



Day 1 Readiness

Tuesday, Sept 1

Support Team



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	Erin Arnold Director of Operations & Regional Sales Director Serving: TX, LA, AR, MO ✉ erin.arnold@gonorthstar.group ☎ 580.603.4624
	Jay Fox Regional Sales Director Serving: AL, GA, SC, OH, NY, MD ✉ jason.fox@gonorthstar.group ☎ 931.397.4792



Human Resources

Jill Henderson - Director of HR

- Offer letters will be sent by Friday evening
- Onboarding will follow, no later than Monday
- I-9 Verification
 - IDs must be provided Tuesday
- Timeclock access will be available once onboarding is complete
 - Alternate timekeeping option will be sent in the interim
- Pay dates
 - Bi-weekly, every other Friday
 - First check - September 18 for hours worked Sept 1 - 12.



Operations

Erin Arnold - Regional Sales Director

- Current Schedules
- Early open: 9am on 9/1
- Locksmith: 9/1-9/5
- Store Leader & RSD connect calls



Capture Schedule



Technology & Inventory

Shaun Frescott - Chief Innovation Officer

- Inventory (devices & accessories)
- Equipment being removed
- Equipment staying in place
- New equipment coming in
- Installation & Setup
- Support path

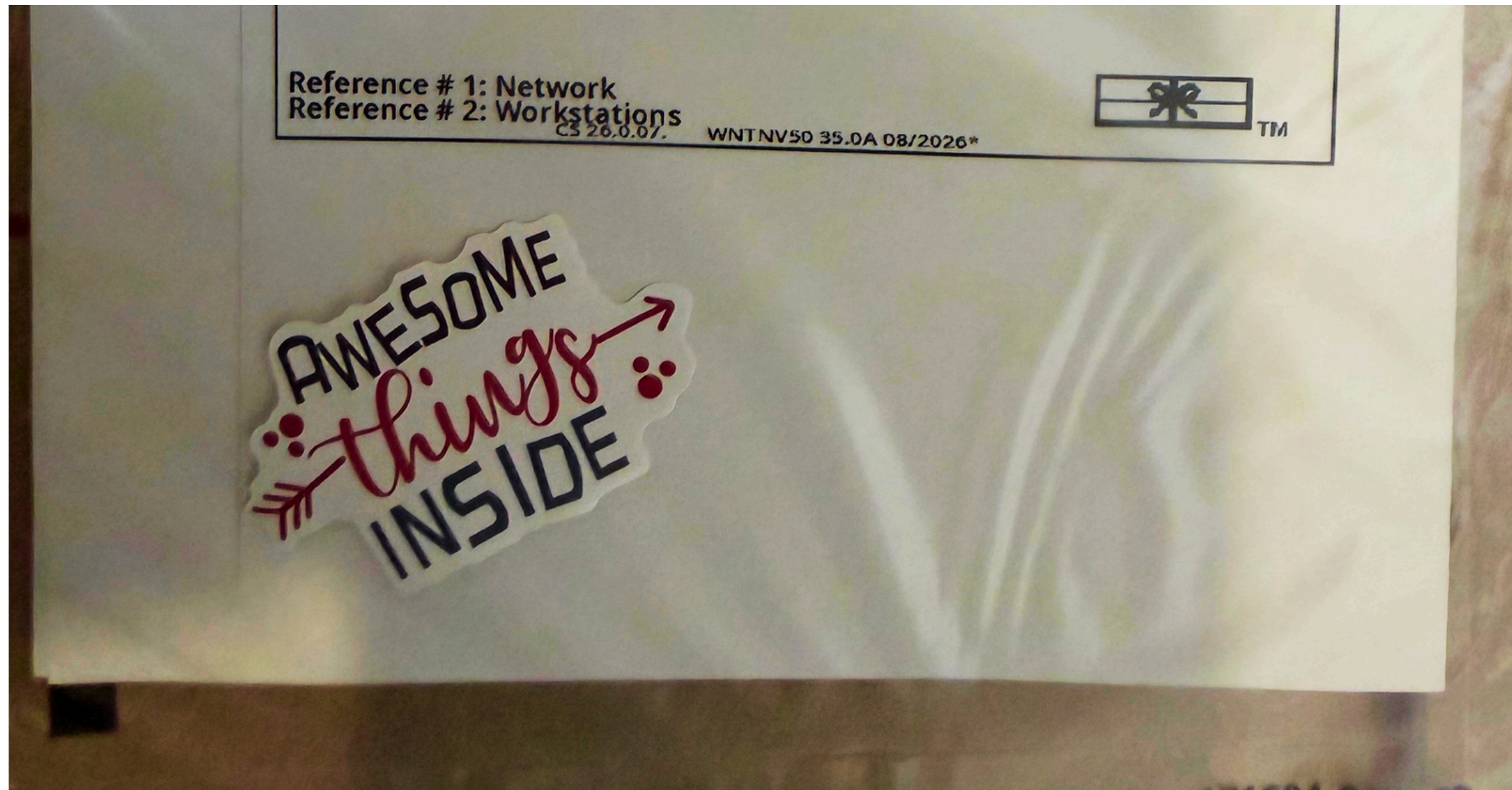


Inventory

- Devices
 - Sep 1 - Apple Devices
 - Sep 1 to Sep 3 - Android/Other Devices
- Accessories
 - Sep 1 to Sep 2 - Power
 - Aug 31 to Sep 3 - Cases, Screen Protectors, Camera Lens Protectors, Bundles



North Star shipments



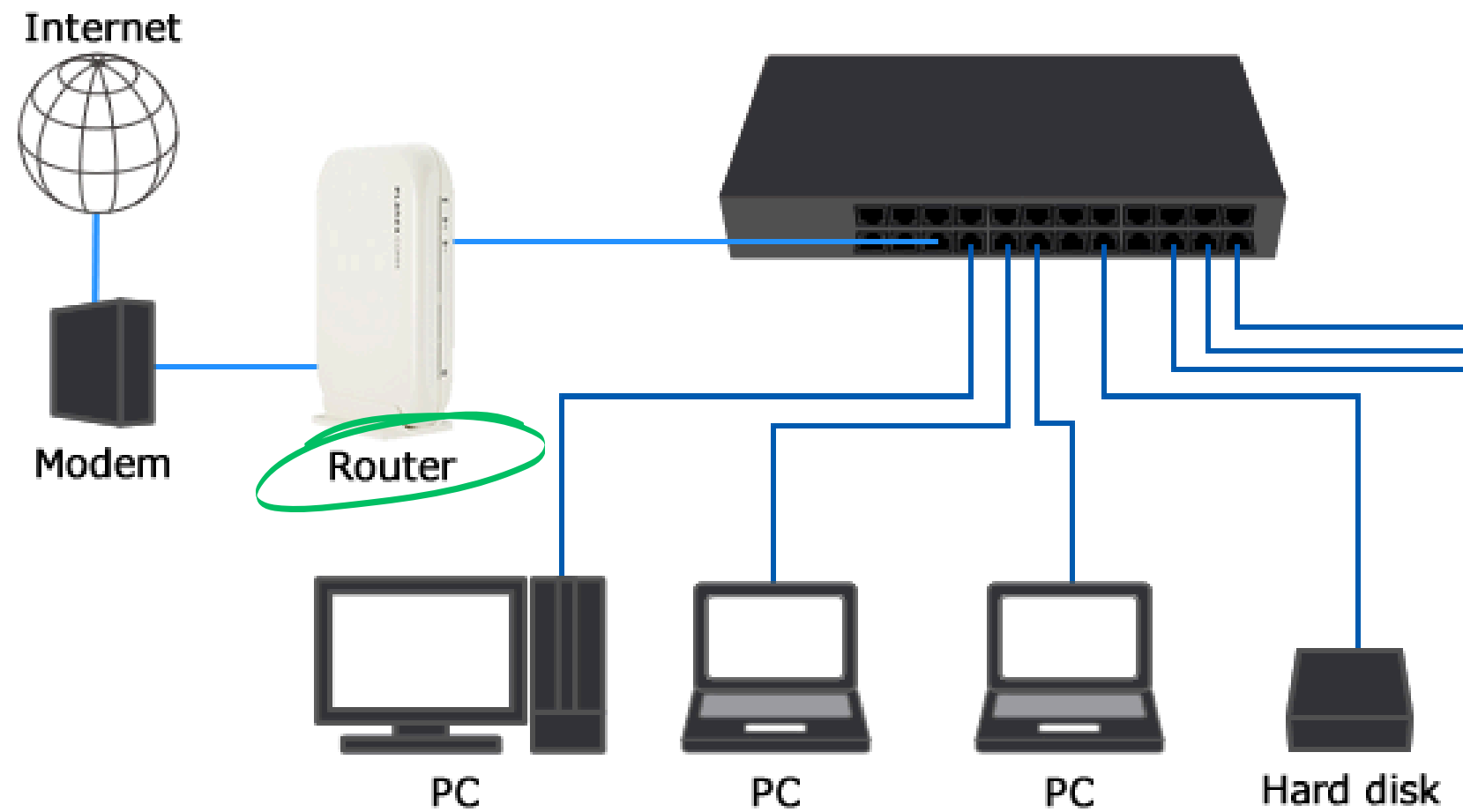
Mixed Shipments



Router with WiFi

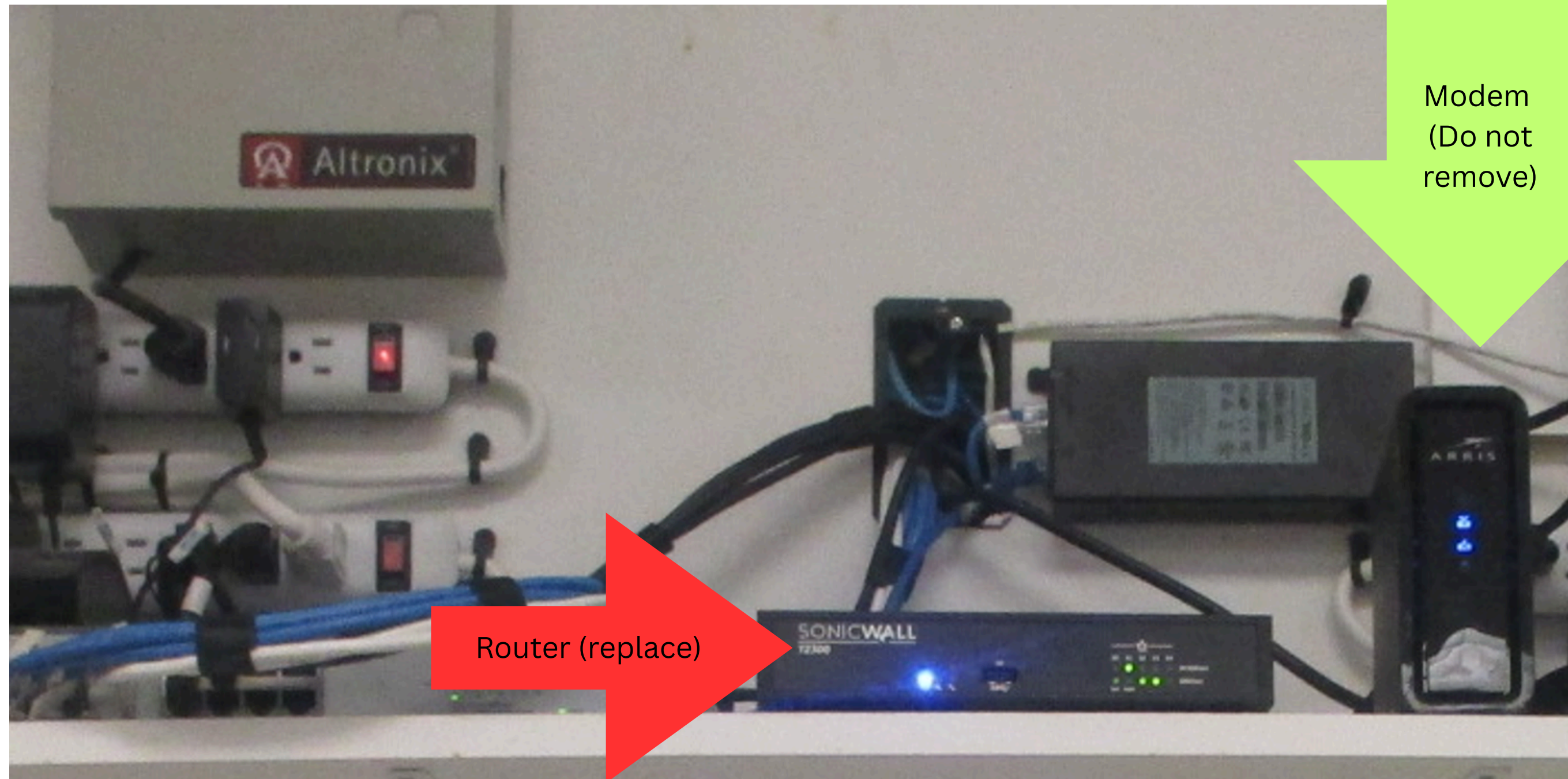


Equipment being replaced (Router)





Equipment being replaced (Router)





Equipment being replaced (Router)

- SONICWALL Router
 - Disconnect and leave the **Cable** to the modem (WAN)
 - Disconnect and leave the **Cable** to the switch (LAN)





Equipment being replaced (Router)

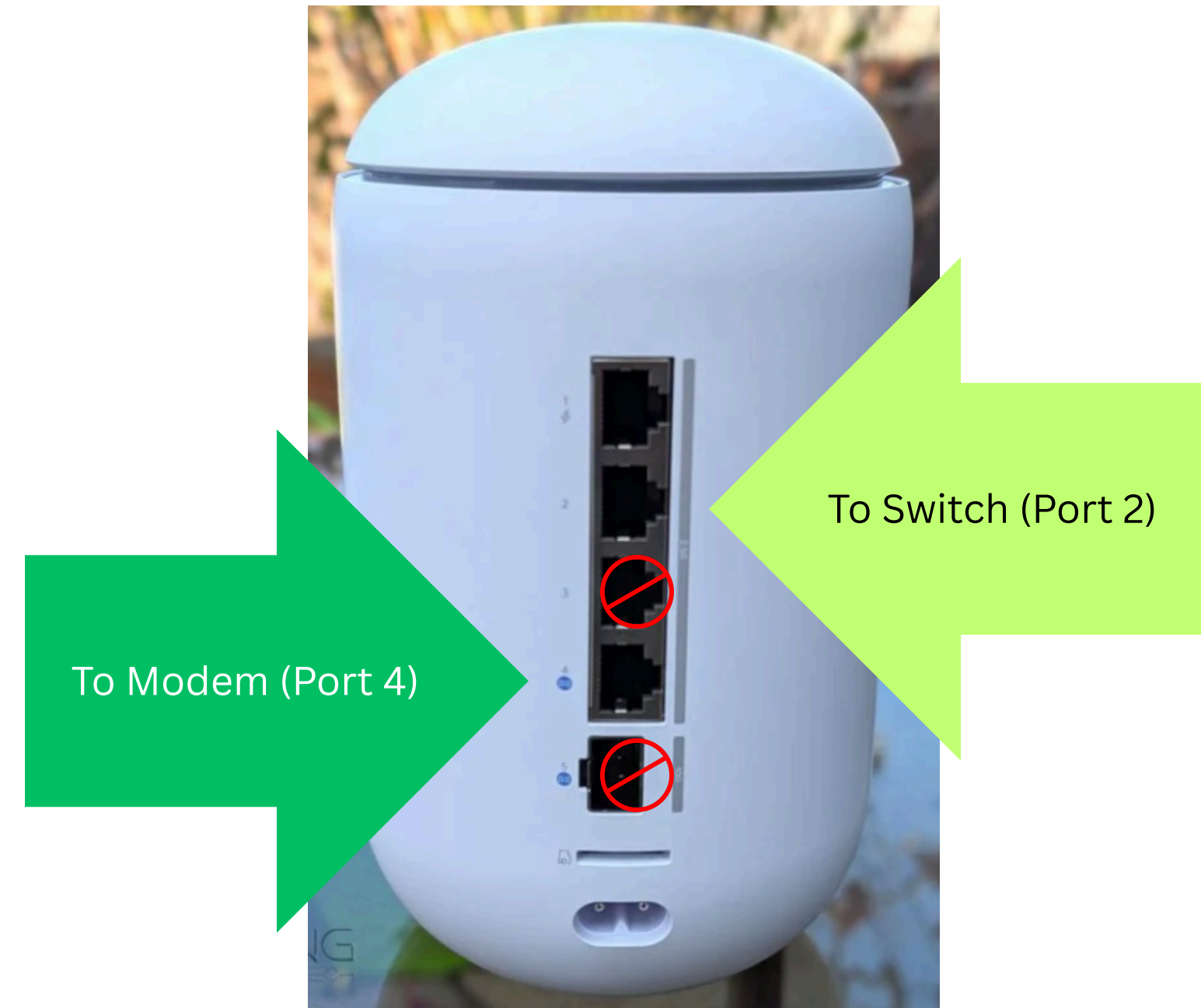
- UDR7 (Dream Router)
 - Already configured (do not reset)
 - Status screen on the front





Equipment being replaced (Router)

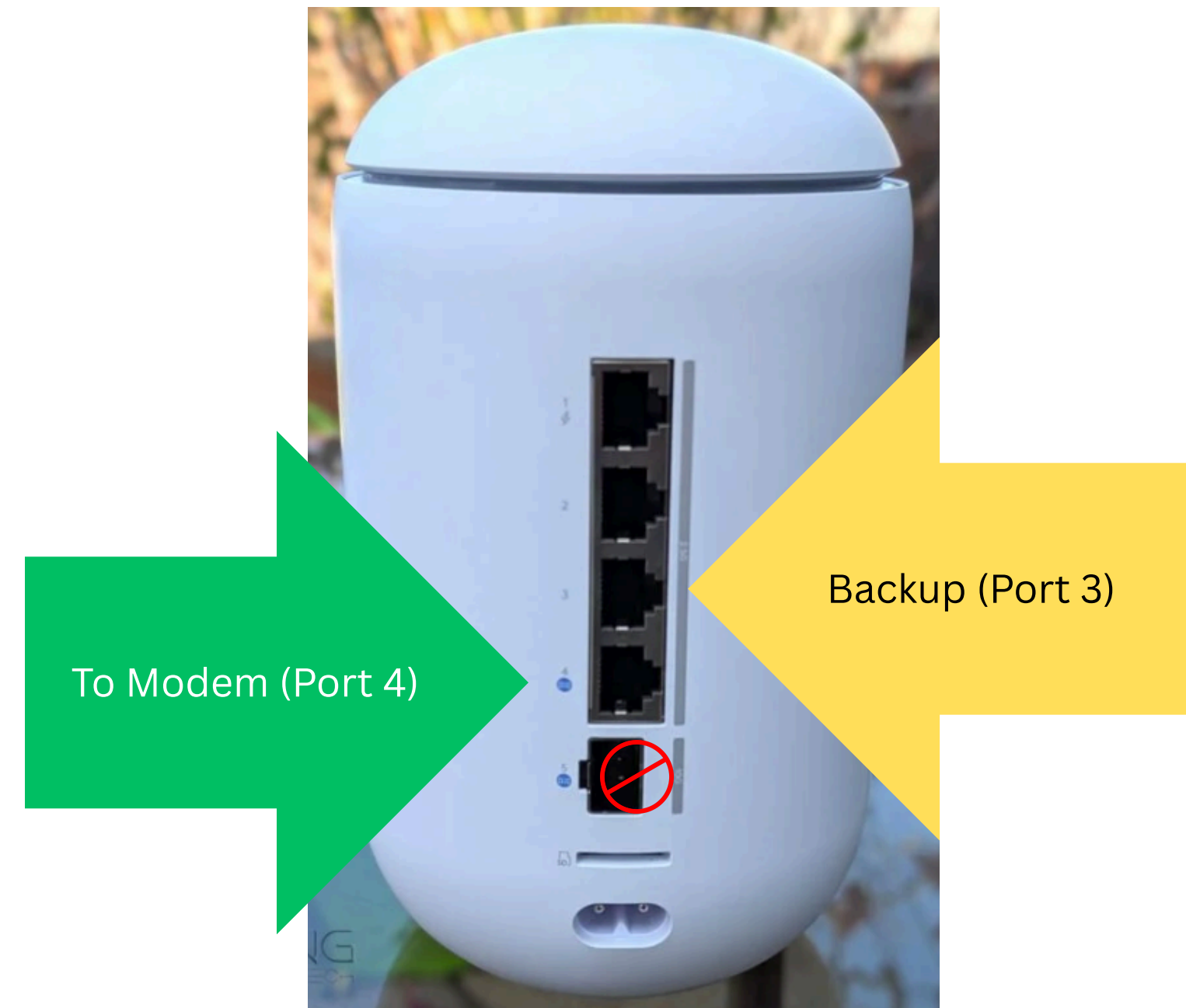
- UDR7 (Dream Router)
 - Connect the cable to **the modem (WAN) - Port 4**
 - Connect the cable to **the switch - Port 2**





Equipment being replaced (Router)

- UDR7 (Dream Router)
 - **Port 4** (Globe/Wan)
 - Custom
 - Static IP
 - **Port 3** (Wan2)
 - Auto Obtain



Equipment being replaced (iPads)



x4

Omni
Datascap
RQMmobile

To arrive with the Router on **Aug 31**; cases to follow



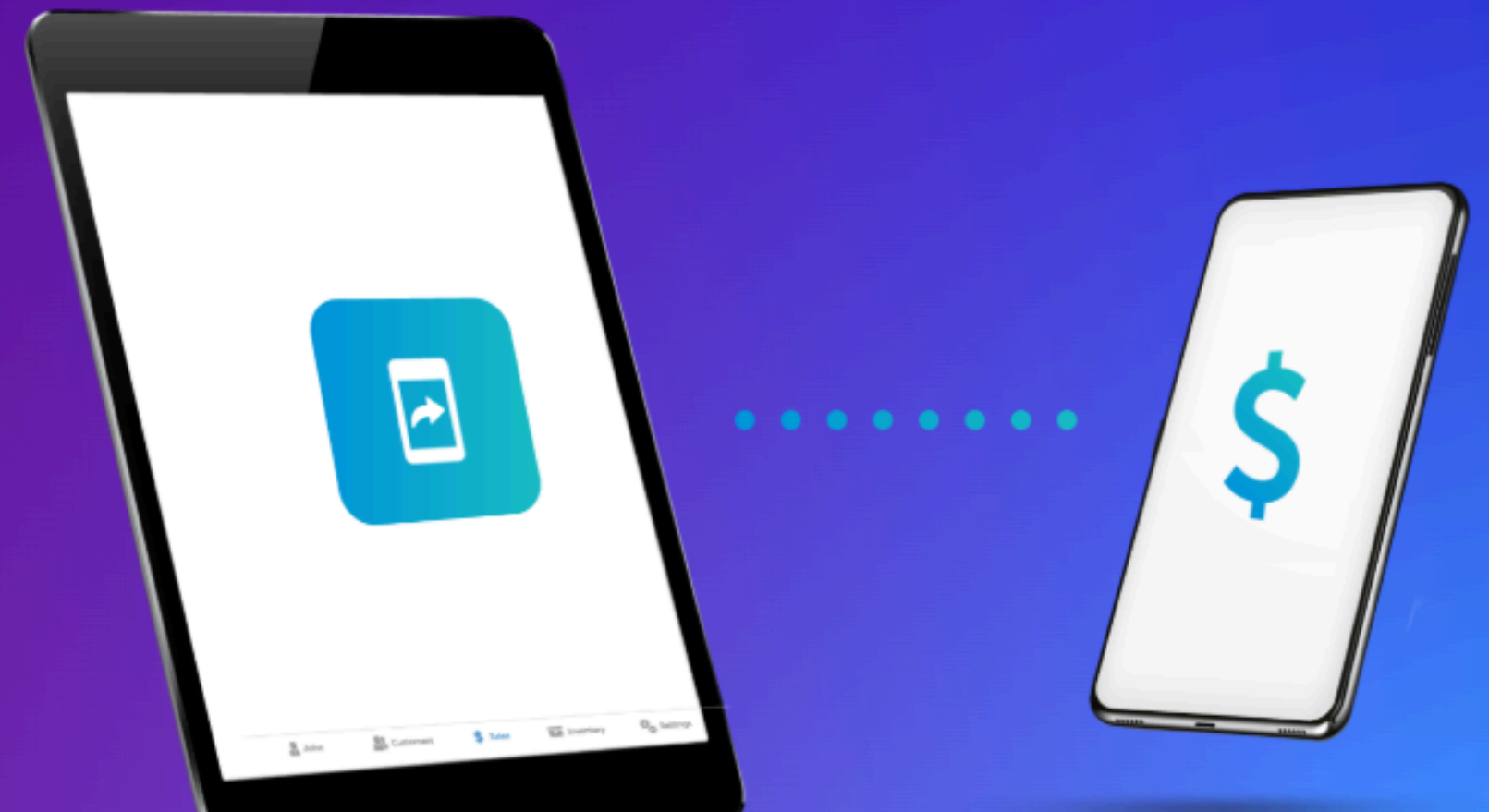
Payments

Day 1 Payments - Remote Pay (Credit Cards) - Text or Email

Remote Payment Software for Telecom

Take Payments, Anywhere, Anytime

Remote Pay turns any mobile device into a payment terminal, letting customers pay seamlessly via credit card, PayPal, or digital wallets. Simply select Remote Pay, and a secure payment link is instantly sent via text or email — enabling fast, hassle-free checkout.



Equipment being replaced (Payment Terminals)



+



x4

Device details - iQ Reader

 Compatible with RQmobile only

What's in the box

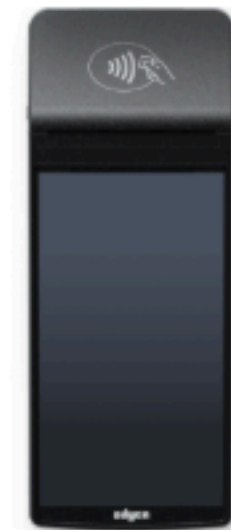
- Terminal device NYCY-SCR (card reader)
- Card reader, cable USB C to C, straight, 1200mm, metal plate.

Payment terminals will arrive Aug 31 - Sep 3

Equipment being replaced (Payment Terminals)



+



Device details - iQ Terminal

 Compatible with RQ Desktop only

What's in the box

- Terminal device S1F2 US
- eSim, battery, USB cable 90D, USB power adapter US, receipt roll

One - Payment Terminal for Desktop(s)



Equipment being replaced (Computer)

- From **Tulsa, OK** - Ready to go (early shipment missing RQ)
- From **Dell** - Schedule Time with me



Datascape - Pending



Equipment being replaced (Computer)

- Do not remove
 - monitors
 - internet cable





Equipment being replaced (Computer)



Monitor Port Options



Internet Cable



Adaptor - Only if needed for VGA

Equipment being replaced (Laptop - Select Store Only)





Equipment being replaced (Printer)



Only when a customer requests a printed copy.

To arrive within the first few days

Equipment to keep/set aside for now (store phones)



Continue to receive calls
on your **existing store
phones.**

We will port to new
equipment and services
within two weeks.

To arrive within the first week



Scheduled for installation

- Alarm - ADT (within 1-2 weeks)
- Locksmith (within days)
- Internet (within one month)



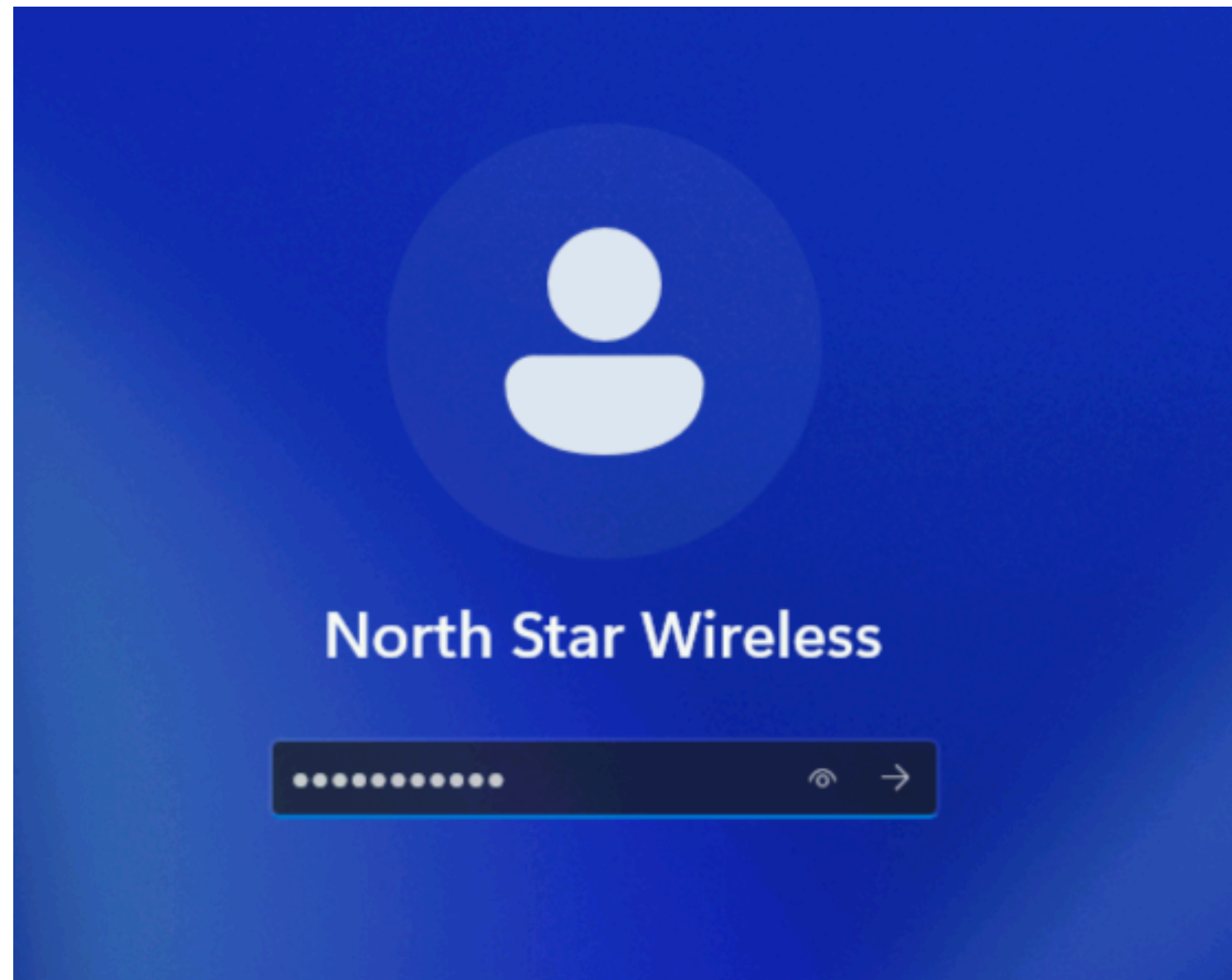


Recap - IT Equipment

- Day 1
 - Router
 - iPads (4)
 - Single Laptop/Desktop + Remote Pay for Credit Cards
- Day 1-2
 - Devices and Accessories
 - Extra Desktop
- Day 1-4
 - Payment Terminals
 - Printer



Windows workstation Login



Password:
sellbundles

RQ Login

A screenshot of the RQ login interface. The background is a teal gradient with a cloud-like pattern. At the top center is the "RQ" logo in white. Below it, the text "Username or Email" is in a light blue font. A white input field contains the text "first.last@NorthStar". Below that, the text "Password" is in a light blue font, and a white input field contains the text "Password". A blue "Sign In" button is below the password field. At the bottom left is the "iQmetrix" logo and the IP address "6.82.115.61174". At the bottom right is a globe icon, the text "English", and "NorthStar (Live)" with a dropdown arrow.

RQ

Username or Email

first.last@NorthStar

Password

Password

Sign In

iQmetrix
6.82.115.61174

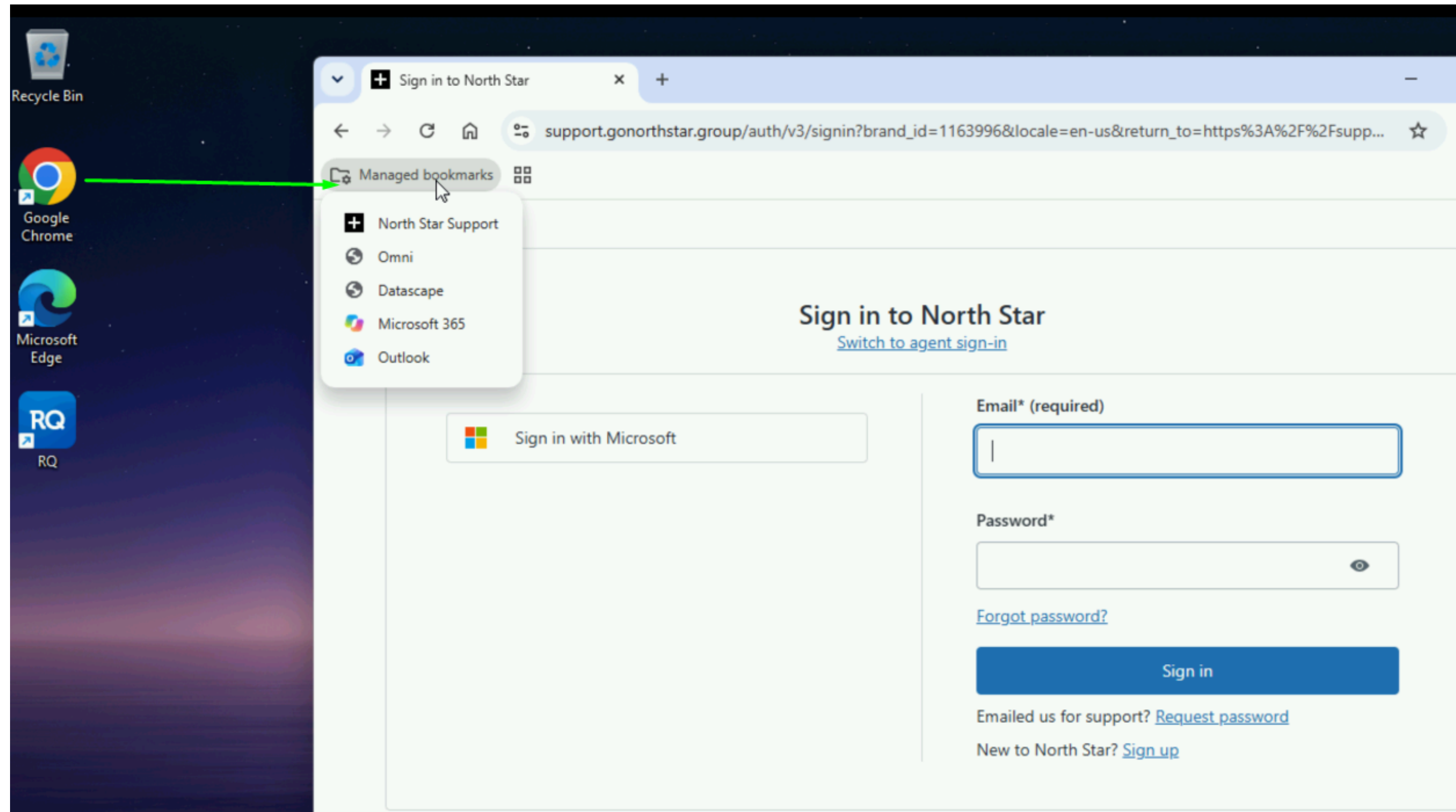
English
NorthStar (Live) ▾

Username:
first.last@northstar

Temp Password:
abc123

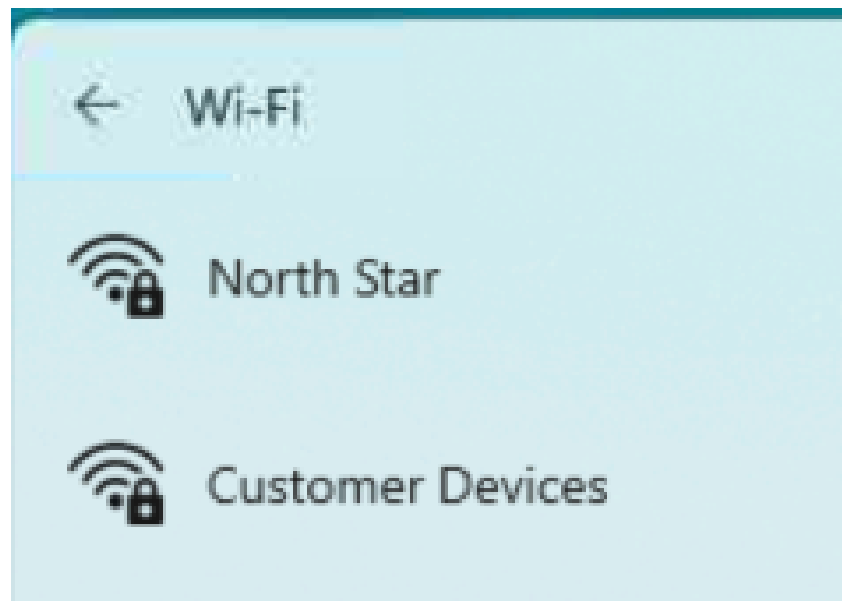


Chrome bookmarks





Store WiFi



- **North Star (Business Devices Only)**
 - Laptops
 - Desktops (backup)
 - Same at all locations
- **Customer Devices (activations & transfers)**
 - Password: 18009220204
 - Same at all locations
- **Verizon WiFi**
 - Omni iPads will automatically connect



North Star Email - Microsoft

outlook.office.com

Username: First.Last@gonorthstar.group

Password: A temp password will be provided on Sep 1

More to come...



Other Items

- Help Center
 - How-To Documents
 - Tickets
 - Chat Support
- Store Music
- Inventory Return processes



Q&A