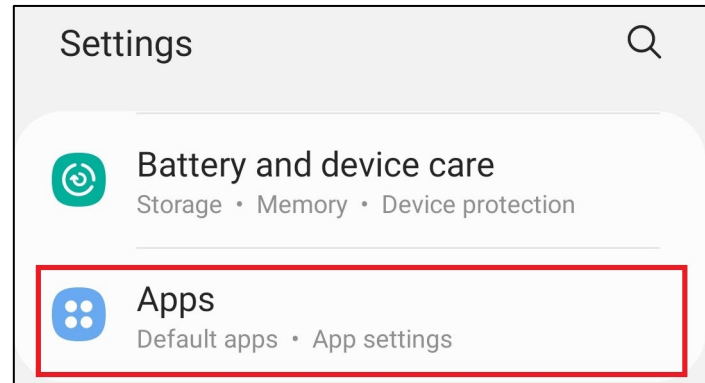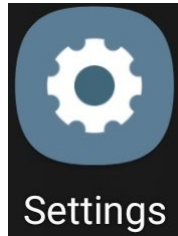# Uninstall Guide for Ipsos MediaLink for Android

- 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

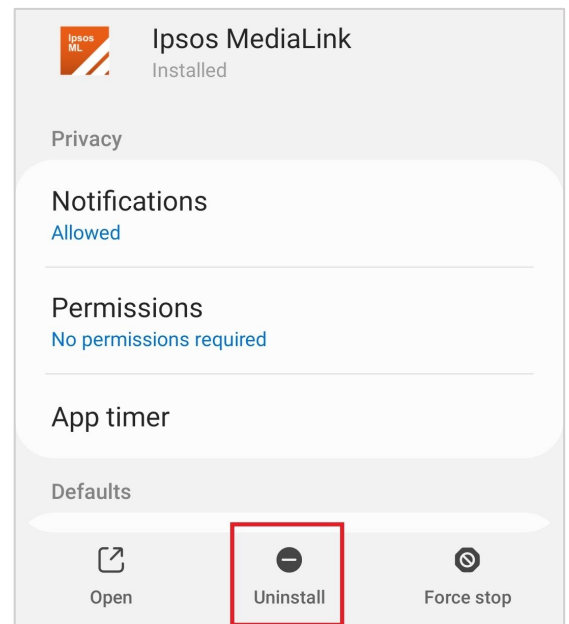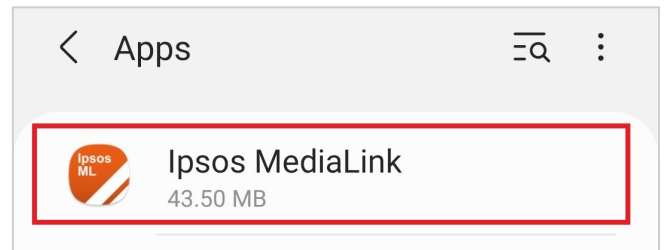Open your phone/tablet '**Settings**' app

Now find '**Apps**' or '**Apps and Notifications**'

Settings

Settings	🔍
Battery and device care Storage · Memory · Device protection	
Apps Default apps · App settings	

Step #2

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

Find and tap on '**Uninstall**'

< Apps

Ipsos MediaLink
43.50 MB

Ipsos MediaLink
Installed

Privacy

Notifications
Allowed

Permissions
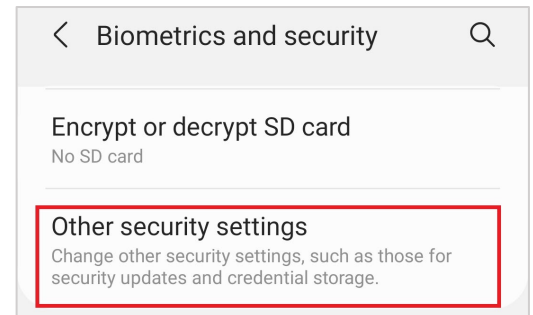No permissions required

App timer
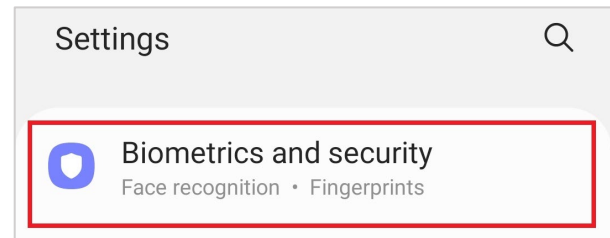
Defaults
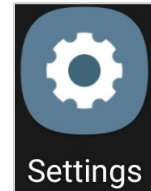
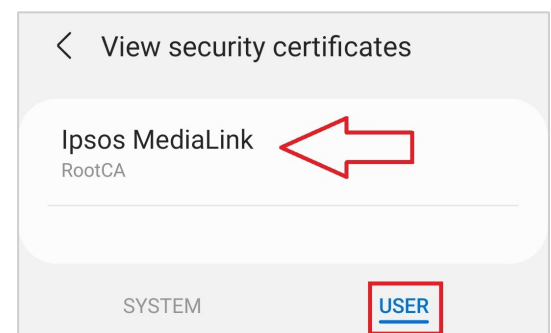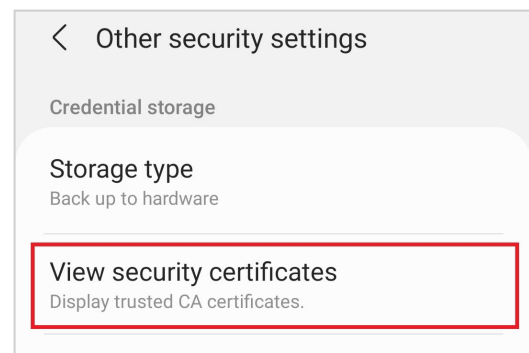| Open	Uninstall	Force stop

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 '**Biometics 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'**

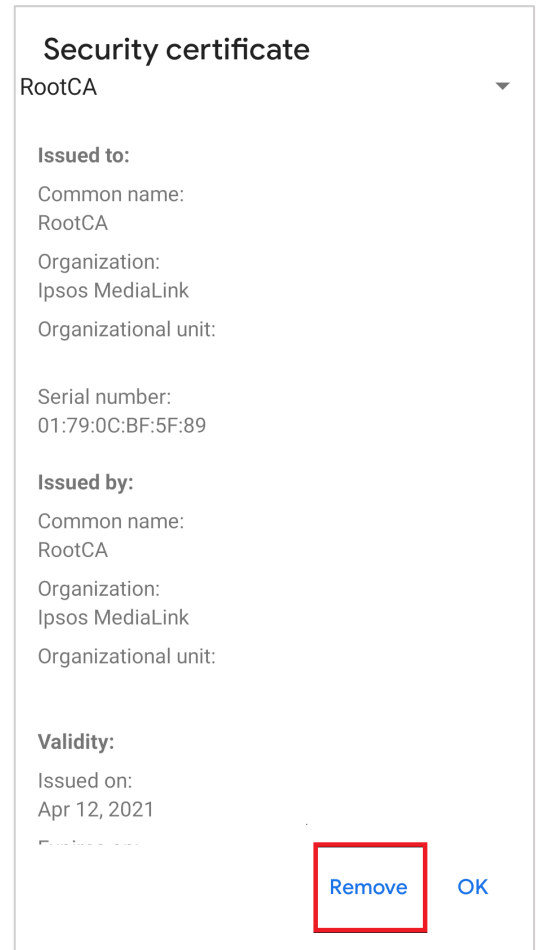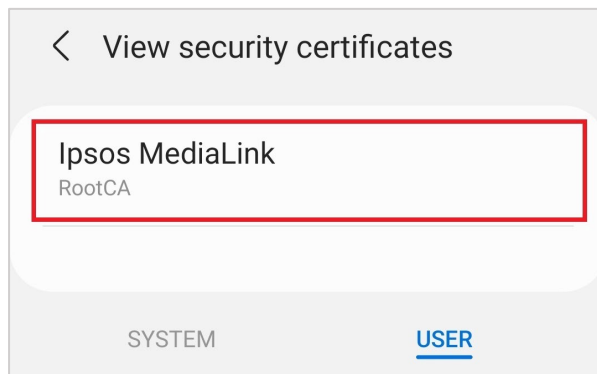- Tap the '**User'** tab to find the appropriate certificate.

Step #5

Remove VPN Certificate

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

Please now scroll to the bottom.

- Tap '**Remove**'

| Security certificate |
| RootCA |
| **Issued to:** |
| Common name: RootCA |
| Organization: Ipsos MediaLink |
| Organizational unit: |
| Serial number: 01:79:0C:BF:5F:89 |
| **Issued by:** |
| Common name: RootCA |
| Organization: Ipsos MediaLink |
| Organizational unit: |
| **Validity:** |
| Issued on: Apr 12, 2021 |

View security certificates

Ipsos MediaLink
RootCA

SYSTEM   USER

Remove   OK

If you are using a device on Android 10 or lower, the application & VPN is now **uninstalled**.
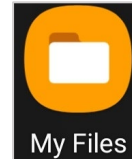
If you are using a device on Android 11 or higher, please complete the **final step on the next page**.

inCompass

Step #6

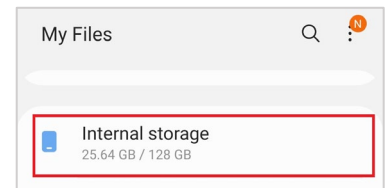## Deleting the Saved certificate file(s)

Please skip this step if your device is <u>not</u> running on Android 11+.

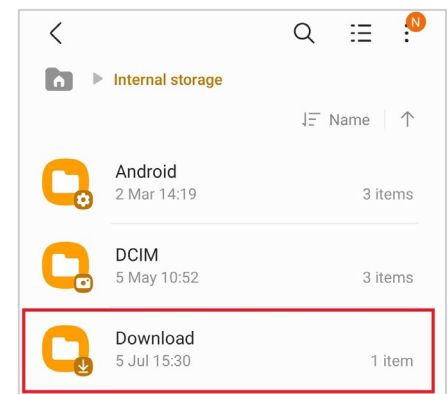- Please find and open your '**Files**' / '**My Files**' app.

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

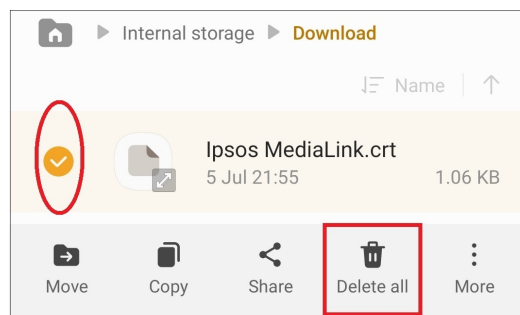- Find and tap '**Internal Storage**'

- **Find** and **tap** once to open the folder you downloaded our .crt file into.
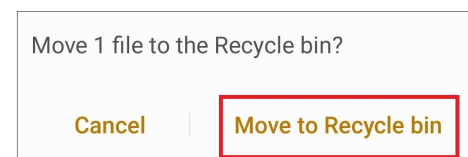
If you cannot remember, you can *search* for a file ending 'crt'.

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.