Mobile Device Management

How to wipe an existing University owned iOS device

This document explains how to wipe your existing University owned iOS 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. Submit the iOS device **Serial Number**.
2. Back up any **device data**.
3. Sign out your **Apple ID.**
4. 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 Apple device (e.g. iPhone) 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 - submit the iOS device serial number

Please submit the iOS device **Serial Number** to the IS Service desk. This is to check that the device has an entry in our Apple Manager system.

The **Serial Number** can be found on the back of the device, alternatively follow the instructions below:

- Go into the iOS **Settings** app…
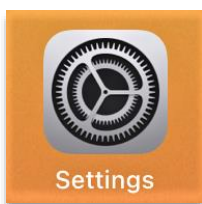
- In **Settings**, go to: **General** -> **About**.
- The **Serial Number** is highlighted in the red markings.
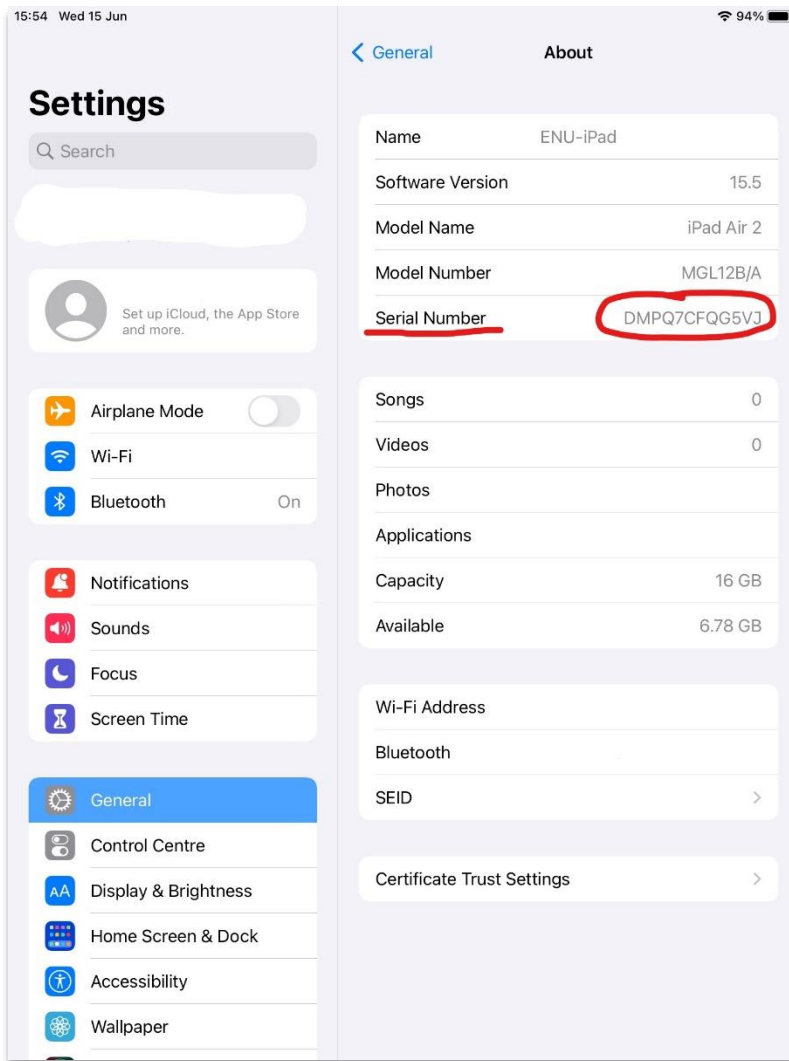
Step 2 - back up any device data

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.
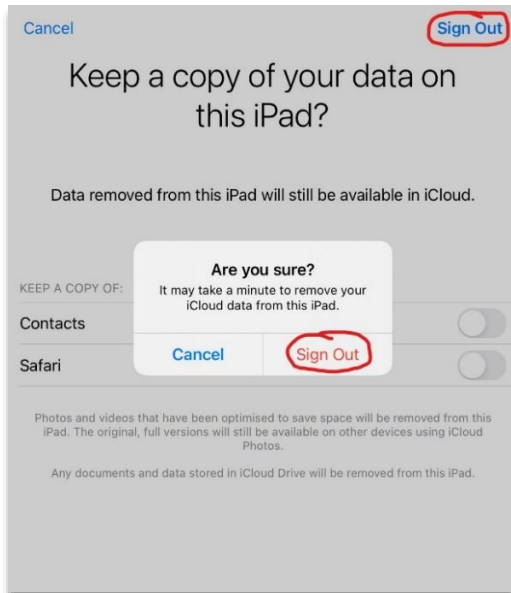
Step 3 - sign out your Apple ID

Ensure you sign out your Apple ID before initiating the "Factory Reset".

- Go into the iOS **Settings** app…
- In **Settings**, tap on your **Apple ID** (top left column, circled red).
- Then tap on **Sign Out** (on the right, circled red).
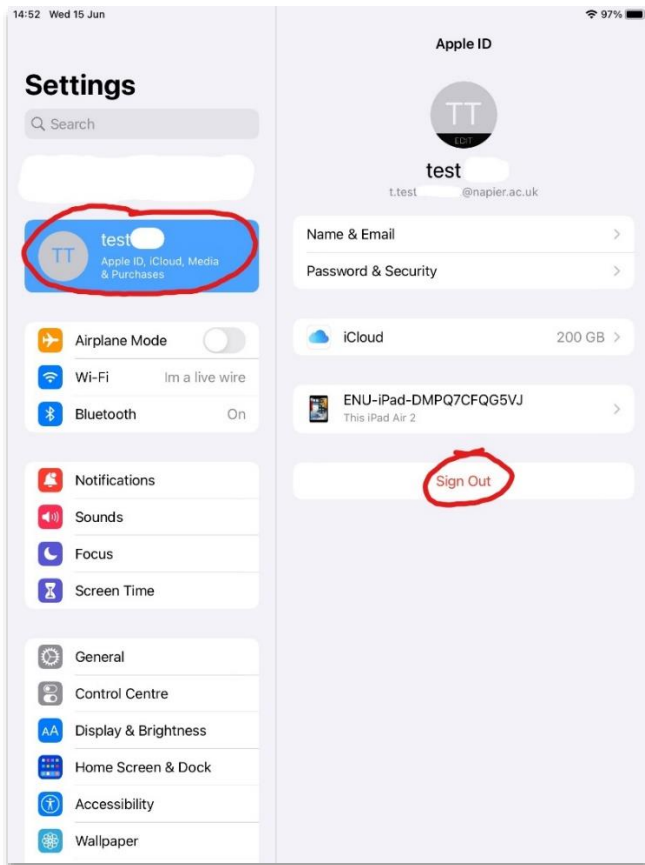
- In the pop-up box, Tap **Sign out** (top right, circled red).
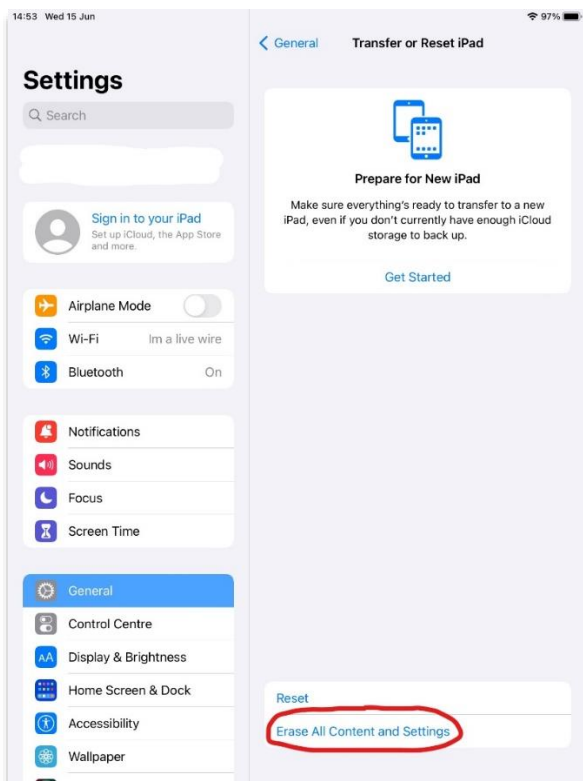- In the "Are you sure?" prompt, tap **Sign Out** (circled red).

Step 4 - 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.
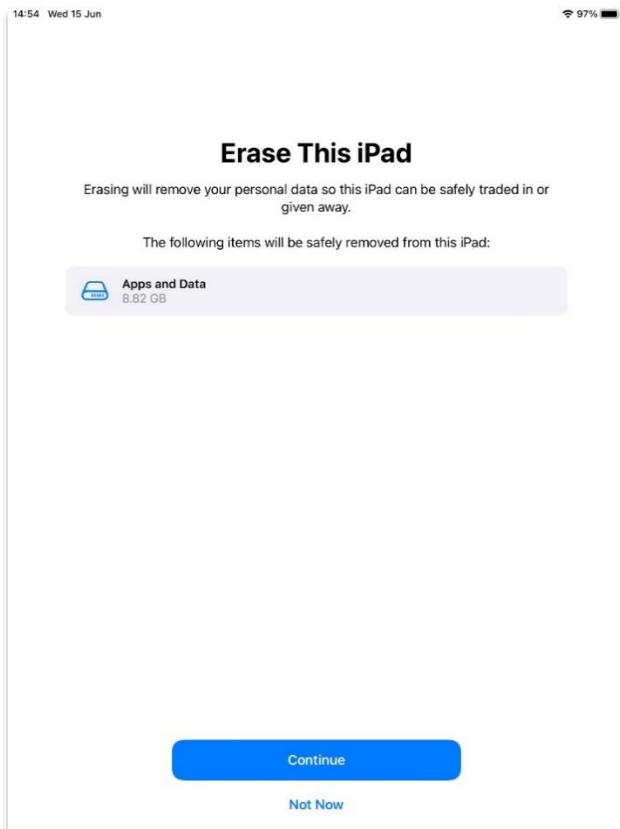
- Go into the iOS **Settings** app…
- In **Settings**, go to: **General** -> **Transfer or Reset iPad** (right column, circled red).
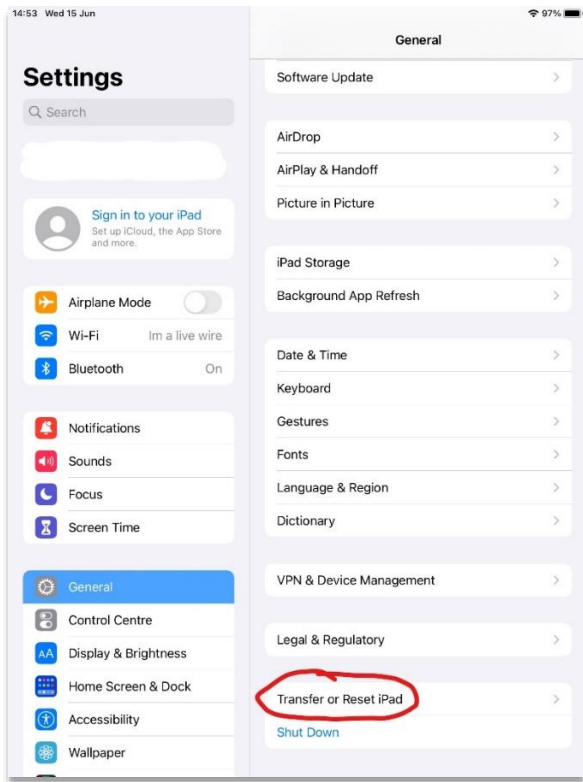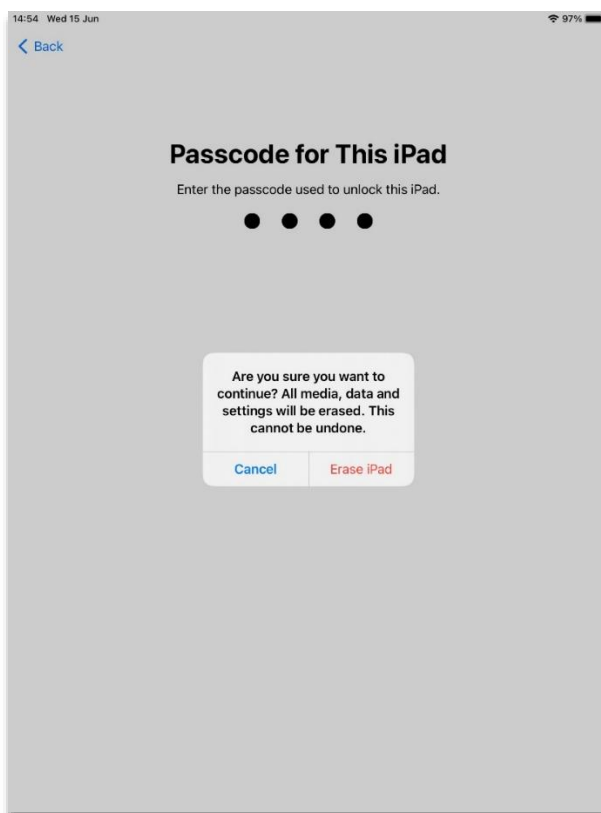
- Then tap on **Erase All Content and Settings** (circled red).

- On the *Erase This iPad or iPhone* page, tap on **Continue**.

- Type in your **Passcode** for the device.
- On the *Are you sure you want to continue…* prompt, tap on **Erase iPad**.

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 Apple device (e.g. iPhone) for Intune MDM.