

## Instructions to Redeem the Knox Suite 3-Year License

Please see separate instructions below for those customers without a Knox account and for those with a Knox account.

### Customers without a Knox account

Customers who do not have a pre-existing Knox account follow these steps to redeem the Knox Suite license:

Step	Action
1	Register for Knox Suite at <a href="https://www.samsungknox.com/en/register">https://www.samsungknox.com/en/register</a> .
2	Complete the Knox Mobile Enrollment steps and MyBiz Admin steps.
3	Order the Samsung Galaxy S24 Enterprise Edition.
4	<p>After two business days, log into the Knox Admin Portal and access the Enterprise Edition dashboard.</p> <p><i>Click Actions &gt; Generate license.</i></p>

# Galaxy S24 Enterprise Edition Smartphone

## Customers with a pre-existing Knox account

Customers who do have a pre-existing Knox account follow these steps to redeem the Knox Suite license:

Step	Action
1	Order the Samsung Galaxy S24 Enterprise Edition.
2	After two business days, log into the Knox Admin Portal and access the Enterprise Edition dashboard.  Click Append to an existing license key > Generate license.

## Policy

Each purchase of a Galaxy S24 Enterprise Edition device includes a three-year license for Knox Suite at no additional cost. The license term starts from the date the license is generated (not the date of device purchase). The license is not provided by Verizon; it is provided, managed, and supported directly by Samsung. To obtain the license, follow the steps above. The license expires at the end of the 3-year license term.

**Note:** Business & Enterprise customers interested in a renewal may purchase a separate Knox Suite license through the Business Solutions Store (BuSS). Public Sector customers interested in a renewal may purchase a separate Knox Suite license through the Business Solutions Store (BuSS) if available on their government contract.

## Support

For general support on Knox, send an email to [Verizon\\_ODS@sea.samsung.com](mailto:Verizon_ODS@sea.samsung.com)

