
Procedures for Replacing Devices: Defective, Damaged, Lost



OVERVIEW



- Process for Warranty Replacements
 - *Defective Devices*
- Process for Out-of-Warranty Replacements
 - *Damaged, Lost Devices*
- Process for Student Device Purchases
- Screen Shots of Processes



Replacing Devices

What is the Process?

Process for Warranty Replacements



Please follow the steps below when student receives device that is defective.

1. Student informs school personnel that device is defective.
2. Student calls Sprint care support: **844-309-1680**.
3. Sprint customer care troubleshoots the device to determine if
 - a) issue is covered under warranty and
 - b) device is within warranty period.
4. If device is covered, Customer Care ships a replacement device and a return kit for the defective device **to the school that the student attends**
5. Student informs school personnel that replacement device is being shipped to school site.
6. School receives the replacement device and performs a device swap in the Device Management Portal.
7. School places defective device in the free return kit provided by Care and ships back to Sprint.

Process for Out-of-Warranty Replacements



Please follow the steps below when student informs you that device has been damaged or lost.

- Student informs school personnel that device has been damaged or lost.
- School may choose to replace the device, if stock is available, and performs a device swap. See the [Swap a Student's Device](#) section of this document. *Due to limited stock, students are not guaranteed a replacement device.*
- If replacement devices are not available, students have the option of purchasing a replacement device.
- School liaison **MUST** access the Device Management Portal to suspend student account in order for the student to purchase a replacement device.

Student Needs to Purchase Replacement Device

What is the Process?

Process for Student Device Purchases



School or district does not have replacement devices available and student wishes to purchase a device.

- Student informs school personnel that he/she wishes to purchase a replacement phone.
- School liaison **MUST** access the Device Management Portal to suspend student account.
- Student purchases replacement device by either:
 - Calling Sprint Customer Care: 844-309-1680, or
 - Accessing their 1Million web portal account at <https://myaccount.prepaid.sprint.com>
- Device and free return kit are shipped to school that the student attends.
- School receives the replacement device, accesses the Device Management Portal and:
 - Unsuspends student account
 - Performs a device swap
 - Gives student the replacement device
- School places the original device (unless it is lost) in the free return kit provided by Customer Care and ships back to Sprint.

Screen Shots

SWAP A STUDENT'S DEVICE



Select **Student Information**, select a school, enter a student's phone number or name, then select **Search**

the 1million | Sprint | Sprint Prepaid | Username: | Door Id: | Dealer Code: | English | Sign out

Home | **Activate** | **Student Information** | Program Documents | Need Help?

Student Information

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

Enter one or more search criteria and click Search. The system will retrieve records containing the search criteria exactly (case in-sensitive).

Student Phone Number: Activation Date: Account Status:






Student First Name: Student Last Name: Device Type:

Export all records to excel
(New Export available NOW)

Once you find the student, select the phone icon to swap device.

School Student List					
Student ID	Grade	First Name	Last Name	Phone No	Device Type
123456	9	Test	Student	5555555555	Tablet

Status **Actions**

Active     

#moveforward



SWAP A STUDENT'S DEVICE



Enter the new device's MEID and select **Next**.

ESN Swap

Serial Number Review Summary

Enter Serial Number of New Device

Enter the Device Serial Number, often called ESN, MEID or IMEI, of the Customer's new device.

- It can be 11, 14, 15 or 18 characters and can be either all numbers or a combination of letters and numbers.
- It can be found on the device's packaging, on the back of the device, or behind the battery.

Click [here](#) for help finding the serial number of the new device.

*Required Information

Device Serial Number*

Confirm Device Serial Number*

Cancel **Next**



If requested, verify the ICCID.

ICCID Serial Number

[Change ICCID](#)

Back **Next**



SWAP A STUDENT'S DEVICE





Review the details and select **Submit**.

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

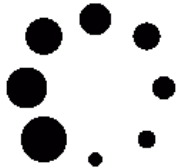
Unchanged Services

1Million plan with 3GB HSData *No Change*

New Monthly Recurring:
\$0.00

Your transaction is being processed

It may take a few moments to process your transaction. Thank you for your patience.



SWAP A STUDENT'S DEVICE



Summary screen lists transaction details.

ESN Swap

Serial Number > Review > Summary

Success!
The Device Swap has completed successfully.
See details below.
Your Confirmation # is 20988

Device Swap Summary

From:

MEID: 089820800700467510
Phone: SPP MOT 1M 1528 BLK XSGL

To:

MEID: 089820800700484917
Phone: SPP 1M ANS AQT100 BK XSGL

Services Summary

Unchanged Services

1Million plan with 3GB HSDData *No Change*

Due Date: 01/22/2017

If programming is not successful by following the instructions above, click one of the links below to view or print the manual programming instructions.

[Programming Instructions in English](#) [Programming Instructions in Spanish](#)

Print or Email Device Swap Summary

English Spanish

Print or email a copy for the student.

If a printer is not available, write down the programming instructions.



SUSPEND A STUDENT'S ACCOUNT



Use this feature if student's phone is lost/stolen and you don't have a replacement device immediately available.

Select **Student Information**, select a school, enter a student's phone number or name, then select **Search**.

The screenshot shows the 'Student Information' page. The 'Student Information' menu item is highlighted with a yellow arrow. Below it, a dropdown menu shows 'Central High School' selected, with a yellow arrow pointing to it. The search input field contains '773###123' and has a yellow arrow pointing to it. The 'Search' button is also highlighted with a yellow arrow. Other fields include 'Activation Date' (MMDD/YYYY), 'Account Status', 'Student First Name', 'Student Last Name', and 'Device Type'. There is also an 'Export all records to excel' button.

Once you find the student, select the triangle/exclamation point icon.

School Student List					
Student ID	Grade	First Name	Last Name	Phone No	Device Type
123456	9	Test	Student	5555555555	Tablet

Status	Actions				
Active					



SUSPEND A STUDENT'S ACCOUNT



SELECT *Suspend Account*.

⚠ Suspend Account

Test Student
555-555-5555

1Million plan with 6GB HSDData
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.

Cancel

Suspend Account ←

⚠ Suspend Account

✔ **Success!**
The Account has successfully been suspended.

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

Close



UNSUSPEND A STUDENT'S ACCOUNT



Use this feature to unsuspend the student's account.

Select **Student Information**, select a school, enter a student's phone number or name, then select **Search**.

The screenshot shows the 'Student Information' page. A yellow arrow points to the 'Student Information' menu item in the top navigation bar. Another yellow arrow points to the 'Central High School' dropdown menu. A third yellow arrow points to the search input field containing '773-882-1234'. A fourth yellow arrow points to the 'Search' button.

Once you find the student, select the magic wand icon.

School Student List					
Student ID	Grade	First Name	Last Name	Phone No	Device Type
123456	9	Test	Student	5555555555	Tablet

Status	Actions			
Suspended				



UNSUSPEND A STUDENT'S ACCOUNT



Select ***Unsuspend Account***.

Unsuspend Account

Student Name
773-888-1234

1Million plan with 3GB HSData

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.

Cancel

Unsuspend Account

Unsuspend Account

Success!
The Account has successfully been un-suspended.

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

Close



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