

T-Mobile Connect & Un-carrier Academy Ready! Resource Guide



Use this resource guide to navigate T-Mobile Connect & Un-carrier Academy within the Ready! program.

Get Started	<p>Download the 'T-Mobile Connect Quick Start Guide'</p> <ul style="list-style-type: none"> • The T-Mobile Connect Quick Start Guide provides: <ul style="list-style-type: none"> ✓ Log in Steps ✓ Navigation Basics ✓ Customer Connect ✓ Purchase Estimate ✓ Customer Ready ✓ Recent News 	
Log In	<p>Desktop Access: https://tmo.appnext.bigtincan.com/ REMO Access: T-Mobile Connect Icon</p>	
Task	T-Mobile Connect & Un-carrier Academy Tools	Steps
Daily	<p>Customer Ready! At the beginning of every day, have Mobile Associates (MA) log in to Customer Ready! and complete the following tasks:</p> <ul style="list-style-type: none"> ✓ Punch In ✓ Get Breaking News ✓ Complete Priority Training* ✓ Quick Connect <p>*Set expectations with Mobile Associates of when to complete Priority Trainings while they are in Ready!</p>	<p>Log in & Customer Ready!</p> <ol style="list-style-type: none"> 1. Select 'T-Mobile Connect' icon 2. Enter NT ID and Password 3. Select 'Customer Ready'
Daily	<p>Un-carrier Academy > Ready! Prior to the Mobile Associates leaving each day, ensure they are going into Un-carrier Academy > Ready! to complete any necessary tasks.</p>	<p>Un-carrier Academy > Ready!</p> <ol style="list-style-type: none"> 1. Log in to T-Mobile Connect 2. Select 'Un-carrier Academy' 3. Select 'Ready' 4. Select appropriate day
Research	<p>Quick Links > C2 When setting Mobile Associates up for activities in C2, search using Doc #s or key phrases.</p>	<p>Quick Links > C2</p> <ol style="list-style-type: none"> 1. Log in to T-Mobile Connect 2. Select 'Quick Links' 3. Scroll to find 'C2' 4. Select 'C2' 5. Once in C2, tap magnifying glass icon 6. Enter Doc #s or key phrase in search field 7. Press 'Enter' to search
WBT Completion	<p>Un-carrier Academy > My Training When directing Mobile Associates to Human Resource related trainings use these steps. The 'My Training' page mirrors Cornerstone.</p>	<p>Un-carrier Academy > My Training</p> <ol style="list-style-type: none"> 1. Log in to T-Mobile Connect 2. Select 'Un-carrier Academy' 3. Select 'My Training' 4. Scroll to find training name
Knowledge Checks	<p>Un-carrier Academy > Ready! For Ready! Knowledge Checks, navigate your Mobile Associates to Un-carrier Academy > Ready!</p>	<p>Un-carrier Academy > Ready!</p> <ol style="list-style-type: none"> 1. Log in to T-Mobile Connect 2. Select 'Un-carrier Academy' 3. Select 'Ready!' 4. Select 'Day 5', 'Day 10', or 'Day 15'

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Below is a capture of all changes made to the Ready! content with the launch of T-Mobile Connect. Please use this list as a reference when delivering Ready! when you are live with T-Mobile Connect.

Day	Module	Topics	Details
1	Welcome	T-Mobile Connect	<ul style="list-style-type: none"> FG Page 2 - Added a note to use Un-carrier Academy > My Training instead of Cornerstone for WBTs. FG Page 6 - Starting Your Day - explains how MA will access REMO T-Mobile Connect to start the day and what are REMO & T-Mobile Connect are. FG Page 7 - 8 - TMC Resources - Overview of TMC navigation and log in to tools used in Ready! Replaced Cornerstone with Un-carrier Academy > My Training. FG Page 20 - Skip Resources and Log Ins. PPT Slides 5 - 7 - New slides to align with FG additions. T-Mobile Connect navigation basics. PPT Slide 17 - If you are using T-Mobile Connect skip slide 17.
3	Side-by-Side Selling	Customer Connect Purchase Estimate	<ul style="list-style-type: none"> PPT Slides 6 - 9 - Alternative slides for those that are live with T-Mobile Connect. Introduces Customer Connect and Purchase Estimate. PPT Slide 12 - Alternative Sales Floor Activity (SFA) for those that are live with T-Mobile Connect. FG Page 2 - Instructions for steps to complete Side-by-Side Selling module if live with T-Mobile Connect. FG Page 5 - 8 - Alternate section for those live with T-Mobile Connect. FG Page 9 - Alternate SFA for those live with T-Mobile Connect.
4	Signature Moves	Customer Connect	<ul style="list-style-type: none"> PPT Slide 8 - Added SFA where the learner identifies where Signature Moves appear in Customer Connect. FG Page 5 - Added debrief question about where Signature Moves appear in T-Mobile Connect.
5	Week 1 Review	Un-carrier Academy	<ul style="list-style-type: none"> PPT Slide 4 - Removed mention of Cornerstone. FG Page 4 - Learners should access the knowledge check via Un-carrier Academy.
6	Rate Plans	T-Mobile Connect Purchase Estimate	<ul style="list-style-type: none"> PPT Slide 4 - Added Purchase Estimate for the DIY rate plan activity. PPT Slide 10 - Added Customer Connect competitive comparison as a "bonus" activity in the SFA. FG Page 2 - Added T-Mobile Connect note into Module Introduction. FG Page 5 - Added T-Mobile Connect language for using the Purchase Estimate in the DIY activity.
7	Accessories	T-Mobile Connect Purchase Estimate	<ul style="list-style-type: none"> PPT Slide 4 - Added compound purchase estimate activity (uses handset from previous module, along with accessories and EIP) to the DIY. FG Page 2 - Added T-Mobile Connect note into Module Introduction. FG Page 4 - Corresponding compound purchase estimate instructions, to align with DIY slide.
9	Value Added Services	T-Mobile Connect Purchase Estimate	<ul style="list-style-type: none"> PPT Slide 4 - Updated steps for matching customer profile videos to VAS. Removed combined pricing research. PPT Slide 6: Removed debrief question about combined pricing. PPT Slide 8: Added T-Mobile Connect Purchase Estimate call out if available to include in this activity. FG Page 6 & 7 - Updated instructions for the Bring it Together Activity.
10	Week 2 Review	Un-carrier Academy	<ul style="list-style-type: none"> PPT Slide 4 - Removed mention of Cornerstone. FG Page 4 - Learners should access the knowledge check via Un-carrier Academy.
12	Lean on Me	Un-carrier Academy	<ul style="list-style-type: none"> FG Page 2 - Added a note to use Un-carrier Academy > My Training instead of Cornerstone for WBTs.
13	REMO	Un-carrier Academy	<ul style="list-style-type: none"> FG Page 2 - Added a note to use Un-carrier Academy > My Training instead of Cornerstone for WBTs. FG Page 3 - Skip the Intro > REMO Overview section.
15	Week 3 Review	Un-carrier Academy	<ul style="list-style-type: none"> PPT Slide 5 - Removed mention of Cornerstone. FG Page 4 - Learners should access the knowledge check via Un-carrier Academy.