

What is proof of ownership, and why do I need to provide it?

eGauge meters may be registered to a specific individual or company, or they may be unregistered. In either case, when a request is made for a password reset, configuration change, or group change, **proof of ownership** may be required. Proof of ownership generally establishes that the individual requesting device changes is authorized to make those changes to a specific eGauge meter. Furthermore, this prevents inadvertent changes to the wrong device (this could happen if a device name was typed incorrectly, for example).

At least one of the following pieces of information are required to establish proof of ownership:

- [Device name](#) **and** [MAC address](#)
- Photo of device clearly showing device name
- Invoice number for device purchase (if purchased through eGauge)
- An email from the current registrant of the device

Instances where the above cannot be provided are addressed on a case by case basis. eGauge support cannot make any changes to a device without proof of ownership.

Please visit kb.egauge.net for the most up-to-date documentation.