



Mobile Device Management

How to wipe an existing University owned Android device

This document explains how to wipe your existing University owned Android device. Once the device is wiped you will be able to enrol for the University's Intune Mobile Device Management (MDM) service.

Enrolling into Intune as a fully managed corporate device can only be done through the initial setup, as if the device is turned on new for the first time. Therefore, for existing devices, a "Factory Reset" is required to wipe the device and revert it back to the "out of box experience".

Before a "Factory Reset" is performed, the following steps must be followed:

1. Back up any **device data**.
2. Sign out your **Google** and/or **other accounts**.
3. Perform the "**Factory Reset**".

This document will guide you through the above steps.

Once complete you can switch the device back on and install Intune by following the guide: [how to set up your new Android device for Intune MDM](#)

Please note: you should ensure you have **Multi-Factor Authentication** set up, on a separate device before you install Intune – find out more at:

<https://staff.napier.ac.uk/services/cit/infosecurity/Pages/Multi-Factor-Authentication.aspx>

Step 1 - back up any device data

Please back up any data that is on the device before the "Factory Reset" process has started.

Information Services (IS) cannot retrieve any data once a device is wiped, nor do IS have any copies of your data on the system.

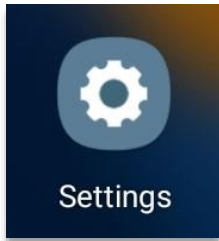
For any ENU work related data, we recommend they are uploaded to your ENU "**One Drive**", account signed in with your ENU credentials – [find out more about your OneDrive account](#).

It is your responsibility to move your own personal data from your University owned device. You can save this data to your own Google Drive, personal One Drive, a computer connected by a cable, etc.

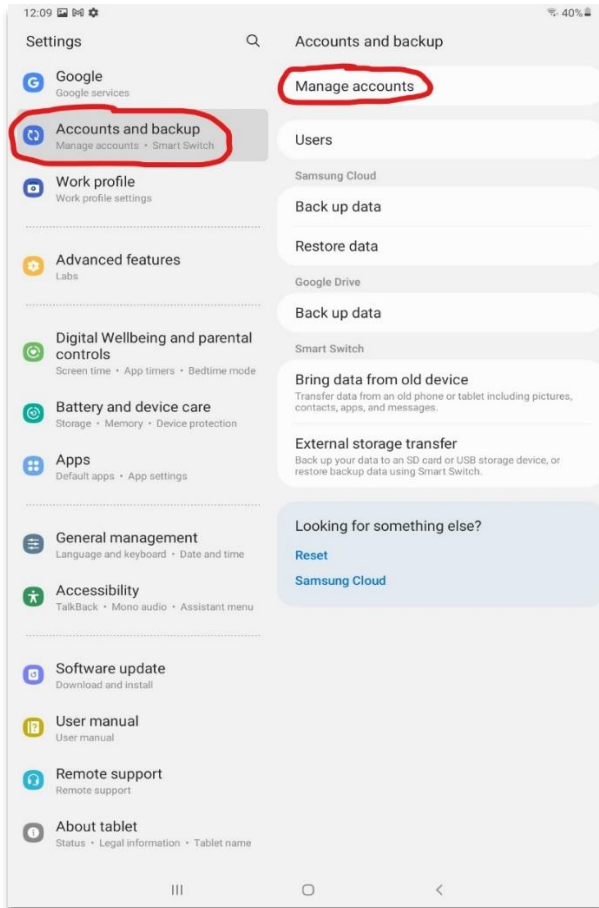
Step 2 - sign out your Google account

Ensure you sign out your Google or any other account before initiating the "Factory Reset".

- Go into the **Settings** app...

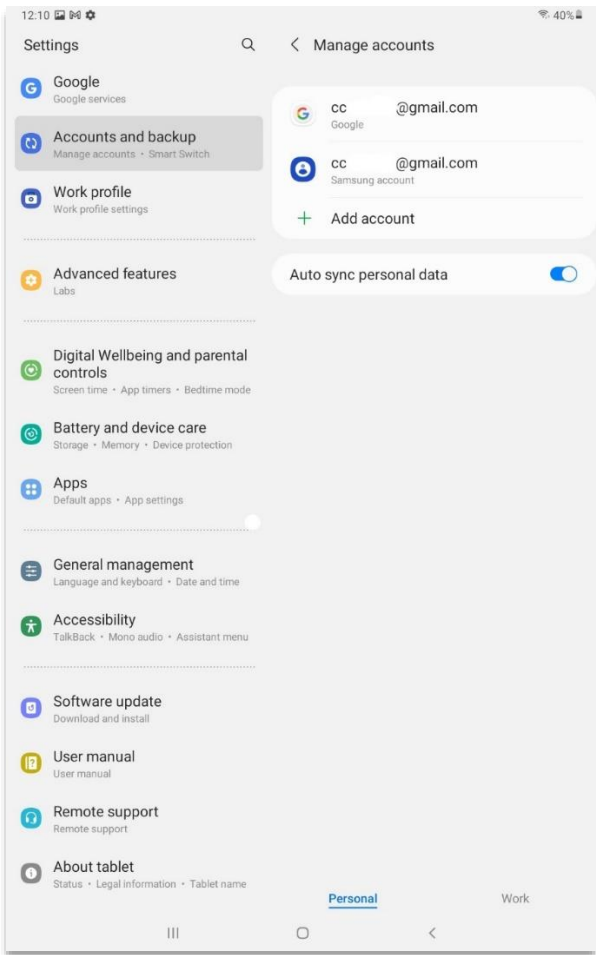


- In **Settings**, tap on your **Accounts and backup** (left column, circled red).
- Then tap on **Manage accounts** (right column, circled red).

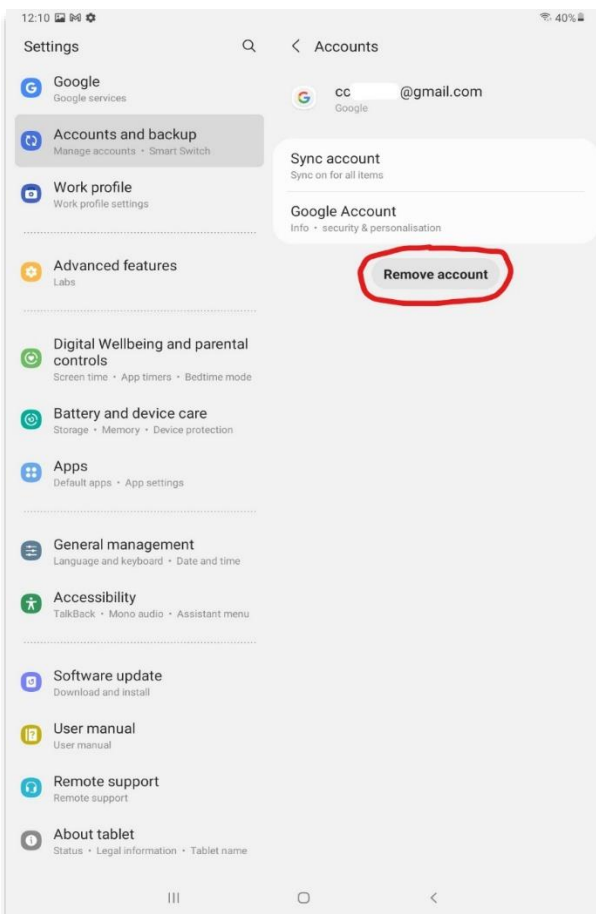


The Google and any other accounts will be listed.

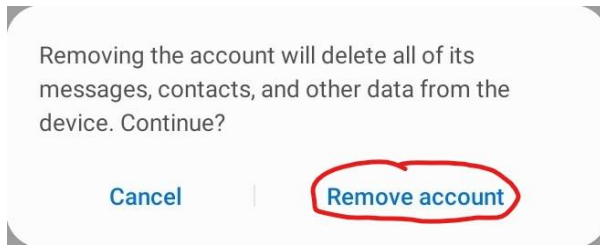
- Tap on an account to enter its details (**Google** in this example).



- Within the selected account, select **Remove account**.



- In the pop-up prompt, select **Remove account**.
- Click **Yes** to any further prompts.

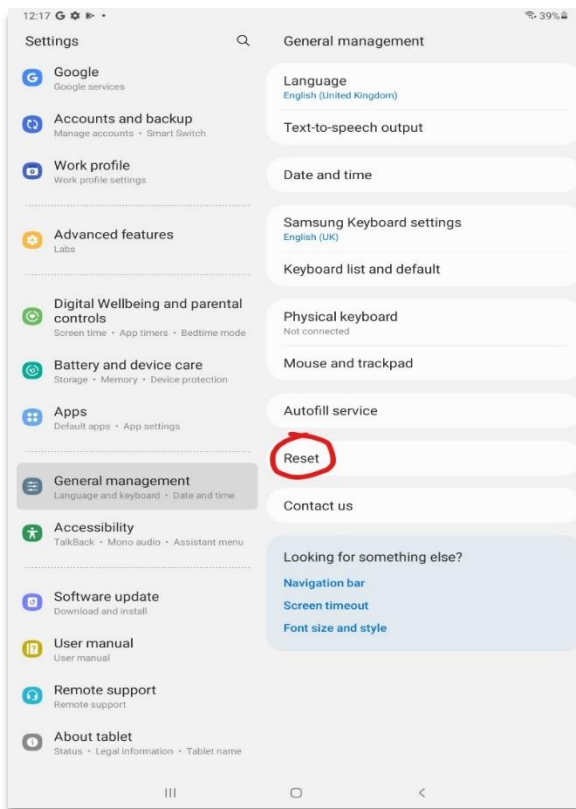


- When you have removed the account, return to **Manage accounts**, and repeat the process for any other accounts, e.g. Samsung account.

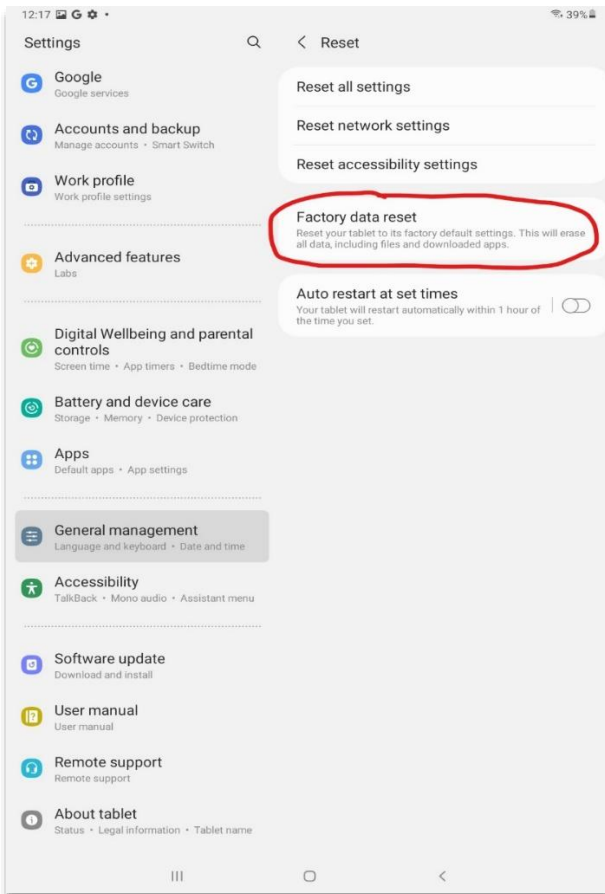
Step 3 - perform the “Factory Reset”

Performing the “Factory Reset” will wipe the device and revert it back to a state as if it has just taken out of the box.

- Go into the **Settings** app...
- In **Settings**, go to: **General management** -> **Reset** (right column, circled red).

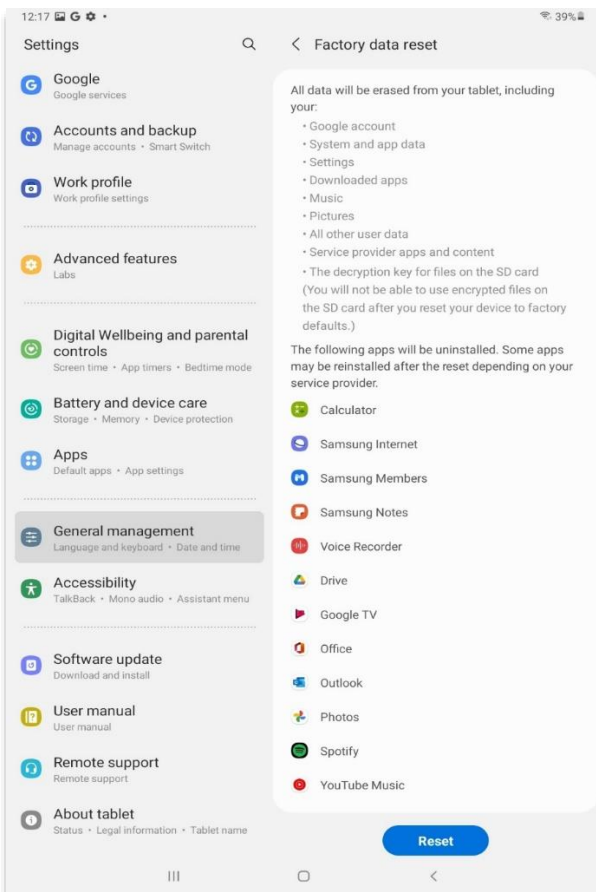


- In the *Reset* page, tap on **Factory data reset** (circled red).

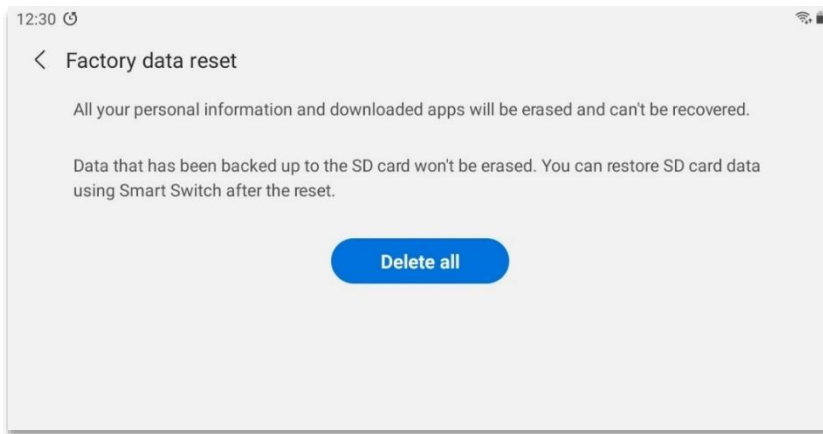


The *Factory data reset* page will list what will be erased.

- Tap on **Reset**.



- To commence the factory reset, tap on **Delete all**.



Once the factory reset is complete you can switch the device back on and install Intune by following the guide: [how to set up your new Android device for Intune MDM](#)