

Reassignment of an Apple Device

Transferring use of an Apple device is quick and easy. This involves wiping/erasing the device and having the new assignee login, register the device with MobileIron and download any applications and other tools needed. The entire process should take less than 10 minutes.

The most critical part is ensuring any Apple ID the previous assignee utilized on the device has been removed. Once that Apple ID is logged out then the device can be wiped and setup as new

You can also call the Health IT HelpDesk for remote assistance.

Open the Settings App



At the very top, first check to see if an Apple ID is logged into the device. If you see **Sign In** as seen here then skip down the the erase step.

Settings

This iPad is supervised and managed by University Of Virginia. [Learn more about device supervision...](#)



Sign in to your iPad

Set up iCloud, the App Store, and...

Settings

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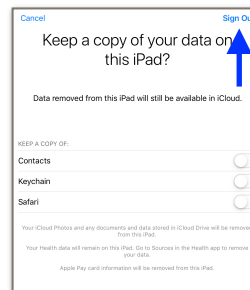
Apple ID

Apple ID, iCloud, iTunes & App St...

If an Apple ID is logged in you will see a name and the Apple ID in the same Settings location as above. Tap on the Apple ID.

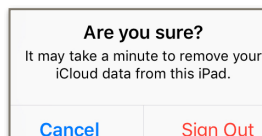
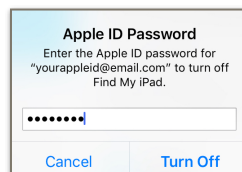


In the Apple ID section scroll down and tap on **Sign Out**.



Since you will be erasing the phone there is no reason to keep any data. Just choose **Sign Out**.

Enter the Apple ID password when prompted and tap **Turn Off**.



Confirm and then tap **Sign Out**.

Removing iCloud data...

Apple ID account information not available.

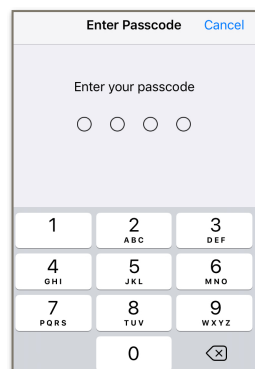
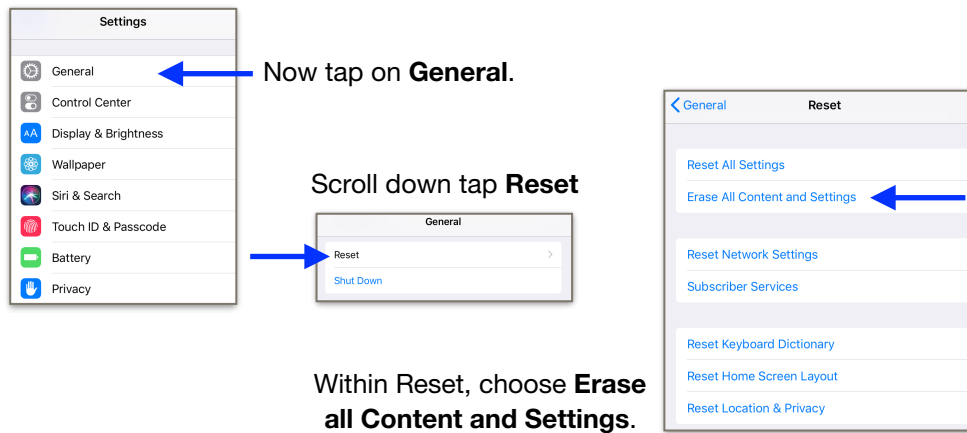
The device will be in an **Activation Lock** state if the Apple ID cannot be removed from the device. This will prevent the device from being used after it is reset. This is an anti-theft security feature designed by Apple.

If the password for the Apple ID has been forgotten please attempt to recover the password from this website: support.apple.com/apple-id

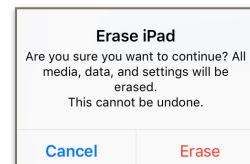
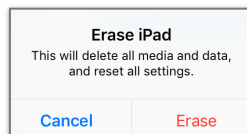
You may also call Apple directly and utilize the Health System priority support information:

AppleCare OS Support: [866-752-7753](tel:866-752-7753)
Health System Account Number: 3222619006

If both the account and password are unknown please contact the HIT HelpDesk for assistance. Have the device phone number or serial number ready when calling.



Enter the device unlock passcode if prompted. Then choose Erase to finalize the process.



Once the device has been completely reset there may be a prompt for the Apple ID, one last time, to fully unlock the device. After this password entry the device will be fully restored to its original factory condition and the device can be reassigned.