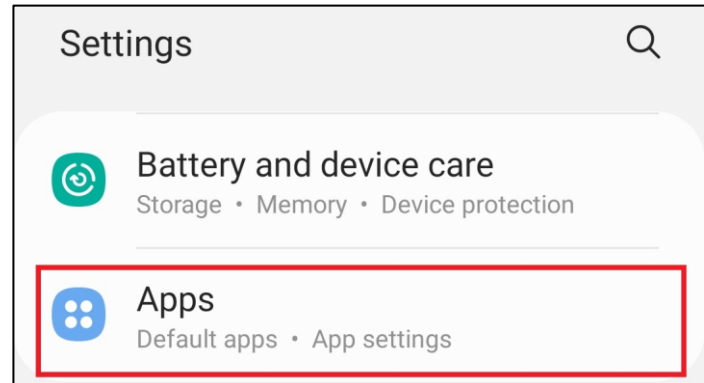
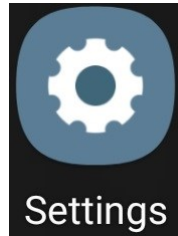


- The instructions listed on this document may vary depending on device model.
- Please be mindful that the previous app named '**inCompass**' has been rebranded to the new & latest '**Ipsos MediaLink**' app. Please ensure you uninstall the appropriate version you have installed on your device.

Step #1

Open your phone/tablet 'Settings' app

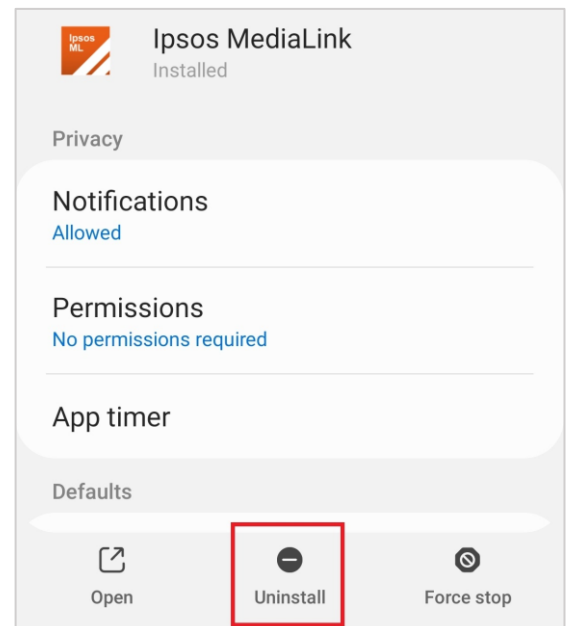
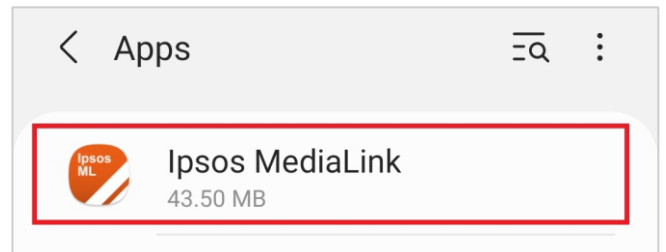
Now find 'Apps' or 'Apps and Notifications'



Step #2

Now, find and tap on 'Ipsos MediaLink' / 'inCompass'

Find and tap on 'Uninstall'

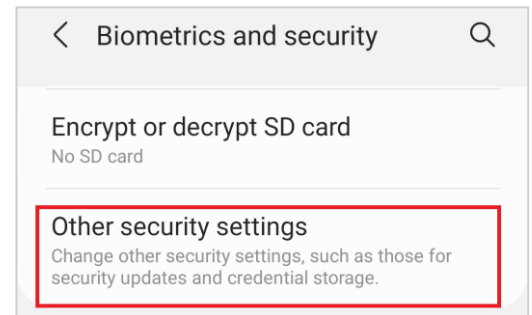
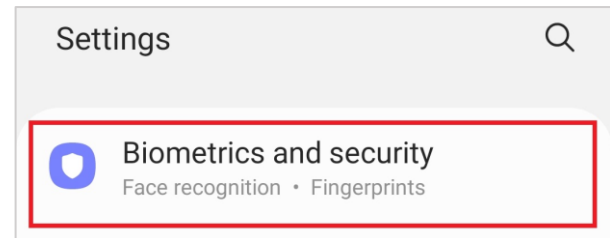
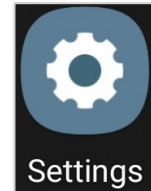


Step #3

Delete the VPN Certificate

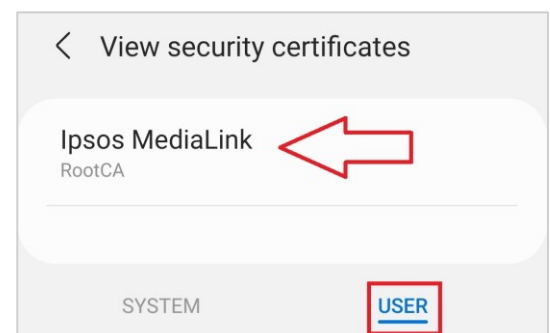
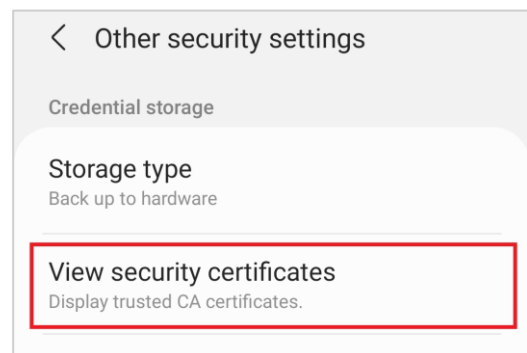
If you set up a lockscreen password manually to install our VPN, this will now be reverted once our certificate is deleted.

- Please now open '**Settings**' once again.
- Find and open '**Biometrics and Security**' or '**Security**' or '**Lock screen & Security**'.
- Some devices may need to tap 'Other security settings' or 'More Settings'



Step #4

- Find and tap '**View security certificates**' or '**Trusted credentials**' or '**Encryption and Credentials**'
- Tap the '**User**' tab to find the appropriate certificate.



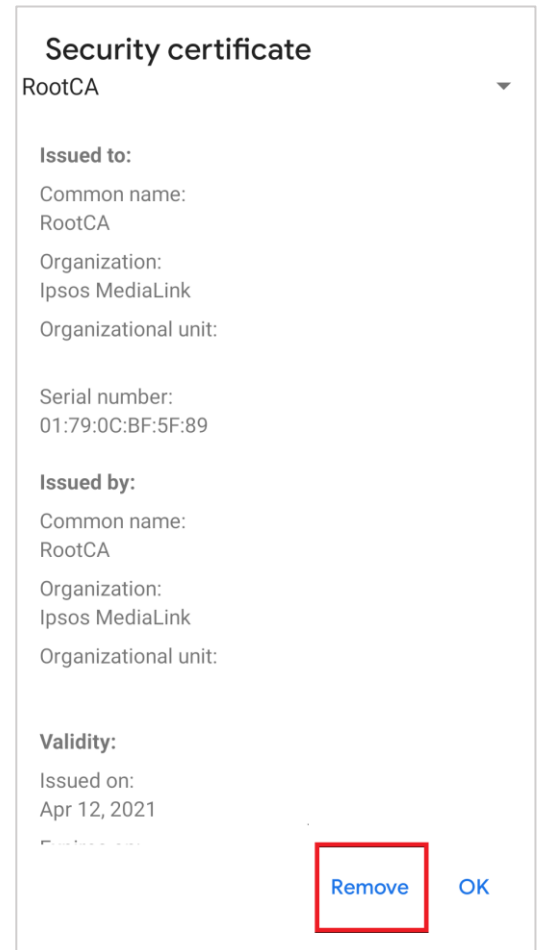
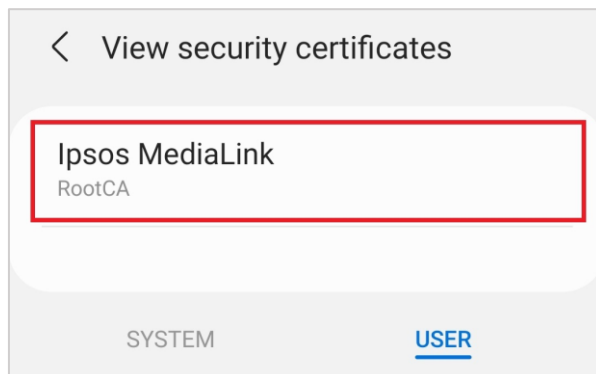
Step #5

Remove VPN Certificate

- Tap on 'Ipsos MediaLink' and or 'inCompass' (if present).

Please now scroll to the bottom.

- Tap 'Remove'



If you are using a device on Android 10 or lower, the application & VPN is now **uninstalled**.

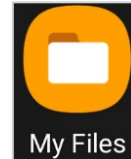
If you are using a device on Android 11 or higher, please complete the **final step on the next page**.

Step #6

Deleting the Saved certificate file(s)

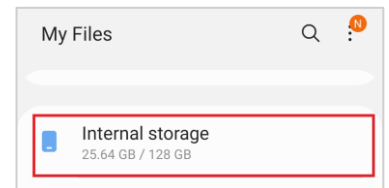
Please skip this step if your device is not running on Android 11+.

- Please find and open your 'Files' / 'My Files' app.

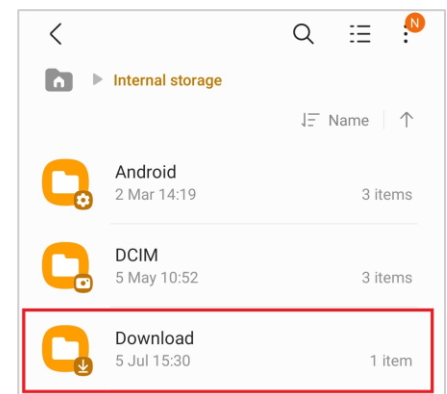


Note: On different device models the app may be **labelled** different & or have a different **icon**.

- Find and tap 'Internal Storage'



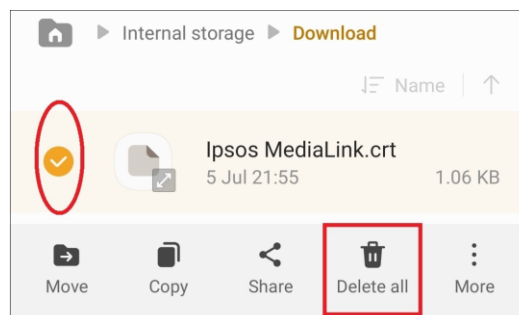
- Find** and **tap** once to open the folder you downloaded our .crt file into.



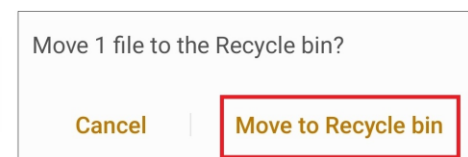
If you cannot remember, you can *search* for a file ending 'crt'.

Note: By default we always offer to save the file in the '*Download*' folder.

- Select** by holding down the certificate file(s) (.crt file) and click on the 'Bin' icon to delete.



- Confirm by clicking 'Delete / Move to Recycle Bin'.



'Ipsos MediaLink' is now uninstalled completely

No further data will be collected and/or sent to us from your device.