

# Managing Devices:

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*Swap a Device*  
*Suspend an Account*  
*Cancel an Account*

# Managing Devices: *Swap, Suspend, Cancel*

*When would you swap a student's device and when would you suspend or cancel a student's account?*

<b>Action</b>	<b>SWAP (DEVICE)</b>	<b>SUSPEND / UNSUSPEND (ACCOUNT)</b>	<b>CANCEL (ACCOUNT)</b>
<b>Scenario</b> <i>(When do you take action?)</i>	<p>Student informs you that the 1MP device has been <b>damaged</b>, has been <b>stolen</b>, or <b>is lost</b> and you provide a replacement device.*</p> <p><i>*Students are not guaranteed a replacement device. It depends on the availability of devices and school site policy.</i></p>	<p>Student informs you that the 1MP device <b>may be lost</b> and the student is trying to locate the phone.</p>	<p>Student changes school, leaves the district, or is no longer participating in the program.</p> <p><b>OR</b></p> <p>Student informs you that the device is damaged, lost or stolen and there are no replacement devices available.</p>
<b>What Happens?</b>	<p><b>Replaces the device</b> with another one, but the student account and phone number stays the same. Conducting a “swap” deactivates the original device, rendering it unusable.</p>	<p><b>Temporarily suspends</b> the student account rendering the device unusable while the student locates it. Unsuspend the student account once the phone is found.</p>	<p><b>Terminates</b> the student account and renders the device unusable. If device was turned in and is in working order, the device can be reactivated for another student.</p>

# Managing Devices:

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**SWAP**  
*(Device)*

# Managing Devices: *SWAP* a Student's Device

1. Go to the Sprint Prepaid Sales Portal at [sales.prepaid.sprint.com](https://sales.prepaid.sprint.com).
2. In the **Sign In** screen, enter your “*User Account*” username and password.



**Welcome to the Sprint Prepaid Sales Portal.**

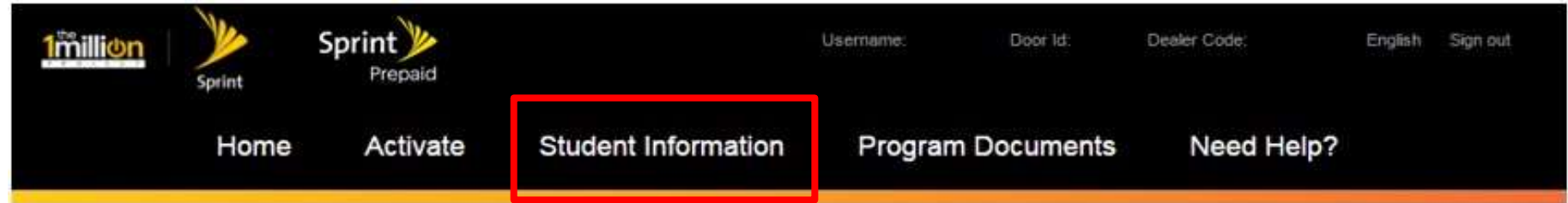
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A screenshot of the "SIGN IN" screen from the Sprint Prepaid Sales Portal. The screen has a light grey background. At the top, the text "SIGN IN" is displayed in a bold, black font. Below this, there are two input fields: "Username:" followed by a white rectangular box with a red border, and "Password:" followed by another white rectangular box with a red border. To the right of the password field is a blue link that says "Forgot your password?". At the bottom of the form is a dark blue button with the text "SIGN IN" in white, bold, uppercase letters.

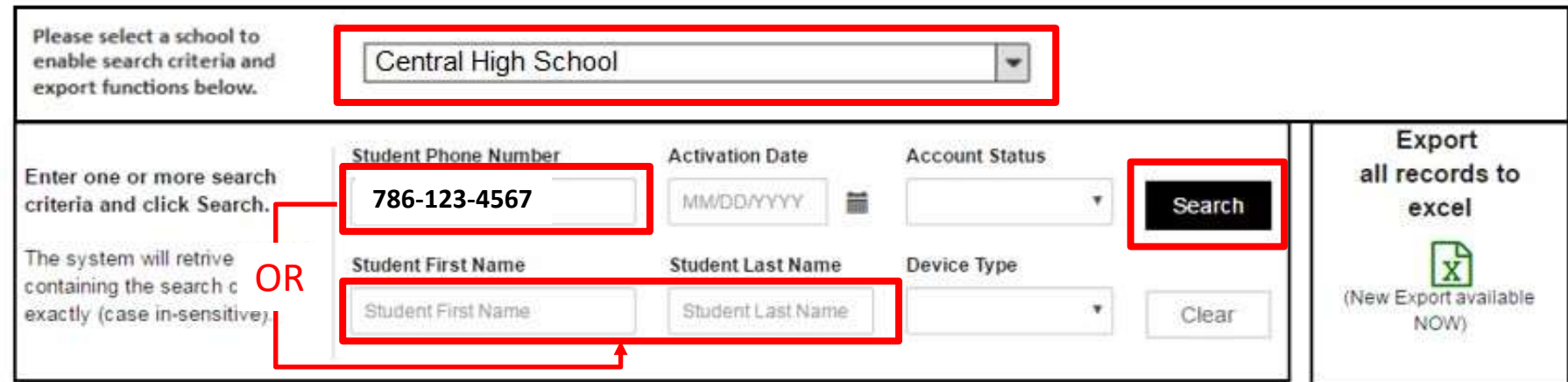
**NEXT** 

# Managing Devices: *SWAP* a Student's Device

3. Click on **Student Information**. If prompted, select your school.




4. Enter student's phone number **OR** name.



5. Click on **Search**.

6. Student record will appear below. In the "Actions" section, click on the phone icon.

School Student List							
Student ID	Grade	First Name	Last Name	Phone No	Device Type	Status	Actions
123456	9	Test	Student	786-123-4567	Tablet	Active	 \$ 📄 ⚠️ 🚫



# Managing Devices: *SWAP* a Student's Device

11. If prompted, confirm the ICC ID number.
12. Click **Next**.

The device has a removable SIM card with a serial number (ICCID). The ICCID below is currently associated to the MEID entered. Please verify it matches the ICCID on the SIM card or on the box the device came in: change as needed. CLICK SUBMIT TO CONTINUE.

ICCID Serial Number

89011201002108243001

[Change ICCID](#)

Back Next

# Managing Devices: *SWAP* a Student's Device

13. The *Account Change Details* screen will appear.
14. Review the account details.
15. Click **Submit**.



[**Note:** You will get the following message: *Your transaction is being processed.* The process will take a few seconds to complete.]

### ESN Swap

Serial Number → Review → Summary

#### Account Change Details

Before submitting the swap transaction, please review the details below with the Student. Please review the old and new device information before submitting the device swap.

**From:**  **To:** 

MEID: 089820800700467510      MEID: 089820800700484917  
Phone: SPP MOT 1M 1526 BLK XSGL      Phone: SPP 1M ANS AQT100 BK XSGL

#### Unchanged Services

1Million plan with 3GB HSDData      No Change

**New Monthly Recurring:**  
\$0.00



# Managing Devices: *SWAP* a Student's Device

16. The *Device Swap Summary* screen will appear.
17. Swapping a phone with another will not change the account information or the student's phone number.
18. Click **Print** to provide the student with a copy of the transaction.

The screenshot displays the 'ESN Swap' summary screen. At the top, a progress bar shows three steps: 'Serial Number', 'Review', and 'Summary', with 'Summary' being the active step. A green success banner reads: 'Success! The Device Swap has completed successfully. See details below. Your Confirmation # is 20985'. Below this is the 'Device Swap Summary' section, which shows two smartphones. The 'From' phone has MEID: 099820800700487510 and Phone: SPP MDT 1M 1526 BLK XSG. The 'To' phone has MEID: 099820800700484917 and Phone: SPP 1M ANS AQT100 BK XSG. The 'Services Summary' section shows 'Unchanged Services' with '1Million plan with 3GB HSData' and 'No Change'. A 'Due Date: 01/22/2017' is noted. At the bottom, there are links for 'Programming Instructions in English' and 'Programming Instructions in Spanish', and a section for 'Print or Email Device Swap Summary' with radio buttons for 'English' (selected) and 'Spanish'. A red box highlights the 'Print' button.

# Managing Devices:

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# *SUSPEND / UNSUSPEND* *(Account)*



# Managing Devices: *SUSPEND Student Account*

1. Go to the Sprint Prepaid Sales Portal at [sales.prepaid.sprint.com](https://sales.prepaid.sprint.com).
2. In the **Sign In** screen, enter your “*User Account*” username and password.



**Welcome to the Sprint Prepaid Sales Portal.**

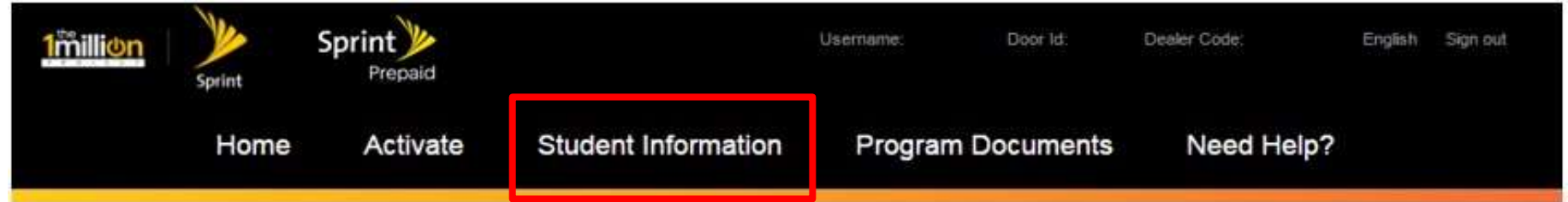
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**NEXT** 

# Managing Devices: *SUSPEND Student Account*

3. Click on **Student Information**. If prompted, select your school.



4. Enter student's phone number **OR** name.

Please select a school to enable search criteria and export functions below.

Central High School

Enter one or more search criteria and click Search.

Student Phone Number: 786-123-4567

Activation Date: MMDD/YYYY

Account Status: [Dropdown]

Search

OR

The system will retrieve containing the search c exactly (case in-sensitive).

Student First Name: Student First Name

Student Last Name: Student Last Name

Device Type: [Dropdown]

Clear

Export all records to excel  
(New Export available NOW)

6. Student record will appear below. In the "Actions" section, click on the triangle icon with the exclamation point.

School Student List							
Student ID	Grade	First Name	Last Name	Phone No	Device Type	Status	Actions
123456	9	Test	Student	786-123-4567	Tablet	Active	

# Managing Devices: *SUSPEND Student Account*

7. The *Suspend Account* screen will appear.
8. Click **Suspend Account**.

## Suspend Account

Test Student  
786-123-4567

1Million plan with 6GB HSData  
Expires 08/31/2018

This account will be suspended after the Suspend Account button is selected. Cancel to return to the Student Information page or Suspend Account to continue with the account suspension.

# Managing Devices: *SUSPEND Student Account*

9. A confirmation screen will appear.
10. Click **Close**.

**Note:** Suspension is a temporary status that should be used while the student locates his/missing device. Once the device has been located, suspension should be lifted. See next slides for “Unsuspending Student Account.”

## Suspend Account



**Success!**

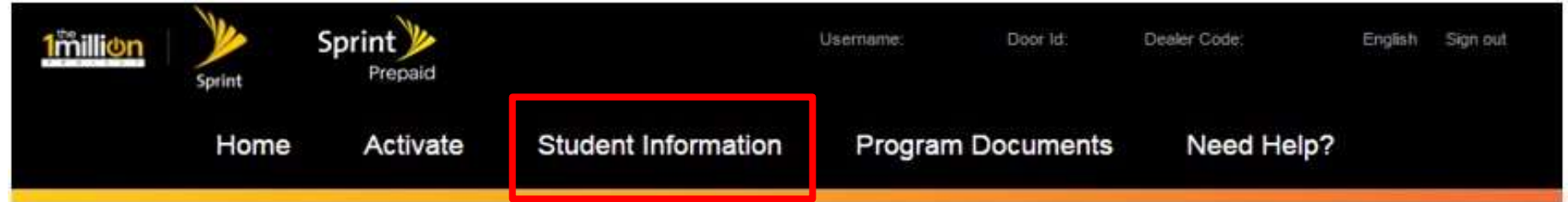
The Account has successfully been suspended.

Confirmation 20016, 2020-08-31 00:00:00

Close

# Managing Devices: *UNSUSPEND Student Account*

1. Click on **Student Information**. If prompted, select your school.
2. Enter student's phone number **OR** name.
3. Click on **Search**.
4. Student record will appear below. In the "Actions" section, click on the magic wand icon.



Student Information

Please select a school to enable search criteria and export functions below.

Central High School

Enter one or more search criteria and click Search.

Student Phone Number: 786-123-4567

Activation Date: MMDD/YYYY

Account Status: [Dropdown]

Search

OR

Student First Name: Student First Name

Student Last Name: Student Last Name

Device Type: [Dropdown]

Clear

Export all records to excel  
(New Export available NOW)

School Student List							
Student ID	Grade	First Name	Last Name	Phone No	Device Type	Status	Actions
123456	9	Test	Student	786-123-4567	Tablet	Suspended	

**Note:** Account status should show "Suspended."

# Managing Devices: **UNSUSPEND** Student Account

5. The *Unsuspend Account* screen will appear.
6. Click **Unsuspend Account**.

## Unsuspend Account

Student Name

786-123-4567

1Million plan with 3GB HSDData

Expires 2020-08-31 00:00:00

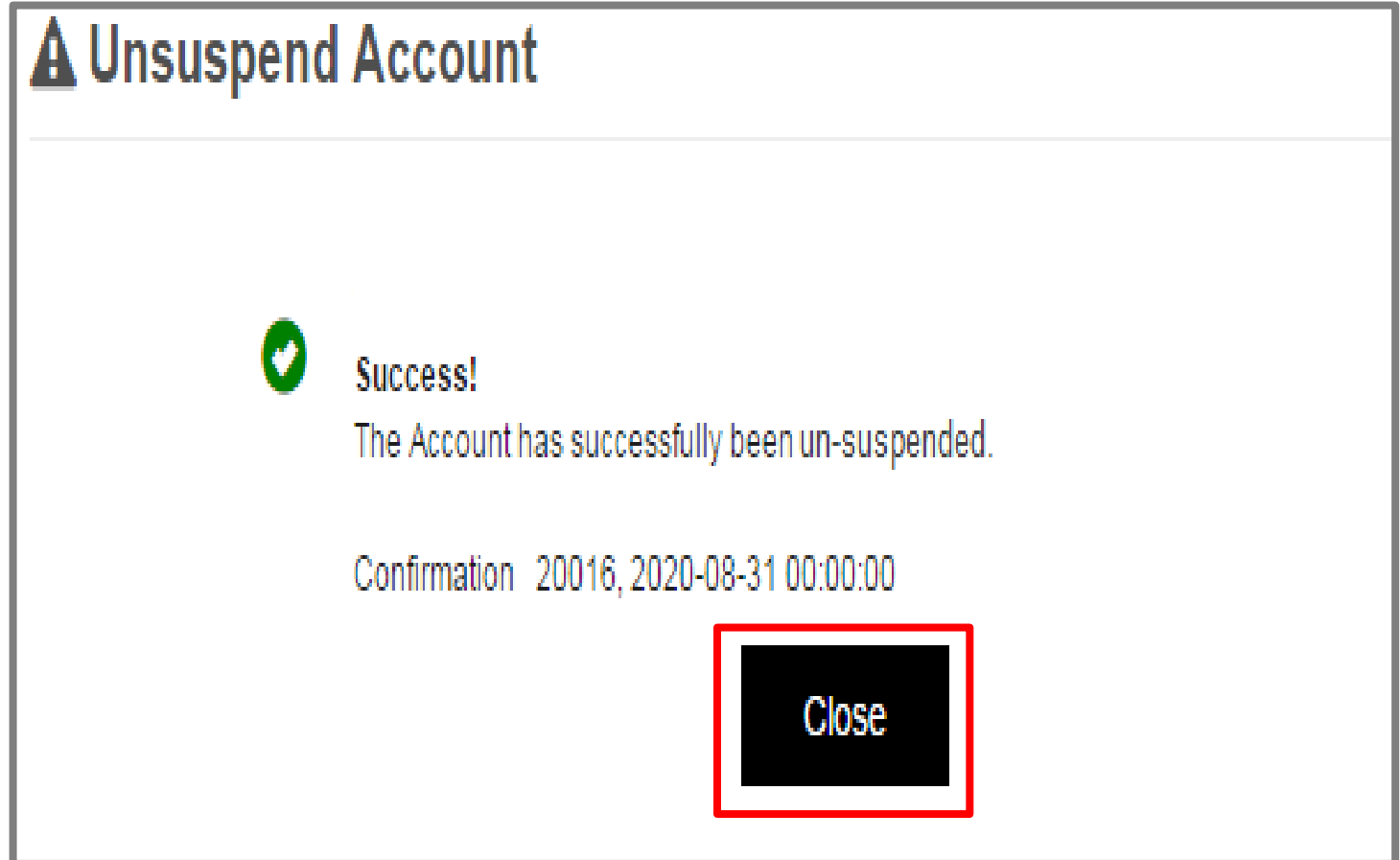
This account will be un-suspended after the Unsuspend Account button is selected. Cancel to return to the Student Information page or Unsuspend Account to continue.



# Managing Devices: *UNSUSPEND Student Account*

7. A confirmation screen will appear.
8. Click **Close**.

**Note:** Suspension is a temporary status that should be used while the student locates his/missing device. Once the device has been located, suspension should be lifted.



# Managing Devices:



**CANCEL**  
*(Account)*

# Managing Devices: **CANCEL** Student Account

1. Go to the Sprint Prepaid Sales Portal at [sales.prepaid.sprint.com](https://sales.prepaid.sprint.com).
2. In the **Sign In** screen, enter your “*User Account*” username and password.



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**NEXT** 

# Managing Devices: *CANCEL Student Account*

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2. In the **Sign In** screen, enter your username and password.



**Welcome to the Sprint Prepaid Sales Portal.**

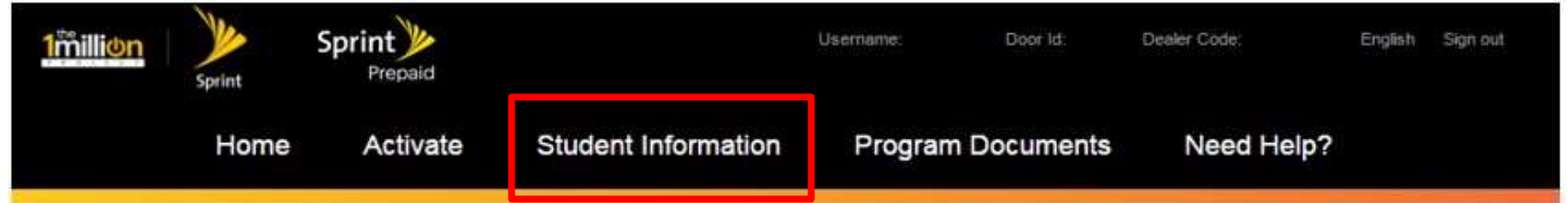
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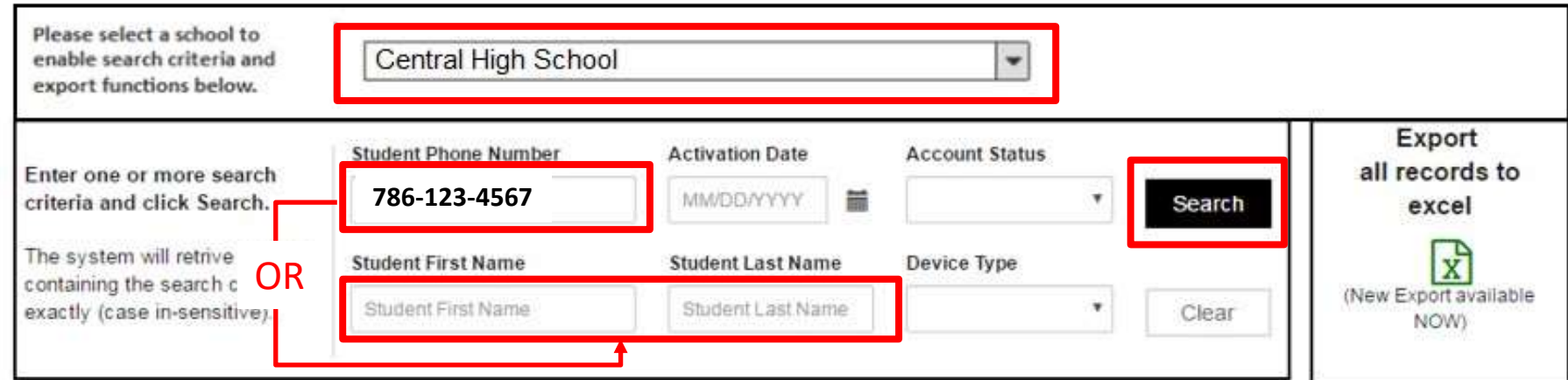
**NEXT** 

# Managing Devices: *CANCEL Student Account*

3. Click on **Student Information**. If prompted, select your school.








4. Enter student's phone number **OR** name.



5. Click on **Search**.

6. Student record will appear below. In the "Actions" section, click on the "NO" symbol.

School Student List							
Student ID	Grade	First Name	Last Name	Phone No	Device Type	Status	Actions
123456	9	Test	Student	786-123-4567	Tablet	Active	    

# Managing Devices: *CANCEL Student Account*

7. The *Cancel Account* screen will appear.
8. Click **Cancel Account**.

## Cancel Account

Test Student  
**786-123-4567**

1Million plan with 3GB HSData  
Expires 08/31/2029


This account will be cancelled after the Cancel Account button is selected and the device will be available to be activated on a new account or swapped to another existing account. Cancel to return to the Student Information page or Cancel Account to continue with the account Cancellation.

# Managing Devices: *CANCEL Student Account*

9. A confirmation screen will appear.
10. Click **Close**.

## Cancel Account

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 **Success!**

The Account has successfully been Canceled.  
confirmation: 20314, 12/22/16 18:50:05

**Close**