Manuals+ — User Manuals Simplified.

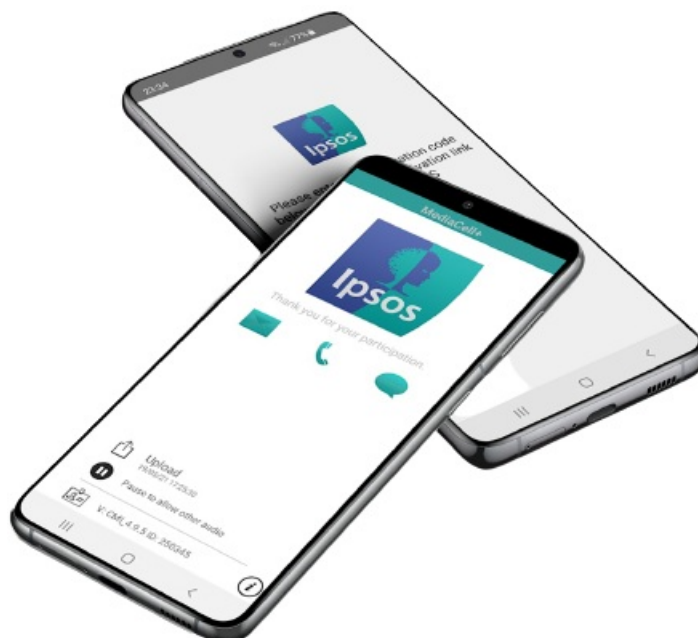# inCompass Uninstall Guide for Ipsos MediaLink App for Android User Guide

Contents

inCompass Uninstall Guide for Ipsos MediaLink App for Android

Product Information:

The product is called Ipsos MediaLink, and it is an app designed for Android devices. The app allows users to collect and send data to Ipsos. There are different versions of the app available, and it is important to uninstall the appropriate version that is currently installed on your device.
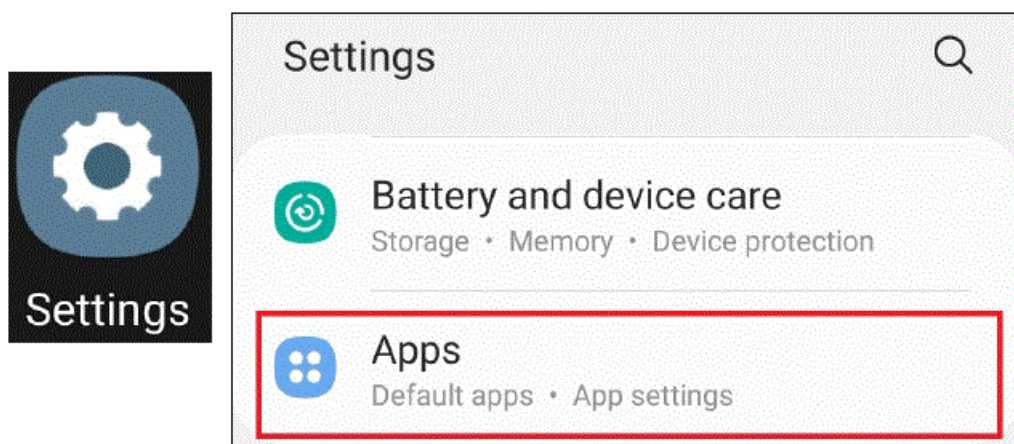
Product Usage Instructions

1. Open your phone or tablet's "Settings" app.
2. Find and tap on "Apps" or "Apps and Notifications".
3. Locate and tap on "Ipsos MediaLink" or "inCompass".
4. Tap on "Uninstall" to remove the app from your device.
5. If you are using a device on Android 10 or lower, the application and VPN will be uninstalled at this point.
6. If you are using a device on Android 11 or higher, please continue to the next step.
7. If your device is running on Android 11+, delete the saved certificate file(s). If you don't remember where the file is located, you can search for a file ending with ".crt". Note that the default location for saving the file is the "Download" folder.
8. Once you have completed the above steps, the Ipsos MediaLink app will be completely uninstalled from your device. No further data will be collected or sent to Ipsos.

Uninstall Guide for Ipsos MediaLinkfor 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.
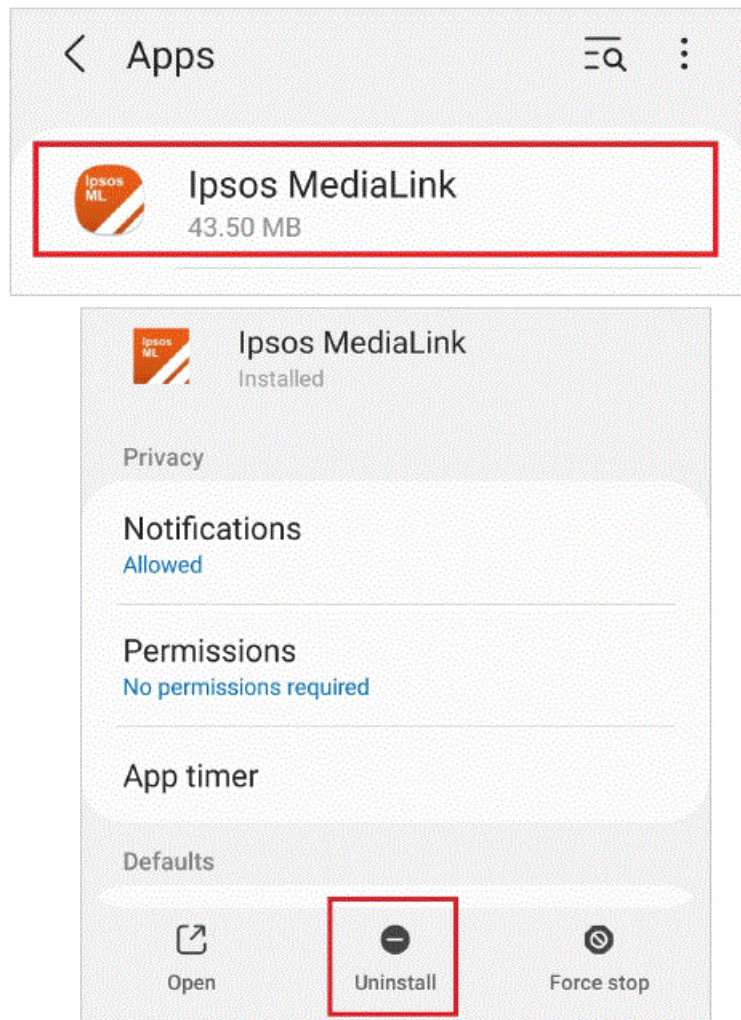
Step #1
Open your phone/tablet 'Settings' app Now find 'Apps' or 'Apps and Notifications'

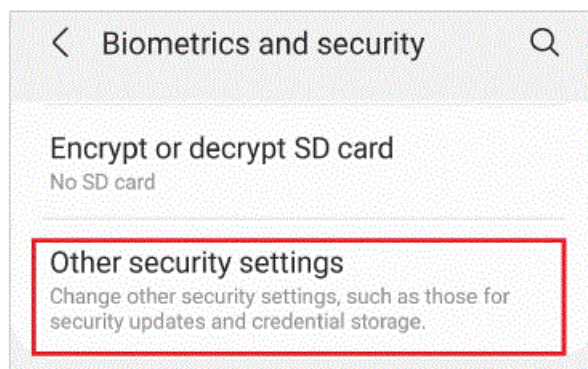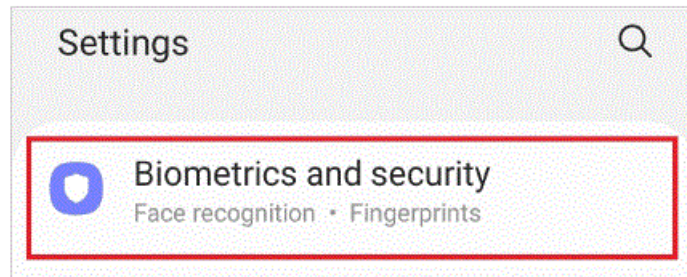**Step #2**
Now, find and tap on 'Ipsos MediaLink' / 'inCompass' Find and tap on 'Uninstall'
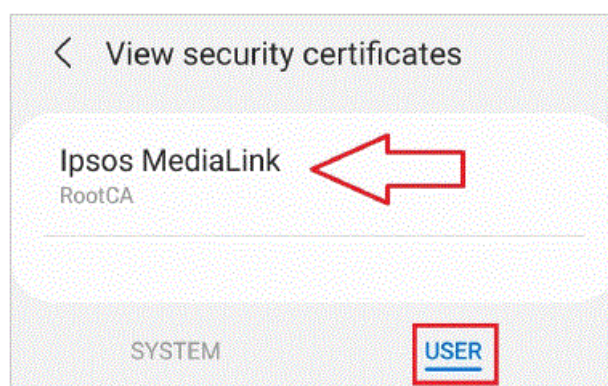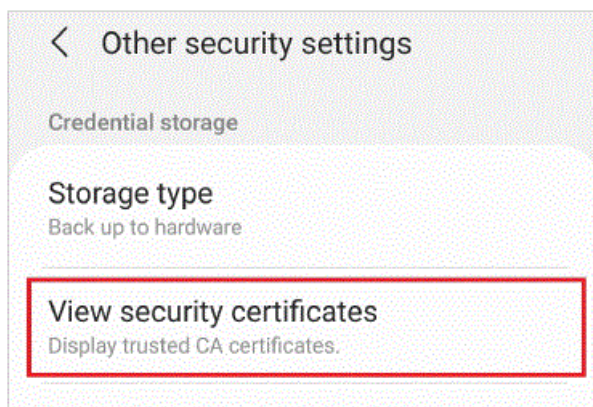
Step #3
Delete the VPN Certificate
If you set up a lock screen password manually to install our VPN, this will now be reverted once our certificate is deleted.
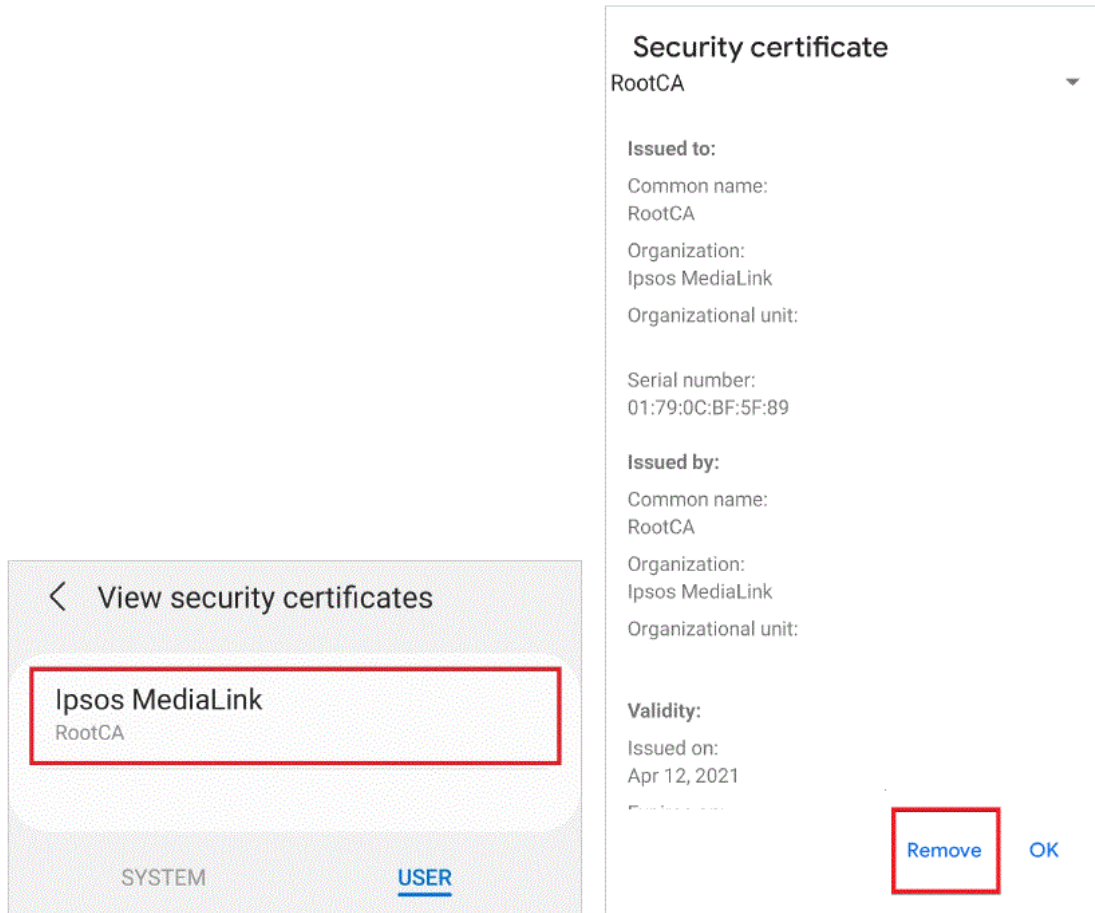
- Please now open 'Settings' once again.
- Find and open 'Biometicsand Security'or 'Security' or 'Lock screen & Security'.
- Some devices may need to tap 'Other security settings' or 'More Settings'

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).

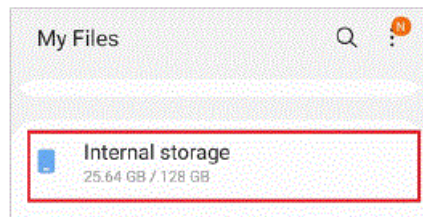 Please now scroll to the bottom.
- Tap 'Remove'

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.
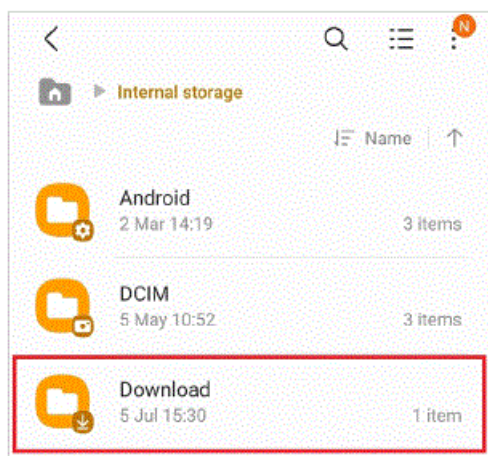
Step #6
Deleting the Saved certificate file(s)
Please skip this step if your device is notrunning on Android 11+.

My Files

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

  Note: On different device models the app may be labelleddifferent & or have a different icon.
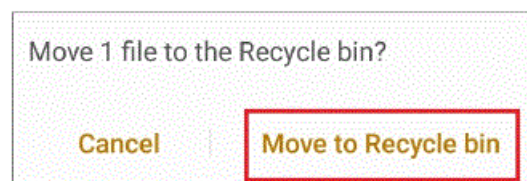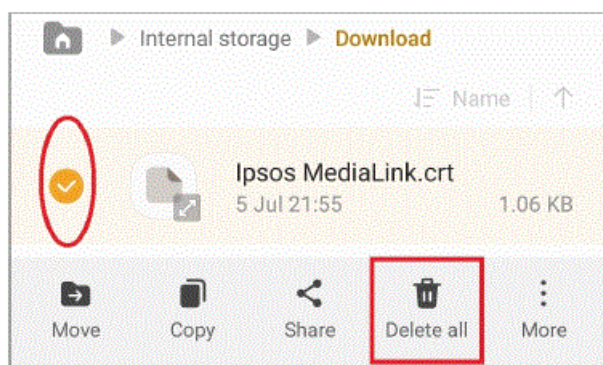
- Find and tap 'Internal Storage'

- Findand taponce to open the folder you downloaded our.crtfile into.

  If you cannot remember, you can searchfor a file ending 'crt'.

  Note: By defaultwe always offer to save the file in the 'Download' folder.

- Selectby holding down the certificate file(s) (.crtfile) 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.

Documents / Resources

inCompass Uninstall Guide for Ipsos MediaLink App for Android [pdf] User Guide
Uninstall Guide for Ipsos MediaLink App for Android, Ipsos MediaLink App for Android, Uninstall Guide for Ipsos MediaLink App, Ipsos MediaLink App, Ipsos MediaLink, App

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