

# Managing Devices: Transfer, Swap, and Deactivate



Link: <https://help.gpsinsight.com/docs/managing-devices-transfer-swap-and-deactivate/> Last Updated: January 27th, 2023

You can transfer, swap, and/or deactivate a device from the **Vehicle Card Header** on the Portal **Map page**. This is helpful in case you need to retire a vehicle and replace it with another one or no longer need the vehicle in the fleet.

**Note.** To perform a device transfer, swap, or deactivation, the user must have **Vehicle Admin permission**.

## Transferring a Device

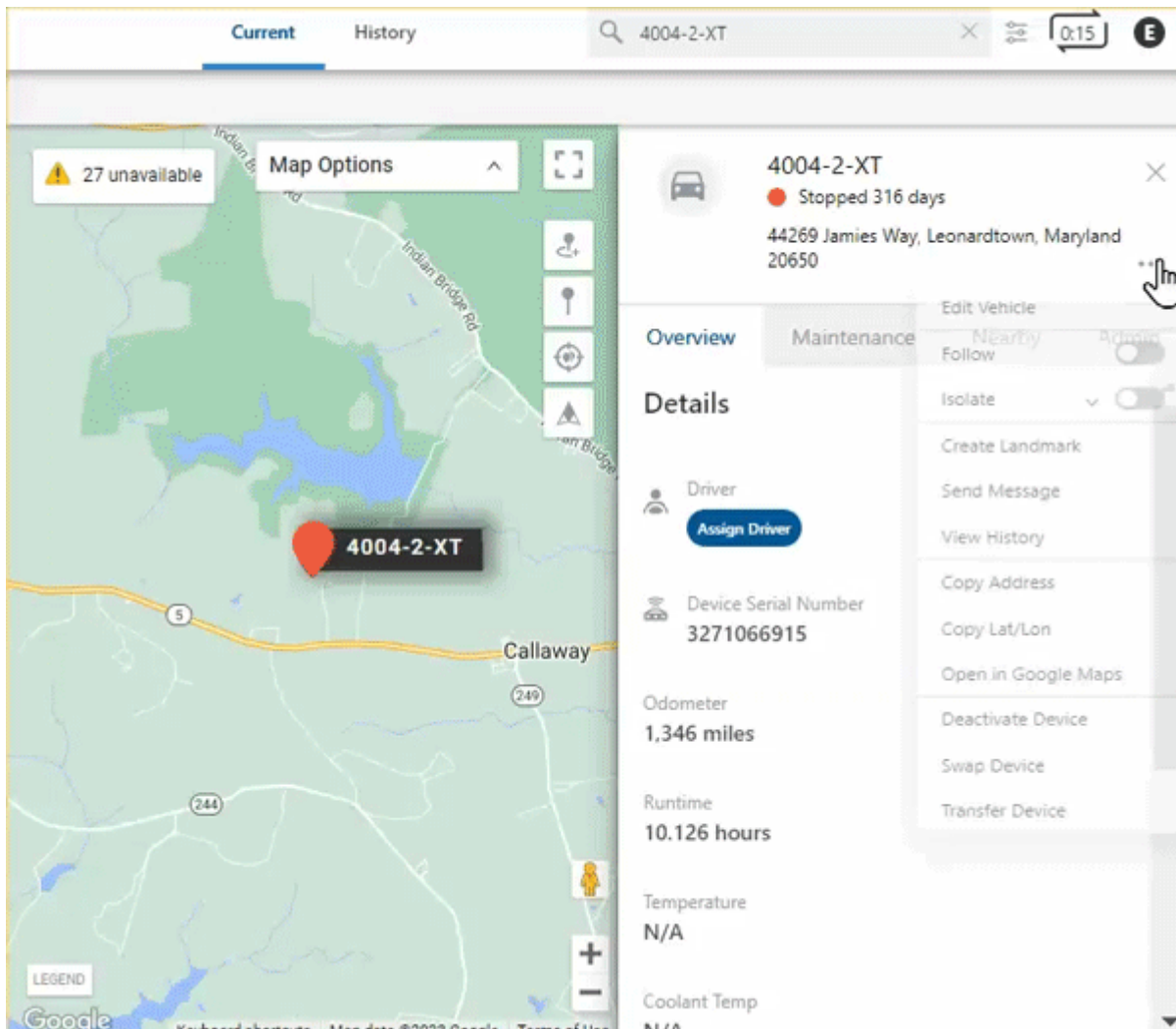
You may transfer a device to a different vehicle. This may be helpful if you are retiring the vehicle from the fleet or if you are rotating vehicles based on seasonal/situational use.

**Note.** Transferring a device to another vehicle requires you to register the device to another vehicle immediately after making the selection to transfer.

### How to transfer a device:

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1. From the Vehicle Card, click the ellipsis icon ( \*\*\* ).  
The Vehicle Card Header menu appears.
2. Click **Transfer Device**.  
The Transfer Device page appears.
3. As you are required to register the device, enter the following information:
  - **Required:** Vehicle Label
  - **Required:** VIN
  - Year
  - Make
  - Model
  - Color

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- Icon (Use the drop-down to make a selection)
- **Required:** Country (Use the drop-down to make a selection)
- License State (Use the drop-down to make a selection)
- License Plate
- **Required:** Odometer
- Runtime
- Fuel Type
- Fuel Capacity
- Engine Size (L)
- Idle GPH

#### 4. Click **Transfer**.

A pop-up appears asking you to confirm you would like to transfer the device.

#### 5. Click **Yes, Transfer**.

If successful, a pop-up appears confirming the device has been successfully transferred.

## Swapping a Device

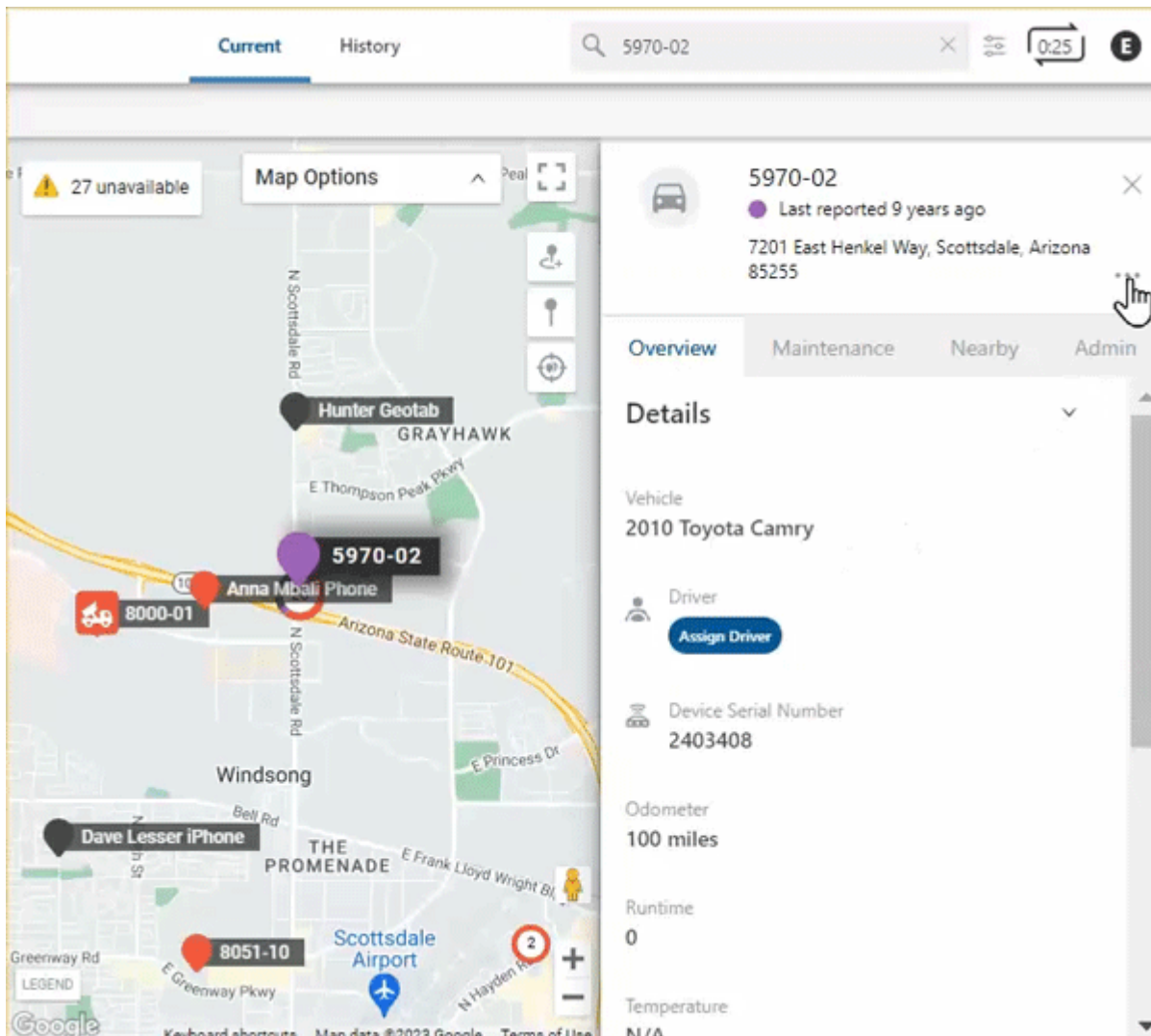
Swap allows users to quickly swap a new device serial number into an existing vehicle/asset registration. This feature is valuable for instances where devices are upgraded or replaced through RA.

**Note.** By selecting Swap, the user will have the option to copy the full vehicle profile (vehicle info, associated groups and hierarchy, attributes, inputs, current driver assignment, and scheduled alerts and reports).

### How to Swap a Device:

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1. From the Vehicle Card, click the ellipsis icon ( \*\*\* ).  
The Vehicle Card Header menu appears.
2. Click **Swap Device**.  
The Swap Device page appears.
3. Select a device serial number using the drop-down or you can begin typing the serial number to locate the device serial number.
4. Check the box next to Copy Vehicle Profile if you would like to copy the full vehicle profile.
5. Click **Swap**.  
A pop-up appears asking you to confirm you would like to swap the device.
6. Click **Yes, Swap**.  
If successful, a pop-up appears confirming the device has been successfully swapped.

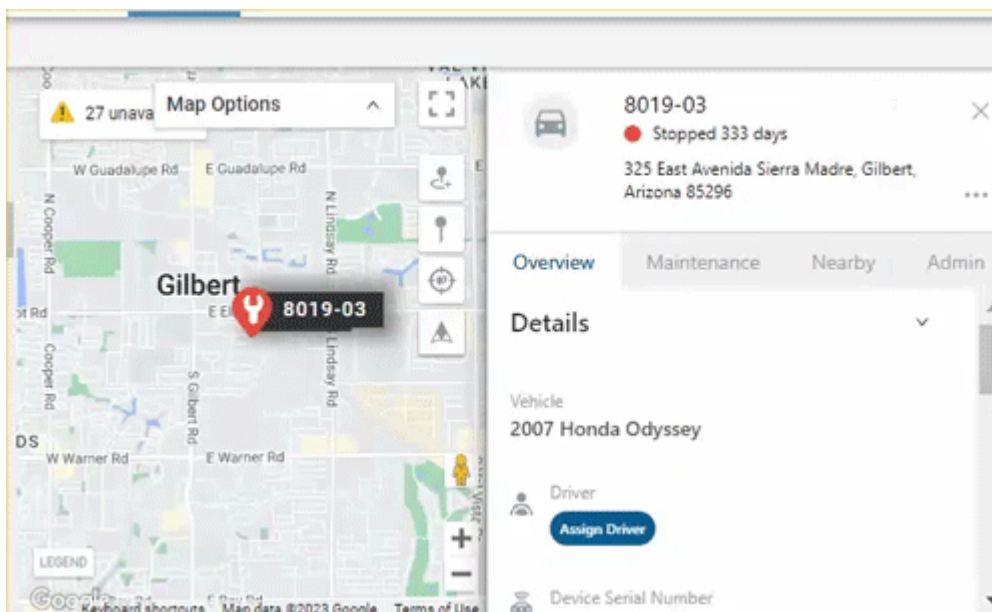
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**Note.** Swapping a device requires action from the Support team. The Swap Form in the portal automatically notifies Support of the request. Support will notify you when your swap request is complete. Please note that devices remain on the account until the end of the month. Request by the 26th of each month to avoid an additional month of billing.

## Deactivating a Device

### How to Deactivate a Device:



1. From the Vehicle Card, click the ellipsis icon ( \*\*\* ).

The Vehicle Card Header menu appears.

2. Click **Deactivate Device**.

The Deactivate Device page appears.

3. Use the drop-down to select a reason for deactivating your device.

4. Under Type, select Purchase or Rental.

5. Click **Deactivate**.

A pop-up appears asking you to confirm you would like to deactivate the device.

6. Click **Yes, Deactivate**.

If successful, a pop-up appears confirming the device has been successfully deactivated.

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**Note.** Deactivating a device requires action from the Support team. The deactivation form in the portal automatically notifies Support of the request. Support will notify you when your deactivation request is complete. Please note that devices remain on the account until the end of the month. Request by the 26th of each month to avoid an additional month of billing.