

# GCA T-Mobile Device Student Troubleshooting

We are so excited to announce that Georgia Cyber Academy is partnering with T-Mobile to provide mobile internet connectivity. At T-Mobile, we take pride in our customer service and strive to meet our customer's needs.

I'd like to take a moment to WELCOME you to T-Mobile and share some of the key student support resources available to assist with troubleshooting your Georgia Cyber Academy hotspot device.

## **First Time Connecting:**

- Locate the Wi-Fi name (SSID) and Wi-Fi Password on the label inside the back cover of the device. Write these down for use during setup.
- Ensure the battery and SIM card are inserted:
- Hold the **Power** key for 2 seconds until all LED indicators illuminate.
- Connect your Wi-Fi device to your Mobile Hotspot.
- On your GCA computer, search for available Wi-Fi networks and select network name (SSID) located inside the back panel of your mobile hotspot.
- Enter password located inside the back panel, then click **OK**.

## **STUDENT TECHNICAL SUPPORT:**

**Government Team of Experts** – this customer support team provides support for troubleshooting student hotspots.

## **Technical Support:**

- Support Hours: Monday – Friday, 8:30am – 8:30pm Eastern Standard Time
- Contact via phone:
  - Dial 1-800-937-8997
  - Enter the T-Mobile phone number that is located on the label on the back of your hotspot
  - Please tell the rep you are calling in to troubleshoot your device because it is not working
  - You will then be routed to our troubleshooting technician for assistance
- After 8:30 p.m. Eastern Standard Time and Weekends:
- Contact via phone:
  - Dial 1-800-375-1126
  - Say troubleshooting or press the #2
  - Enter the T-Mobile phone number that is located on the label on the back of your hotspot
- For insufficient signal issues after speaking with technical support please email for assistance: **GCAsupport@t-mobile.com**