

Device: Replacing a Device

1. Navigate to the company to which the device you want to replace is assigned.
2. In the upper right click **Devices.**
3. Click the device you want to replace.
4. In the upper right click the Wrench button.
5. From the dropdown click the **Replace Device.**
6. This will switch the record into edit mode.
 - For Apple devices
 - Update device name if needed
 - Update device type if needed
 - Update Serial Number

When these changes are complete the system will have recorded the info from the old device that we need to release it, and we will by default release it unless you leave us instruction otherwise.
 - For Windows devices
 - Update device name if needed
 - Update device type if needed
 - A new Maple Leaf license will be auto-generated so ML can be installed on the new device

If you need ML removed from the old device leave us a note or contact Compass Support for the needed uninstall code.
 - For Android devices
 - Update device name if needed
 - Update device type if needed
 - Leave a note at the bottom to tell use which version of Android the new device is running.
7. Make a note in the Notes field at the bottom for any special setup instructions or instructions concerning the old device.
8. Save the record by clicking the save / checkmark button in the upper left.

Next refer to the enrollment instructions for your device to proceed.

Things that can't be changed.

- Subscription

Things you don't want to change for smooth setup on new device.

- Filter Username
- Filter password

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