How to edit repair customer and device information

Open the Repair Profile and use the edit controls beside the information that needs correction.

- Update device name, IMEI or serial, and bin location.
- Change the device category.
- Add or remove reported issues.
- Edit the problem description.
- Update alternate contact or other additional details.

Delivered repairs lock some core fields. Reopen the repair through the supported workflow when legitimate post-delivery changes are required.

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