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.


7. School places defective device in the free return kit provided by Care and ships back to Sprint.

#moveforward
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.
SWAP A STUDENT’S DEVICE

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

Once you find the student, select the phone icon to swap device.
SWAP A STUDENT’S DEVICE

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

If requested, verify the ICCID.

#moveforward
SWAP A STUDENT’S DEVICE

Review the details and select **Submit**.

Your transaction is being processed

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

#moveforward
SWAP A STUDENT’S DEVICE

Summary screen lists transaction details.

Print or email a copy for the student.

If a printer is not available, write down the programing 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**.

Once you find the student, select the triangle/exclamation point icon.
SUSPEND A STUDENT’S ACCOUNT

SELECT **Suspend Account.**

**Suspend Account**

Test Student
555-555-5555

1 Million plan with 6GB HSD data
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]

**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**.

Once you find the student, select the magic wand icon.
UNSUSPEND A STUDENT’S ACCOUNT

Select **Unsuspend Account**.

**Unsuspend Account**

Student Name
773#R9213D

1 Million plan with 3GB HSDPA
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.

**Unsuspend Account**

**Success!**
The Account has successfully been un-suspended.

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

Close
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