Device Management

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Classic View: School Store > Administration > Device Management

Search Terms: Device Management

The Campus Mobile Payments app is used to pay for purchases using a credit or debit card. The purchase and payment can be recorded on a mobile device such as a smart phone or tablet. A BBPOS card reader is used to swipe the credit/debit card.

The app can be used at an event hosted by a school or the district. For example, a mother purchases basketball tickets with her credit card or a father uses a debit card to purchase cookies at a bake sale.

The devices used to record the purchases may include those owned by the school, staff, or parents/volunteers working at the event. These devices need to be set up in Infinite Campus using the Device Management tool and the Campus Mobile Payments app must be installed on the devices.

When the device is ready to be used at an event, the Campus Mobile Payments app is launched on the device and scans a QR code. This gives the device access to any events for that day. After entering a pre-assigned Cashier PIN, the device is connected to a specific event.

If a card is chip-enabled, it *must* use the chip (insert or tap) first. Only after three failures to read the chip is the swipe enabled for that card. If a card does not have a chip installed, you can swipe it as expected.

Hardware

Hardware	Its Function
Android 12 (or greater) Device or Apple iOS 14 (or greater) Device	The Campus Mobile Payments app needs to be installed on the device. The device will be used to record purchases made at an event using a BBPOS card reader.

BBPOS Card Reader	A Bluetooth device that works with the Campus Mobile Payments app to record credit/debit card purchases. Credit and debit cards can be swiped only. Download the BBPOS 3X instructions. 📎

Tool Rights

Assign the appropriate access for users to the **School Store > Administration > Device Management** tool right.

Users can only view devices assigned to schools to which they have rights. If a device is assigned to multiple schools, users can modify the device for the schools to which they have rights.

- R = users can view the devices on the Device Management tool.
- W = users can view and modify existing devices.
- A = Users can view, modify, and add new devices.
- D = Users can view, modify, add, and delete existing devices. A device can still be deleted even if purchases and payments were recorded on it. These transactions are retained for the Sales report.

Viewing Devices

The initial view of the Device Management tool is a summary list of all devices. This summary list can be searched based on the following options:

Option	Description
Status	**Status** consists of three buttons: • When **Inactive** is clicked, devices currently not in use are displayed. These are devices that have scanned the QR code but have the **Active** checkbox unmarked. • Devices that are ready to be used at an event appear when the **Active** button is clicked. The QR code has already been scanned on these devices. • When **Pending** is clicked, these devices have not scanned the QR code. Scanning the QR code registers the device to be used for an event at the schools in which the device is assigned.
Filters	• **Device Name**: A filter to narrow down the list of devices. Enter all or part of the device's name. • **School**: Search for devices assigned to certain schools. One or more schools can be selected. • **Operating System**: Search for devices by operating system such as IOS, Android, etc. • **Type of Device**: Search for devices based on the type of device such as iPad, Pixel, etc.

Setting Up a New Device

1. Select *School Store > Administration > Device Management*.
   Result
   The Device Management screen displays.
2. Click the New button.
   Result
   The New Device panel displays.
3. Enter the **Device Name**. This is a required field. The name must be unique across the district.
   TIP: Developing a naming convention such as *School Name-Department-DeviceType* can be helpful for users with access to All Schools.
   Example names: Harrison HS iPad, Arthur Elem Samsung Tablet, District Communication's iPad.
4. The school appearing in the Context Switcher is the default in the **School(s)** dropdown list.
   - Multiple schools can be selected.
   - Only schools to which you have tool rights display on the **School(s)** dropdown list.
   - Remove schools by clicking the ⊗ next to the school's name.
5. Click the **Generate QR Code & Save** button.

   > The QR code must be generated before the device can be saved.

   Result
   The QR code displays, and it will expire in 30 minutes. If the QR code expires, a new one can be generated by clicking the **Refresh QR Code** button.

   > A device can scan the QR code at this point if the Campus Mobile Payments app is installed on it. If the scanning does not take place now, it can be scanned later with a new QR code by clicking the **Refresh QR Code** button.

6. Click **Save**.
   Result
   The Device Management screen displays, and the new device appears when the **Pending** button is clicked from the **Status** button group.

Scanning the QR Code on a New Device

New devices need to scan a QR code before they can be used at an event.

Before You Start

- Make sure the device is set up in Infinite Campus. If not, read Setting Up a New Device in this article.
- Download the Campus Mobile Payments app from your app store to the device.
- Launch Infinite Campus, navigate to *School Store > Administration > Device Management* and click the **Pending** button from the **Status** group.
- Select the device. When the side panel displays, click the **Refresh QR Code** button.

1. Launch the Campus Mobile Payments app on the device.
   Result
   The Scan District QR Code screen appears.
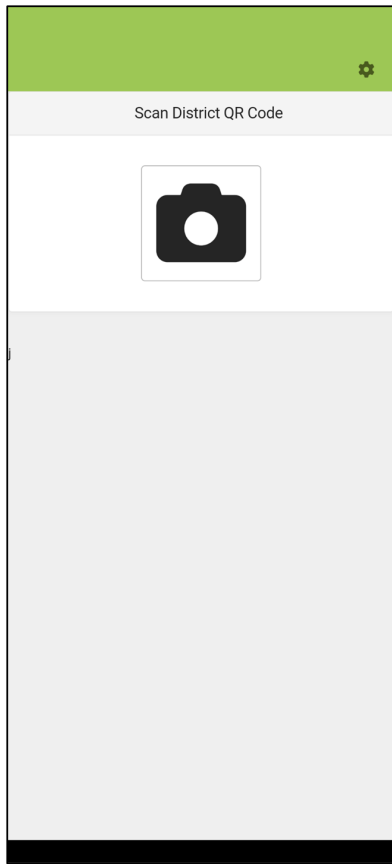
2. Tap the camera icon.

3. Scan the QR code in Infinite Campus with the device.
   Result
   - The device is connected to Infinite Campus and the user will be able to access an active event to the school that is assigned to the device.
   - In Infinite Campus, the following fields under **Device Information** get updated in the side panel:
     Device Type, Operating System, and **Last Updated,** and the **Active** checkbox is marked**.**

- Infinite Campus recognizes this device. If a user attempts to add the same device again within the same school, the Existing Device message displays on the device after scanning the QR code.

Example of Existing Device Message

- If a user attempts to add a pre-existing device for a *different* school, the device does **NOT** get created for that school. Instead, the new school is added to the **School(s)** field of the existing device after the QR code is scanned.

Attempting to Add the Same Device for a Different School

New Device is Not Created -
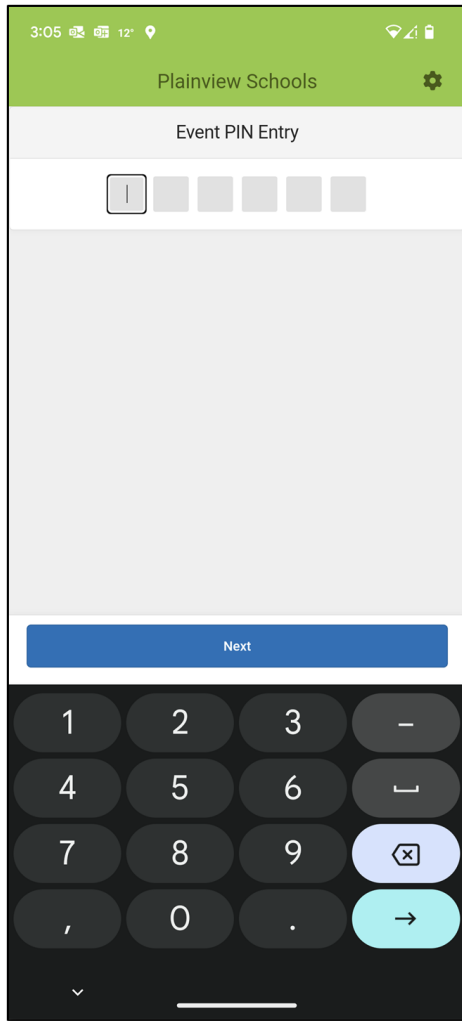*School is Added to Existing Device Instead*

4. Click the **Save** button.
   Result
   The side panel closes and clicking the **Active** button in the **Status** button group displays this device.
5. On the device, enter the cashier PIN for the event for which the device will be used in the

Event PIN Entry.

Result
The event displays on the device.

Editing a Device

Devices with a status of Inactive, Active, or Pending can be edited.

1. Select *School Store > Administration > Device Management.*
   Result
   The Device Management screen displays.
2. Find the device by clicking one of the **Status** buttons: **Inactive**, **Active**, or **Pending**.
3. Select the device.
   Result
   The side panel for that device displays.
4. If you have the rights, make the changes to the **Device Name.**
   Schools can be added or removed from the **School(s)** field if you have rights to those schools.
   The device can be deactivated or reactivated by unmarking or marking the **Active** checkbox.
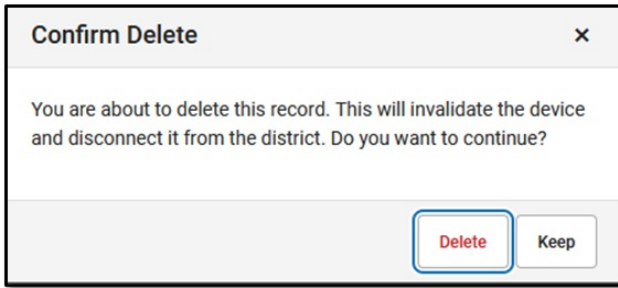5. Click the **Save** button.

Deleting a Device

Devices with a status of Inactive, Active, or Pending can be deleted. Users can delete a device **IF** they have rights to all of the schools listed in the School(s) field.

This device can be used at all of the schools listed in the School(s) field. This user can **NOT** delete this device because he has rights to two of the schools only: Harrison High and Fillmore Middle School; he does **NOT** have rights to the other schools (in gray).

This user can delete this device because she has rights to all of the schools listed in the School(s) field.

> If a device was used for recording payments at an event, the payment information is still retained for the **Sales** report after a device has been deleted.

1. Select *School Store > Administration > Device Management.*
   Result
   The Device Management screen displays.
2. Find the device by clicking one of the **Status** buttons: **Inactive**, **Active**, or **Pending**.
3. Select the device.
   Result
   The side panel for that device displays.
4. Click the **Delete** button.
   Result
   The **Confirm Delete** message displays.

5. Click the **Delete** button to remove the device.
Click the **Keep** button if the device should not be removed.

Deactivating a Device

Devices with a status of Active can be deactivated. Devices with a status of Inactive can be reactivated.

1. Select *School Store > Administration > Device Management.*
   Result
   The Device Management screen displays.
2. Find the device by clicking the **Active** button from the **Status** group.
3. Select the device.
   Result
   The side panel for that device displays.
4. Unmark the **Active** checkbox.
5. Click the **Save** button.
   Result
   The device has a status of Inactive.

Reactivating a Device

1. Select *School Store > Administration > Device Management.*
   Result
   The Device Management screen displays.
2. Find the device by clicking the **Inactive** button from the **Status** group.
3. Select the device.
   Result
   The side panel for that device displays.
4. Mark the **Active** checkbox.
5. Click the **Save** button.
   Result
   The device has a status of Active.

Uninstalling Campus Mobile Payments from
a Device

Campus Mobile Payments can be removed and reinstalled on a mobile device. Below are the steps that need to be done after reinstalling the app.

Android Devices

1. Select *School Store > Administration > Device Management.*
2. Locate the device by clicking any of the buttons in the **Status** button group: **Inactive**, **Active**, or **Pending.**
3. Select the device.
   Result
   The side panel displays.
4. Click the **Refresh QR Code** button.
5. Scan the QR code with the Android device.
6. Click the **Save** button in the side panel.
   Result
   The record for that device in the Device Management tool has been updated.

iOS Devices

After reinstalling Campus Mobile Payments app on an iOS device, the record for that device will no longer be usable in the Device Management tool; Infinite Campus no longer recognizes the device due to the way the device's information is updated for iOS devices. The current device record in Device Management needs to be deleted and recreated by following the steps below.

1. Select *School Store > Administration > Device Management.*
2. Locate the device by clicking any of the buttons in the **Status** button group: **Inactive**, **Active**, or **Pending.**
3. Select the device.
   Result
   The side panel displays.
4. Click the **Delete** button.
   Result
   The Confirm Delete message displays. Click the **Delete** button.
5. Re-create a new record for the iOS device by following the steps in Setting Up a New Device.