

Smartchk tablet is not registered to the correct location

1. In this case the SmartChk tablet is not registered to the correct location.
2. Verify the new location provided in the ticket with the store representative.

- If location is already present on the portal.
- If location is not present on the portal.

If location is already present on the portal

- You simply need to [de-register the the tablet](#) from the old location.
- Logout from the current user and login again through the smartchk user.
- You should get an option to select your location. Select the location and click on register.
- Verify if the tablet is registered on the correct location from admin portal, by searching for the tablet serial number under kiosk profile option.

If location is not present on the portal

- Verify the new location with att_heir sheet.
- Only if the location entry is present in att_heir sheet, you can [add the location on ATT portal](#).
- Later you need to de-register the the tablet from the old location.
- Logout from smartchk user and login again.
- You should get an option to select your location. Select the location and click on register.