

Swap Device

1. Find the student. Confirm the student's current Device is off. Then select the **phone** icon to initiate the swap process.

The screenshot shows the 'Student Information' page. At the top, there are navigation tabs: Home, Manage, Activate, Student Information, Program Documents, and Support. Below the tabs, there's a search section with a dropdown menu for 'Please select a school to enable search criteria and export functions below.' (Test Account - One Million). There are input fields for 'Student Phone Number' (913-999-0787), 'Activation Date' (MMDDYYYY), and 'Account Status' (Active). A 'Search' button is present. Below this, there are fields for 'Student First Name' and 'Student Last Name', and a 'Device Type' dropdown. A 'Clear' button is also there. To the right, there's an 'Export all records to excel' button. Below the search section, there's a table titled 'Test Account - One Million Student List'. The table has columns: Student ID, Grade, First Name, Last Name, Phone No, Device Type, Status, and Actions. The first row shows Student ID 001100110011, Grade 12, First Name SU, Last Name TEST, Phone No 9139980787, Device Type Handset, Status Active, and Actions. A red arrow points to the phone icon in the Actions column of the first row.

2. Enter the serial number of the new device you wish to swap. This must be entered in both the **Device Serial Number** and **Confirm Device Serial Number** fields. Then click **Next**.

The screenshot shows the 'ESN Swap' page. At the top, there are navigation tabs: Home, Manage, Activate, Student Information, Program Documents, and Support. Below the tabs, there's a breadcrumb trail: Home > Manage > Activate > Student Information > Program Documents > Support. The main heading is 'ESN Swap'. Below this, there's a progress bar with three steps: 'Serial Number', 'Review', and 'Summary'. The current step is 'Serial Number'. The page title is 'Enter Serial Number of New Device'. Below this, there's a sub-heading 'Enter the Device Serial Number, often called ESN, MEID or IMEI, of the Student's new device.' There are two bullet points: 'It can be 11, 14, 15 or 18 characters and can be either all numbers or a combination of letters and numbers.' and 'It can be found on the device's packaging, on the back of the device, or behind the battery.' There's a link for help. Below this, there's a 'Required Information' section. There are two input fields: 'Device Serial Number*' and 'Confirm Device Serial Number*'. Both fields are highlighted with red boxes. Below the input fields, there are two buttons: 'CANCEL' and 'NEXT'. The 'NEXT' button is highlighted with a red box.



3. Confirm the Device Serial Number and the ICCID Serial Number (SIM card number) are correct. Then click **Next**.

The screenshot shows the 'ESN Swap' page. At the top, there are navigation tabs: Home, Manage, Activate, Student Information, Program Documents, and Support. Below the tabs, there's a breadcrumb trail: Home > Manage > Activate > Student Information > Program Documents > Support. The main heading is 'ESN Swap'. Below this, there's a progress bar with three steps: 'Serial Number', 'Review', and 'Summary'. The current step is 'Serial Number'. The page title is 'Enter New Device Serial Number'. Below this, there's a sub-heading 'Enter the Device Serial Number, often called ESN, MEID or IMEI, of the Customer's new device.' There are two bullet points: 'It can be 11, 14, 15 or 18 characters and can be either all numbers or a combination of letters and numbers.' and 'It can be found on the device's packaging, on the back of the device, or behind the battery.' There's a link for help. Below this, there's a 'Required Information' section. There are two input fields: 'Device Serial Number*' and 'ICCID Serial Number'. Both fields are highlighted with red boxes. Below the input fields, there are two buttons: 'Back' and 'Next'. The 'Next' button is highlighted with a red box.

- Confirm that the phone and plan type are accurate. Then click **Submit**.

Account Change Details

Before submitting the swap transaction, please review the details below with the Student. The following transaction details are on behalf of Test Account - One Million. Please review the old and new device information before submitting the device swap.

From:  **To:** 

Serial #: 250091539806825575 Phone: SPP MOT 1M 1526 BLK XSOL	Serial #: 250091539900639688 Phone: SPP MOT 1M 1526 BLK XSOL
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Unchanged Services



Exclusive 1Million Project offer - Unlimited Voice/Data with 3GB High Speed Data. No text service available on smartphone.	No Change
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New Monthly Recurring:
\$0.00

- Confirm that the change was successful. The phone should program automatically the first time it is turned on. If needed, you can access the programming instructions link for steps on how to manually program the phone. Then click **Close**.

Success
The Device Swap has completed successfully. See details below. Your Confirmation # is 13490328

Device Swap Summary

From:  **To:** 

Serial #: 250091539806825575 Phone: SPP MOT 1M 1526 BLK XSOL	Serial #: 250091539900639688 Phone: SPP MOT 1M 1526 BLK XSOL
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Services Summary

Unchanged Services

Exclusive 1Million Project offer - Unlimited Voice/Data with 3GB High Speed Data. No text service available on smartphone.	No Change
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Due Date: 03/07/2018

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

[Download Instructions in Spanish](#) [Download Instructions in Spanish](#)

Print or Email Device Swap Summary

English Spanish