



SAMSUNG

ESN Platform FAQs



Why would I extend the call-off period in the contractual agreement?

Within the call-off period you are able to create further orders for accessories and attach these to the original agreement for ease, so extending the call-off period allows you to append to an existing agreement.

Why am I unable to complete an order or checkout?

If you are not presented with the option to **'Buy now'** when viewing the catalogue or are unable to checkout it is likely because you do not have the required permissions to place orders. If you feel this is not set up correctly please raise a case so we can check your permissions.

How do I manage my RSM firmware updates?

Please find [here](#) dedicated content that walks you through the process of updating the firmware on RSM devices.

Why is my order split into different contracts?

Samsung want to ensure you maximise your warranty periods and therefore, device lifecycle.

To achieve this we will not start your warranty period until we deliver your devices. We therefore, create separate contract lines per delivery dispatch to ensure your devices are covered for the maximum period possible.

How can I access support?

Our dedicated ESN support experts are on hand at all times to assist with ESN hardware, step-by-step troubleshooting, and any general queries you may have.

To access this support navigate to the **'Support'** tab on the ESN Portal, and then either click the **'Request Support Now'** or **'Email Us'** buttons. A notification will highlight you are being taken to our dedicated support section, and you will need to click **'Continue'** to confirm that you wish to proceed. Then simply, fill out the webform, explaining your support case with as much detail as possible. Once submitted, our dedicated experts will be in contact within 4 working hours.

Where can I access training material?

To ensure you can access the information you need, when you need it, we have compiled a **'Resource Hub'** full of interactive content spanning everything relating to Samsung ESN. Explore training manuals, customer journeys and device guides and brochures, alongside an interactive support tool, a dedicated section for RSM Management, and a FAQ section to troubleshoot common product questions.

The **'Resource Hub'** is located on the **'Support'** page.

How do I place an order?

To place an order, simply login to your ESN account and navigate to the **'Catalogues'** tab. Browse our range of products, accessories, ancillaries, and services, all specifically designed for ESN, adding the desired products to your basket. Once you are satisfied, locate your basket and select the **'Checkout'** option. Follow the prompts to complete the checkout process and place an order.

For a detailed step-by-step guide on completing the order process, refer to the **'Place an Order'** training guide located in the Resource Hub.





Where can I find device guides and user manuals?

For a complete set of handset brochures and user manuals documents, navigate to the **'Resource Hub'** via the **'Support'** tab. Locate the **'Device Guides and Brochures'** section and select **'Learn More'** to access the various manuals.

Where can I find device specifications?

To discover our range of ESN specific products, accessories, ancillaries, navigate to the **'Products'** tab. Here you will find an overview of each product, with insight into the unique features that help enable public safety personnel, alongside a device specification guide.

How do I reset my password?

Resetting your password is easy and straightforward. Simply navigate to your account page via **'Account'** and **'My Account'**, then select the **'Password'** tab beneath your name. From here, you are able to reset and save your new password.

How do I manage and update my account details?

To update your account details, simply navigate to your account page via **'Account'** and **'My Account'**, then select the **'Edit'** tab beneath your name. From here, update the information in each field and when done, select **'Save'** update these to your account.

How do I add a new user to my ESN account?

To request a new user be added to your account you will need to raise a case with our dedicated ESN support team. To do so, navigate to the **'Support'** tab on the ESN Portal, and then either click the **'Request Support Now'** or **'Email Us'** buttons. A notification will highlight you are being taken to our dedicated support section, and you will need to click **'Continue'** to confirm that you wish to proceed.

From here, fill out the webform, making sure you include the following details for the user you wish to add:

- Contact Type
- Email
- Full Name
- Job Role
- Department
- Mobile Telephone number
- User Access (User, Administrator or Procurement Manager)

Once submitted, our dedicated experts will be in contact within 4 working hours. For more support with this process, please refer to the **'Add a New User'** support guide in the Resource Hub.

Where can I view my assets?

Visit the **'Asset Management'** section to view and manage all of your assets, either holistically via the **'My Assets'** tab or by contract line through the **'My Contracts'** option. From here, click the order number to be taken to an overview of individual orders and assets, where you can filter according to exact specifications.

