must never be used.
- 3.4.5 Personal mobile phones are prohibited in specific clinical areas.
- 3.4.6 Staff should not disclose Personal mobile telephone numbers to service users in order to maintain appropriate boundaries.
- 3.4.7 Staff are responsible for the use and security of devices issued to them.

3.5 Lost or Stolen Trust Mobile Telephones

- 3.5.1 If a Trust mobile phone is lost or stolen, the loss must be reported immediately to the ICT service desk between the hours of 7am to 7pm Monday to Friday. Outside of these hours to the EE Helpdesk and the mobile phone suspended from use.

The loss of the mobile phone must then be reported to the Police and a Crime Reference Number obtained in order to get the mobile phone replaced. If reported to EE the ICT Department must, at the next convenient opportunity, be informed of the loss. (See appendix 7 for contact details)

- 3.5.2 The request for a replacement mobile phone may be made by the budget holder using the appropriate form, which is available on the Trust Intranet, see Appendix 4. The cost of replacing the mobile phone will be met by the Budget Holder.
- 3.5.3 Where a mobile phone has been recovered after being suspended, the user must contact the ICT Department where an approved member of the support team will have the service reinstated.

4: Responsibilities

| Post(s) | Responsibilities | Ref |
|-----------|---|------------|
| All Staff | Adhere to the mobile phone conditions of use | 3.3 |
| | Mobile phones must not use whilst driving, | Appendix 3 |
| | Should respect the privacy and dignity of other staff and service users and ensure that any phone is not used in a way which infringes rules of confidentiality, privacy, respect and dignity | |
| | Should follow local arrangements in relation to areas where mobile phones are not permitted | |
| | Although BSMHFT does not in any way encourage the use of Trust mobile phones to make private calls, it is recognised that due to certain circumstances, it is occasionally | 3.3.1 |

| | | |
|--|---|--------------------|
| | necessary to make private calls on the BSMHFT mobile phone. These occasions must be kept to a minimum and all private calls or SMS messages must be identified and paid for. Mobile phones will be subject to audit and those staff not reimbursing the Trust may have the mobile phone withdrawn and the member of staff may be subject to disciplinary action, see Appendix 6. | |
| | Imaging capabilities such as, cameras, video recording etc., on your Trust mobile handsets should follow the Trust guide lines on camera usage | |
| | Text messaging should be used with extreme caution when dealing with clinical issues because of the potential for misunderstanding. A note should always be made in the service user care record in relation to any text communication which clearly indicate the content and the fact that it was sent by BSMHFT. Documented informed consent would be needed from the service user to use text messaging as a means of contact. | |
| | Devices capable of downloading data should not be used to download/ stream video or audio files from the Internet, unless agreed by the ICT Technical specialist telecommunications or Head of ICT | |
| | Were available staff should connect mobile phones to a wifi network to reduce mobile data usage | |
| | Devices with a data allowance should not be used to connect personal devices to the Internet. | |
| | Staff should monitor the data download allowance and were possible remain within the Trust limit of 1GB per month. | 3.3.4 |
| | Staff must not take a BSMHFT mobile device abroad without written permission from the appropriate service director. | |
| | If a Trust mobile phone is lost or stolen, the loss must be reported immediately to the ICT service desk between the hours of 7am to 7pm | Section 3.5 |

| | | |
|--------------------------------------|---|--|
| | Monday to Friday. Outside of these hours to the EE Helpdesk and the mobile phone suspended from use. | |
| ICT | Monitor mobile phone use and report excessive usage to the user and line manager. | |
| | Monitor Mobile data use and where a user has exceeded the Trusts monthly data use allowance (1GB) make the user and Line manager aware and recharge the appropriate costs to the correct budget holder or move the user mobile device to a more appropriate tariff. | |
| Budget Holders/ Line Managers | To update ICT with mobile phone user details when a device user changes (ICT Change of details form) | |
| | Unused mobile phones should be returned to ICT. See appendix 8 | |

5: Development and Consultation process consisting of:

| Consultation summary | | |
|--|--|---------------------------|
| Date policy issued for consultation | | |
| Number of versions produced for consultation | | |
| Committees / meetings where policy formally discussed | Date(s) | |
| ICT Managers Meeting | Bi-Monthly | |
| Information Security and Governance Meeting (ISAG) | Monthly (2 nd Tuesday of month) | |
| Where received | Summary of feedback | Actions / Response |
| | | |
| | | |

(*Add rows as necessary)

6: Reference documents

Department of Transport – Using a mobile phone or Sat Nav when driving.
Occupational Road Safety Alliance
The Highway code.
ICT Policy (IG01)

7: Bibliography:

8: Glossary

BSMHFT / Trust – Birmingham & Solihull Mental Health NHS Foundation Trust

User – Member of staff issued with mobile phone.

Mobile Phone – Mobile Telephone or device connected to a mobile operator service (EE, Vodafone or O2 for example)

Business calls – Any call made by the User in the pursuance of his or her duties as an employee or representative of the Trust.

Personal/Private calls – Calls that are not made for the benefit of the Trust.

Data allowance – The amount of data which can be used in a monthly billing cycle. The Trusts billing start date for Mobile use is the 9th of every month and the current data use limit is 1GB per mobile connection.

9: Audit and assurance:

| Element to be monitored | Lead | Tool | Frequency | Reporting Committee |
|---|------------------------------|-------------------------------------|-----------|----------------------|
| Mobile phone use | ICT Service Delivery Manager | EE Billing Portal | Monthly | ICT Managers Meeting |
| Mobile devices not used in over 90 days | ICT Service Delivery Manager | Blackberry Enterprise Service (BES) | Monthly | ICT Managers Meeting |
| Lost and Stolen devices | ICT Service Delivery Manager | Microsoft Service manager | Monthly | ISAG |
| | | | | |
| | | | | |

10. Appendices

Appendix 1 - Equality Assessment

Equality Analysis Screening Form

A word version of this document can be found on the HR support pages on Connect

<http://connect/corporate/humanresources/managementsupport/Pages/default.aspx>

| | | | | |
|---|--------------------------|---|---|--|
| Title of Proposal | | Mobile Phone and Mobile Network Device Policy | | |
| Person Completing this proposal | | Mark Thornton | Role or title | ICT Technical Specialist |
| Division | | Corporate | Service Area | ICT |
| Date Started | | 11/5/21 | Date completed | 11/5/21 |
| Main purpose and aims of the proposal and how it fits in with the wider strategic aims and objectives of the organisation. | | | | |
| | | | | |
| Who will benefit from the proposal? | | | | |
| Staff with BSMHFT Mobile phones / mobile network devices | | | | |
| Impacts on different Personal Protected Characteristics – Helpful Questions: | | | | |
| <i>Does this proposal promote equality of opportunity?</i> <i>Eliminate discrimination?</i> <i>Eliminate harassment?</i> <i>Eliminate victimisation?</i> | | | <i>Promote good community relations?</i> <i>Promote positive attitudes towards disabled people?</i> <i>Consider more favourable treatment of disabled people?</i> <i>Promote involvement and consultation?</i> <i>Protect and promote human rights?</i> | |
| Please click in the relevant impact box or leave blank if you feel there is no particular impact. | | | | |
| Personal Protected Characteristic | No/Minimum Impact | Negative Impact | Positive Impact | Please list details or evidence of why there might be a positive, negative or no impact on protected characteristics. |
| Age | x | | | |
| Including children and people over 65 Is it easy for someone of any age to find out about your service or access your proposal? Are you able to justify the legal or lawful reasons when your service excludes certain age groups | | | | |
| Disability | x | | | |
| Including those with physical or sensory impairments, those with learning disabilities and those with mental health issues | | | | |

| | | | | |
|---|---|--|--|--|
| Do you currently monitor who has a disability so that you know how well your service is being used by people with a disability? Are you making reasonable adjustment to meet the needs of the staff, service users, carers and families? | | | | |
| Gender | x | | | |
| This can include male and female or someone who has completed the gender reassignment process from one sex to another Do you have flexible working arrangements for either sex? Is it easier for either men or women to access your proposal? | | | | |
| Marriage or Civil Partnerships | x | | | |
| People who are in a Civil Partnerships must be treated equally to married couples on a wide range of legal matters Are the documents and information provided for your service reflecting the appropriate terminology for marriage and civil partnerships? | | | | |
| Pregnancy or Maternity | x | | | |
| This includes women having a baby and women just after they have had a baby Does your service accommodate the needs of expectant and post natal mothers both as staff and service users? Can your service treat staff and patients with dignity and respect relation in to pregnancy and maternity? | | | | |
| Race or Ethnicity | x | | | |
| Including Gypsy or Roma people, Irish people, those of mixed heritage, asylum seekers and refugees What training does staff have to respond to the cultural needs of different ethnic groups? What arrangements are in place to communicate with people who do not have English as a first language? | | | | |
| Religion or Belief | x | | | |
| Including humanists and non-believers Is there easy access to a prayer or quiet room to your service delivery area? When organising events – Do you take necessary steps to make sure that spiritual requirements are met? | | | | |
| Sexual Orientation | x | | | |
| Including gay men, lesbians and bisexual people Does your service use visual images that could be people from any background or are the images mainly heterosexual couples? Does staff in your workplace feel comfortable about being 'out' or would office culture make them feel this might not be a good idea? | | | | |
| Transgender or Gender Reassignment | x | | | |
| This will include people who are in the process of or in a care pathway changing from one gender to another | | | | |

| | | | | |
|--|--------------------|----------------------|-------------------|------------------|
| Have you considered the possible needs of transgender staff and service users in the development of your proposal or service? | | | | |
| Human Rights | x | | | |
| Affecting someone's right to Life, Dignity and Respect? Caring for other people or protecting them from danger? The detention of an individual inadvertently or placing someone in a humiliating situation or position? | | | | |
| If a negative or disproportionate impact has been identified in any of the key areas would this difference be illegal / unlawful? I.e. Would it be discriminatory under anti-discrimination legislation. (The Equality Act 2010, Human Rights Act 1998) | | | | |
| | Yes | No | | |
| What do you consider the level of negative impact to be? | High Impact | Medium Impact | Low Impact | No Impact |
| | | | | |
| If the impact could be discriminatory in law, please contact the Equality and Diversity Lead immediately to determine the next course of action. If the negative impact is high a Full Equality Analysis will be required. | | | | |
| If you are unsure how to answer the above questions, or if you have assessed the impact as medium, please seek further guidance from the Equality and Diversity Lead before proceeding. | | | | |
| If the proposal does not have a negative impact or the impact is considered low, reasonable or justifiable, then please complete the rest of the form below with any required redial actions, and forward to the Equality and Diversity Lead . | | | | |
| Action Planning: | | | | |
| How could you minimise or remove any negative impact identified even if this is of low significance? | | | | |
| | | | | |
| How will any impact or planned actions be monitored and reviewed? | | | | |
| | | | | |
| How will you promote equal opportunity and advance equality by sharing good practice to have a positive impact other people as a result of their personal protected characteristic. | | | | |
| | | | | |

Please save and keep one copy and then send a copy with a copy of the proposal to the Senior Equality and Diversity Lead at bsmhft.hr@nhs.net . The results will then be published on the Trust's website. Please ensure that any resulting actions are incorporated into Divisional or Service planning and monitored on a regular basis.

Appendix 2 – Efficient Use of Mobile Devices

On allocating each mobile device detailed information is collated in reference to the elements, which make up the mobile telephone, such as serial numbers and security data. In the event of a mobile telephone being lost or stolen, the service to this mobile phone is ceased and the associated equipment “black listed” and rendered unusable. For this reason, under no circumstances should any components of the mobile telephone be changed from one telephone to another. If difficulties are being experienced with the equipment, it should be returned to the ICT Dept. where the issue can be resolved quickly.

If you have the voicemail facility enabled on your mobile phone, you should keep your outgoing message regularly updated and inform callers of your current status, in meetings, on leave or unable to access your messages for extended periods.

When staff leaves a department or the nominated user of a mobile telephone changes, the ICT Department must be notified by the Budget holder or their nominated officer. This is done by completing the change of mobile details form found on the Trust Intranet. The Mobile Telephone Database will be updated to reflect the changes and the Finance Department informed to accommodate any budgetary implications.

Appendix 3 – Driving and the Use of Mobile Phones

In accordance with legislation that first came into effect from 1 October 2003 (Statutory Instrument No: 2695 - The Road Vehicles (Construction and Use) (Amendment) (No 4) Regulations 2003: which was updated following a landmark case in 2019.

It is illegal to **hold** a hand-held mobile phone while driving. It is also an offence to “cause or permit” a driver to hold a hand-held mobile phone while driving. Therefore, employers can be held liable as well as the individual driver if they require employees to use a hand-held phone while driving.

It can be illegal to use a mobile phone hands-free while driving. Depending upon the individual circumstances, drivers could be charged with ‘failing to have proper control of their vehicle’. In more serious cases, the use of any type of mobile device could result in prosecution for careless or dangerous driving. The Police may check phone records when investigating fatal and serious crashes to determine if use of the phone contributed to the crash. Employers who require staff to use any mobile phone while driving for work could be prosecuted if an investigation determined that such use of the phone contributed to a crash. Claims in the civil courts could also result.

The penalties for holding a mobile phone from 1st March 2017, increased to a £200 fine and six penalty points added to the drivers’ licence.

Birmingham and Solihull Mental Health NHS Foundation Trust staff must not make or receive a call on a mobile phone or communication device (whether hands held or hands free) as the driver of a vehicle unless it is parked in a safe place and the engine switched off or you need to call 999 or 112 in an emergency and it’s unsafe or impractical to stop.

No line manager shall require an employee to make or receive a call on a mobile phone or communication device whilst driving.

Mobile phones must be switched off before driving commences.

Driving for work; Mobile Phones (summarised from RoSPA Driving for Work)

A substantial body of research shows that using a hand-held or hands-free mobile phone while driving is a significant distraction, and substantially increases the risk of the driver crashing. Drivers who use a mobile phone, whether hand-held or hands-free:

- Are much less aware of what's happening on the road around them
- Fail to see road signs.
- Fail to maintain proper lane position and steady speed.
- Are more likely to 'tailgate' the vehicle in front.
- React more slowly, take longer to brake and longer to stop.
- Are more likely to enter unsafe gaps in traffic and.
- Feel more stressed and frustrated.

They are also four times more likely to crash, injuring or killing themselves and other people.

Using a hands-free phone while driving does not significantly reduce the risks, this is because the problems are caused mainly by the mental distraction and divided attention of taking part in a phone conversation at the same time as driving.

The Department for Transport recommends the following guidelines for the safe use of mobile phones in cars:

Keep your mobile phone switched off when you're driving – you can use voicemail, a message service or call diversion to pick up your messages at the end of your journey.

If you need to use your mobile phone, stop in a safe place – don't stop on the hard shoulder of a motorway unless it's an emergency.

Avoid using a hands-free device – these can be just as distracting as handheld phones.

The Highway Code rule 149 and 150 Mobile phones and in-vehicle technology states:

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You **MUST** exercise proper control of your vehicle at all times. You **MUST NOT** use a hand-held mobile phone, or similar device, when driving or when supervising a learner driver, except to call 999 or 112 in a genuine emergency when it is unsafe or impractical to stop. Never use a hand-held microphone when driving. Using hands-free equipment is also likely to distract your attention from the road. It is far safer not to use any telephone while you are driving or riding - find a safe place to stop first or use the voicemail facility and listen to messages later.

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There is a danger of driver distraction being caused by in-vehicle systems such as satellite navigation systems, congestion warning systems, PCs, multi-media, etc. You **MUST** exercise proper control of your vehicle at all times. Do not rely on driver assistance systems such as cruise control or lane departure warnings. They are available to assist but you should not reduce your concentration levels. Do not be distracted by maps or screen-based information (such as navigation or vehicle management systems) while driving or riding. If necessary find a safe place to stop.

As the driver, you are still responsible for the vehicle if you use a driver assistance system (like motorway assist). This is also the case if you use a hand-held remote control parking app or device. You **MUST** have full control over these systems at all times.

Appendix 4 – Mobile Device Request Form

The current form is available on the Connect web page, see Link Below or go to

- Admin Zone
- ICT
- Forms

TF01 Telecommunications Request Form

<http://connect/corporate/ICT/servicedelivery/Pages/Forms.aspx>

Appendix 5 – Personal Calls

To pay for personal calls please e-mail ICT at requestforchange@bsmhft.nhs.uk

Please provide.

Your name

Mobile phone number

Period billing report is required for.

Personal numbers called.

Upon receipt of report please pay outstanding amount at one of the Trusts General offices using the cost code provided

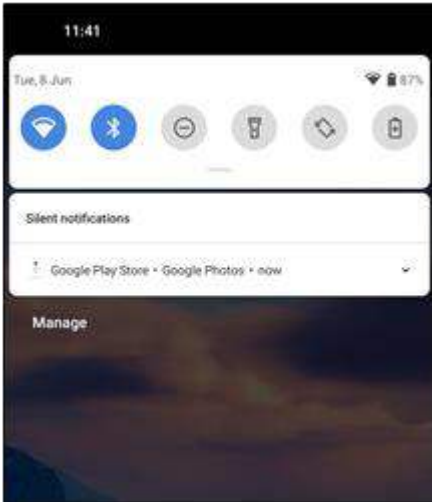
Appendix 6 – Change of default mobile password on a Trust smartphone

Change Nokia Password

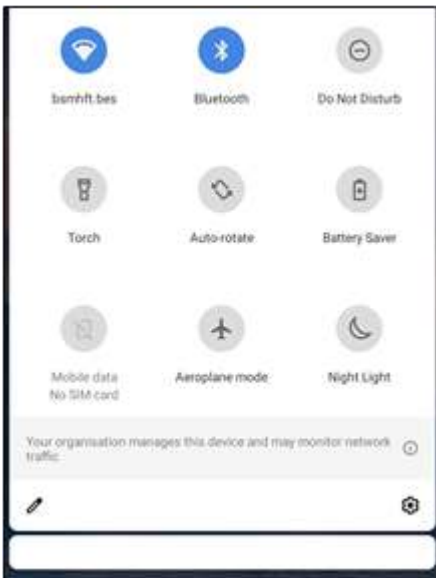
1: From the home screen, swipe down from the top of the screen to show the notification bar.



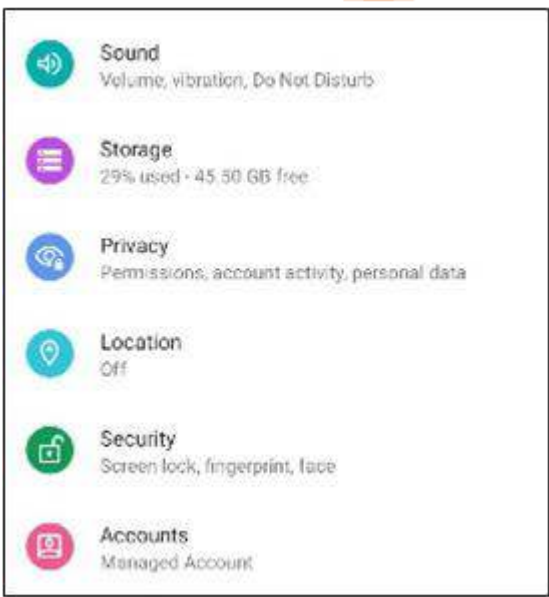
2: Then swipe down from the center of the notification bar to expand the menu.



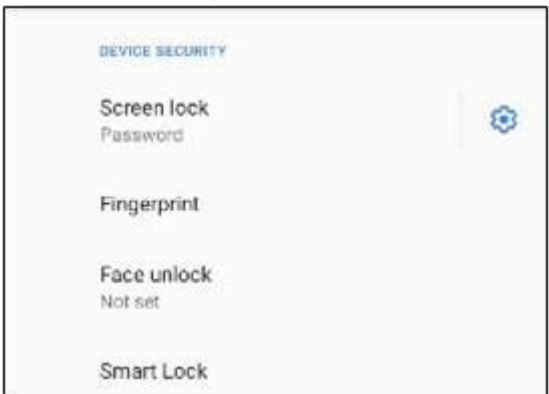
3: Select the **settings icon** in the bottom right of the expanded menu to enter the phone settings menu.



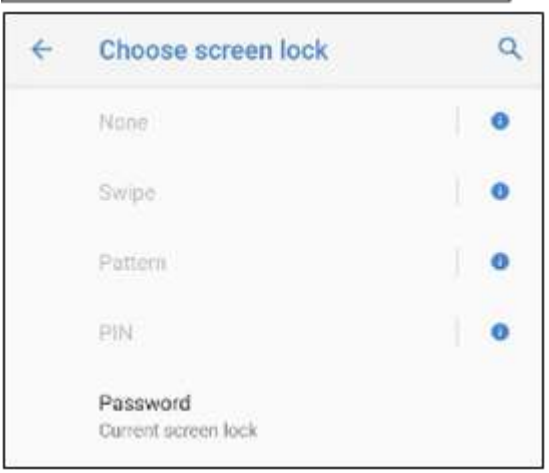
4: Scroll through the settings menu and locate the 'Security' option.



5: Locate the 'Device Security' section and select 'Screen Lock'

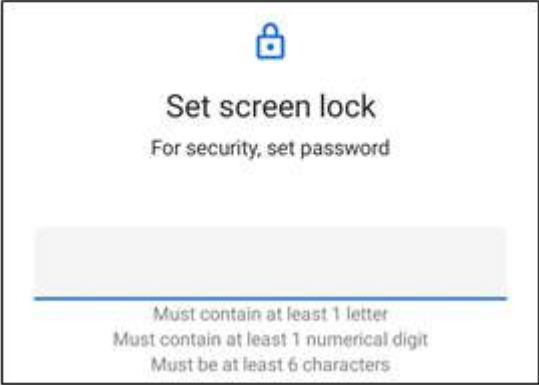


5: Then select the 'Password' option.

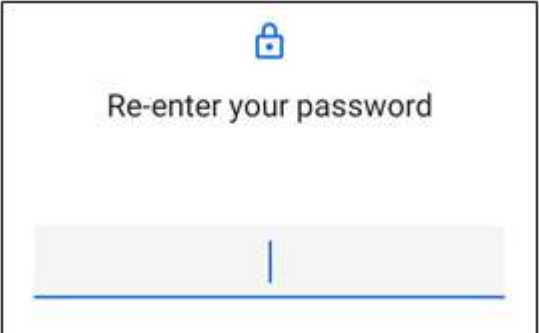


6: On the next screen enter the password that you are **currently using** to unlock the device.

7: Enter a new password for the device. You will use this password to unlock the device.



8: Finally re-enter the password you entered at step 7 to confirm the password change.



Appendix 7 – ICT and EE contact details

ICT Service desk Monday to Friday 7am to 7pm phone 0121 301 5111.

EE service desk 24/7 phone 0800 079 0366. EE will ask for your Name and Trust mobile number.

Appendix 8- Returning ICT equipment.

Where a nominated mobile telephone user ceases to be an employee of BSMHFT, they automatically fail to qualify as the user of a Trust mobile telephone. The mobile telephone and associated equipment must be retrieved by the budget holder or nominated officer. Prior to the departure of the staff member and if it is no longer required must be returned to the ICT Department. If the mobile phone is to be issued to a different member of staff, then it may be retained by the budget holder in a safe place for upto 30 days, if not reallocated within this period the device should be returned to ICT. Details of the new user must then be forwarded to the ICT Department.