



SAMSUNG

ESN User Journey Guides

Explore our customer journeys to see how we help you find the perfect ESN solution in just a few simple steps.

[Begin](#)

Interactive Document

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Getting you onboard and Samsung-ready

[View](#)

Buying your device and accessories

[View](#)

Enrolling your device with Samsung KME

[View](#)

Accessing support

[View](#)

Replacing a device

[View](#)

Managing portal users

[View](#)

Find your customer journey

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SAMSUNG

Return



Getting you on board and Samsung-ready



Step 1. Completing the form

You will need to complete and submit an ESN Customer Account Data Form (CAD) to the Home Office ESN team*

Alternatively, you can complete the account request form on the Samsung ESN Portal and we will verify your details for approval

www.esn-samsung.co.uk

Step 2. Admin welcome call

Your admin department will receive a Samsung account welcome call to complete account data gathering**



Step 3. Customer welcome email

All on boarded representatives will then personally receive a welcome email asking them some simple security questions, and to authenticate their email, just to check who they are

Step 4. Customer welcome call

You will then receive a welcome call from Samsung support, to perform a role-based training session for portal access and utilisation



Need help? Get in touch!

Call our Business Services Centre
0330 726 0330 8am – 6pm, Mon – Fri

OR

Submit a support ticket on our portal

*(Samsung Service Desk User information). **If your User Organisation is using an outsourced third party as their Service Desk, then these details need to be provided and the third party will need to complete the onboarding process

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Buying your device and accessories



Step 1. Logging in

Log into the Samsung portal catalogue*

www.esn-samsung.co.uk

Step 2. Browsing products

Browse our products, brochures and manuals, and engage product support via the portal if required



Step 3. Completing the basket

Drop products in the basket and complete when you're done

Step 4. Calling off your order

We then just need you to sign a Call Off Order Form



Step 5. Confirming receipt

Confirm receipt of your counter-signed Order Form

Step 6. Enjoy your devices and accessories

Await your device and accessory delivery in line with your specified delivery requirements



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*Your catalogue access will be based on your individual role

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Enrolling your device with Samsung Knox Mobile Enrolment



Step 1. Turning on your device

Once you've received your Samsung Galaxy XCover FieldPro, turn it on for the first time

Step 2. Connecting

Connect to your corporate Wi-Fi or an ESN device hotspot



Step 3. Accepting the licence

Read and agree the Samsung End User Licence

Step 4. Loading the MDM

Allow Samsung Knox Mobile Enrolment to automatically load the MDM Hub

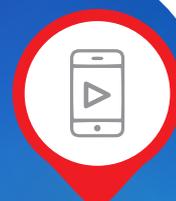


Step 5. Enter your details

When prompted, enter your User Organisation Group ID, then your username and password

Step 6. Follow the setup

Allow your device to enrol and download your MDM with its assigned profile, and you're good to go



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Accessing support



Step 1. Logging in

Log into the Samsung portal any time it suits you 24/7

www.esn-samsung.co.uk

Step 2. Review our online support

We have several self-help guides and tools on the ESN Portal, to help you get the right answer first time! Plus, we have technical and sales support links at the bottom of every page if you need to talk to us



Step 3. Get in touch directly

Fill out a simple case creation form and make a note of your case number. One of our specialist Samsung agents will then contact you within four business hours to help you



Need help? Get in touch!

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Replacing a device



Step 1. Logging in

Log into the Samsung portal any time it suits you 24/7, and raise a support case

www.esn-samsung.co.uk

Step 2. Exchange or repair

Agree with a Samsung agent your preferred method of support. Either Doorstep Exchange within 24 hours, or a Same Unit Repair service



Step 3. Prepare your device

Get your device ready to be returned, by removing the PIN, SIM, and Data

Step 4: Sending it back

When your new device arrives, simply send your faulty device back with our courier service, then relax!



Need help? Get in touch!

Call our Business Services Centre
0330 726 0330 8am – 6pm, Mon – Fri

OR

Submit a support ticket on our portal

*Samsung only support Samsung devices and the approved framework accessories. Any MDM related queries, network queries or Push to Talk issues should be directed to the ESN Service Desk

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Return



Managing portal users



Step 1. Logging in

Log into the Samsung portal any time it suits you 24/7

www.esn-samsung.co.uk

Step 2. Get in touch directly

Go to our technical support links and fill out our simple case creation form, letting us know what changes or additions you need

A specialist Samsung agent will then contact you within four business hours to support you with making the required changes



Need help? Get in touch!

Call our Business Services Centre
0330 726 0330 8am – 6pm, Mon – Fri

OR

Submit a support ticket on our portal