

## Ipsos MediaCell+ App for Android User Guide

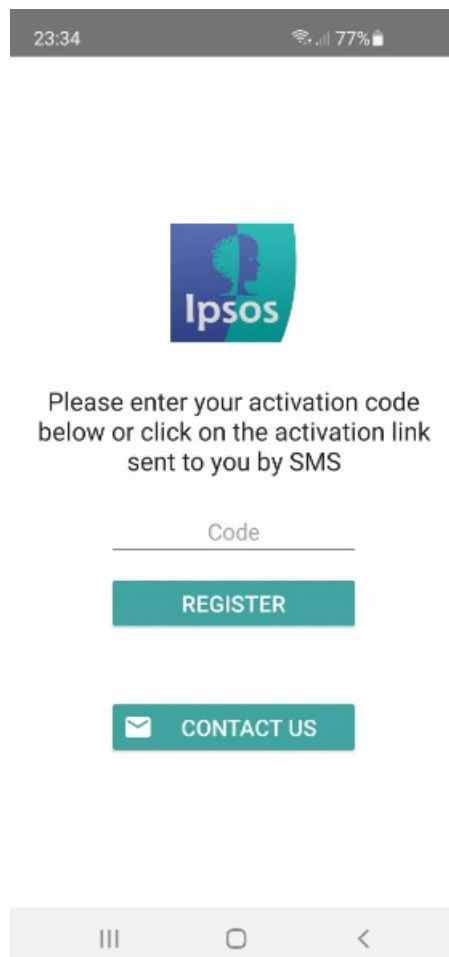
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**Ipsos MediaCell+ App for Android**



## Product Information

The Ipsos MediaCell+ app is a mobile application designed for Android devices. It allows users to participate in media research and data collection activities. The app collects data and sends it to Ipsos for analysis and research purposes.

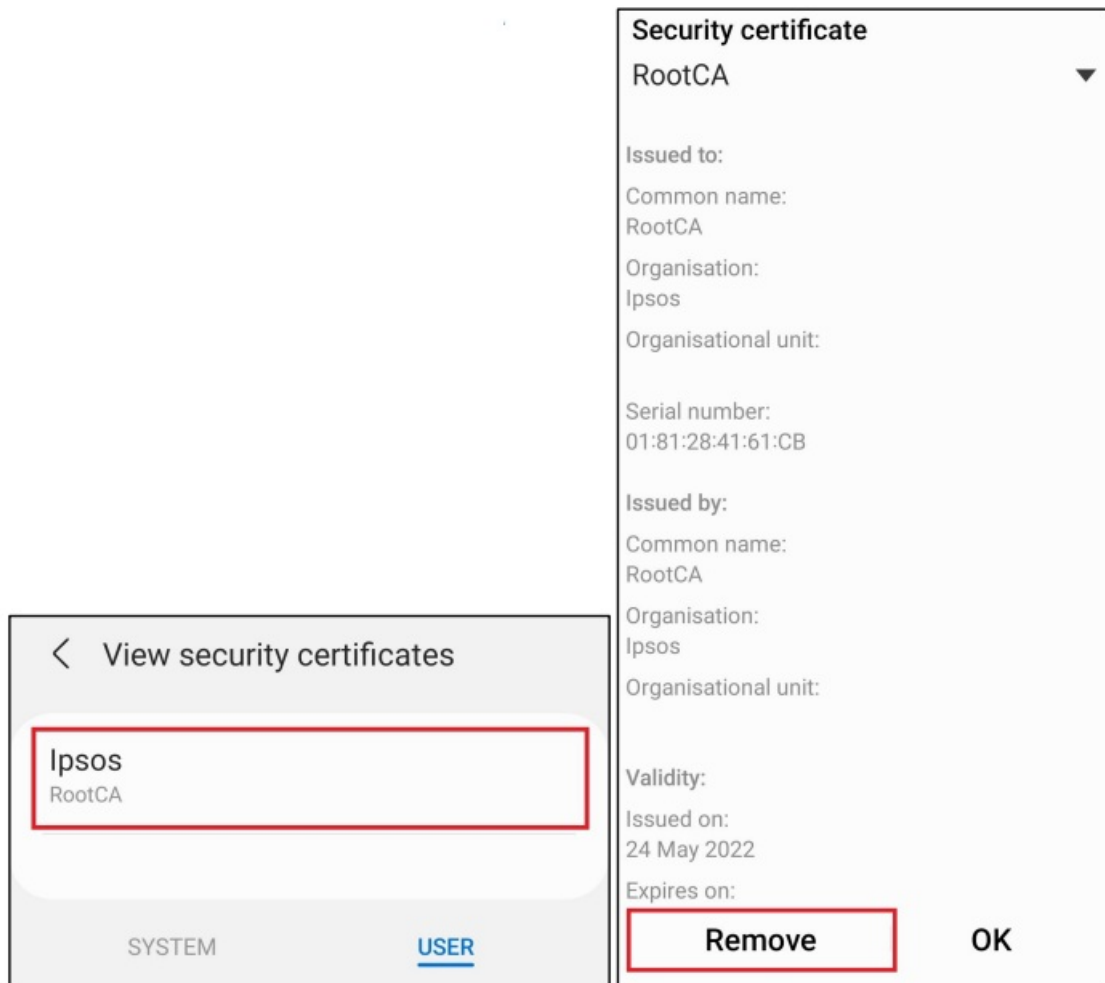
## Product Usage Instructions

1. Step #1: Open your phone/tablet 'Settings' app.
2. In the settings, find 'Apps' or 'Apps and Notifications' and tap on it.
3. Step #2: Find and tap on 'Ipsos MediaCell+' or 'MediaCell+' in the list of installed apps.
4. Tap on 'Uninstall' to begin the uninstallation process.
5. If you are using a device on Android 10, the application and VPN will be uninstalled automatically.
6. If you are using a device on Android 11+, please follow the next step.
7. Step #6: Deleting the Saved certificate file(s) – Skip this step if your device is not running on Android 11+.
8. 'Ipsos MediaCell+' is now completely uninstalled from your device.
9. No further data will be collected and/or sent to us from your device.

## Uninstall Guide for Ipsos MediaCell+ for Android

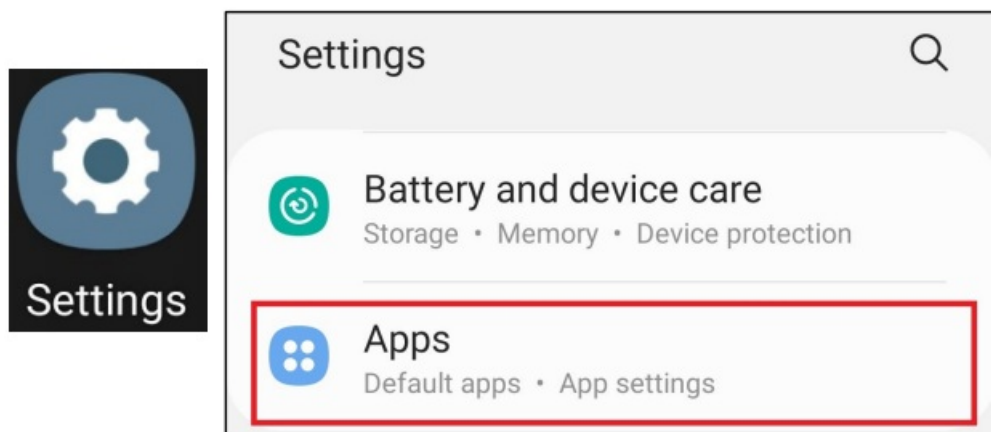
- The instructions listed on this document may vary depending on device model.
- Please be mindful that the previous app named 'MediaCell+' has been rebranded to the new & latest 'Ipsos MediaCell+' app. Please ensure you uninstall the appropriate version you have installed on your device.
- **Step #1**

- Open your phone/tablet 'Settings' app
- Now find 'Apps' or 'Apps and Notifications'



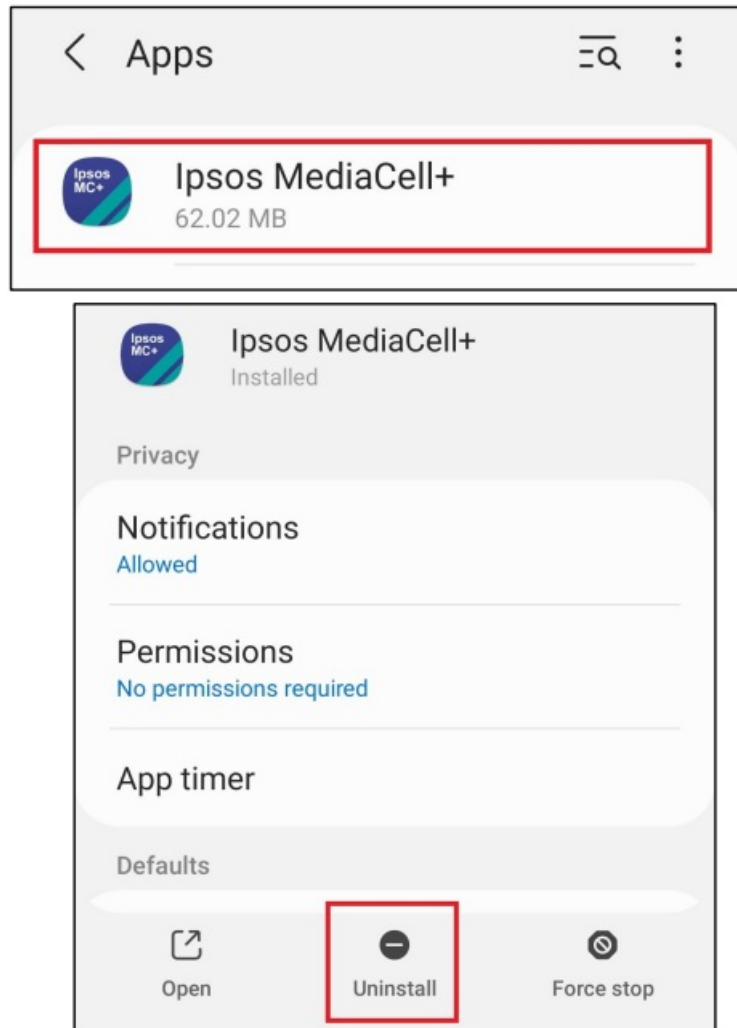
## • Step #2

- Now, find and tap on 'Ipsos MediaCell+' / 'MediaCell+'
- Find and tap on 'Uninstall'



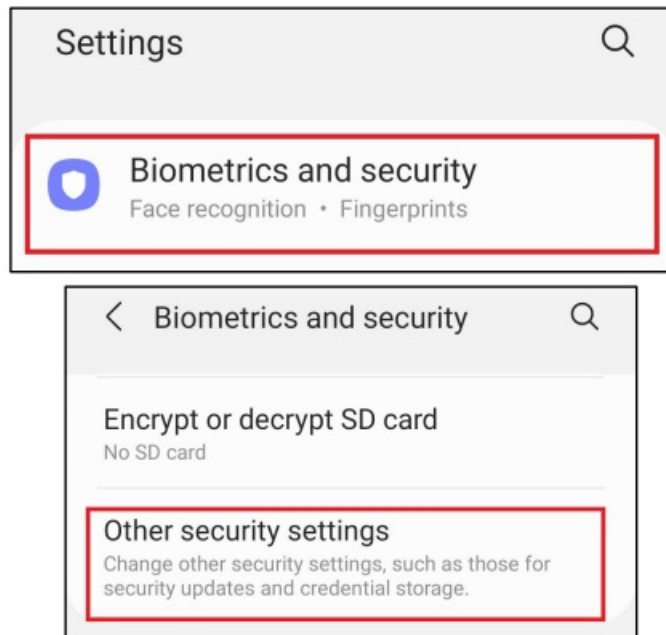
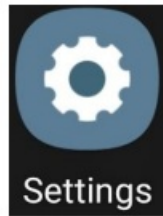
## • Step #3

- 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 'Settings' or 'Lock screen & Security'.
  - Some devices may need to tap 'Other security settings' or 'More Settings'



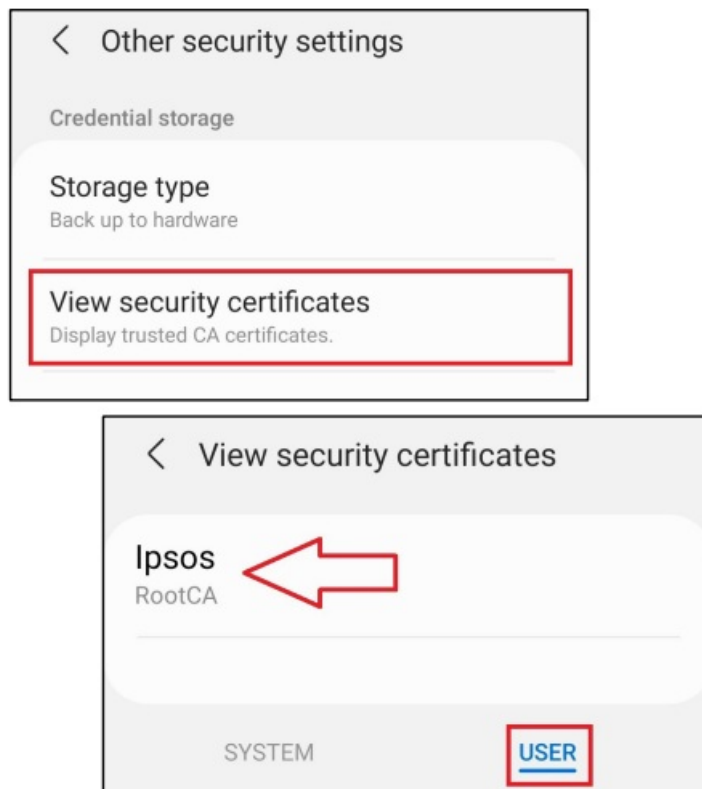
- **Step #4**

- 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' (or if present, 'Ipsos MediaCell+' / 'MediaCell+')  
Please now scroll to the bottom.
- Tap 'Remove'



- If you are using a device on Android 10, the application & VPN is now uninstalled.
- If you are using a device on Android 11+, 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.

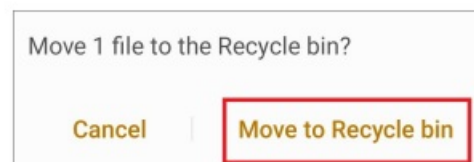
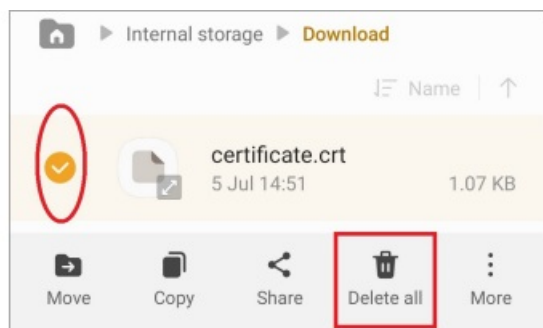
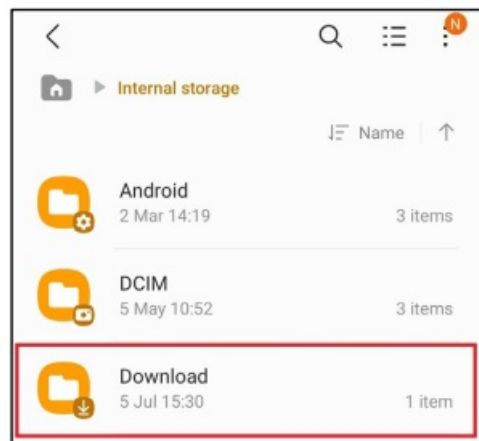
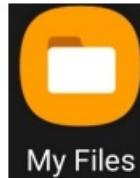
Note: On different device models the app may be labelled different & or have a different icon.

- 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'.

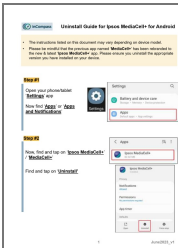
**Note:** By default we always offer to save the file in the 'Download' folder.

- Select by holding down the certificate file(s) (.crt file) and click on the 'Bin' icon to delete.
- Confirm by clicking 'Move to Bin / Recycle Bin'.



**'Ipsos MediaCell+' is now uninstalled completely**

**Documents / Resources**



**[Ipsos MediaCell+ App for Android](#) [pdf] User Guide**  
MediaCell App for Android, App for Android, Android