

## Wipe a Mobile Device from Engage365

Below are directions on how to wipe a mobile device that had been set up to access an Enage365 account.

1) Sign into your engage365 account via a supported browser, this must be the account that the mobile device was set up to access. Select the Settings icon, the gear icon in the upper right corner, and then select "Mail"





2) From the navigation pane on the left, expand "General" and then select "Mobile devices"



3) Select the device to be wiped, and then select the "Wipe device" icon. Select "Yes" when prompted.

| Outlook  | Clevelan  | nd State University<br>engagedlearning                         |   |
|--|---|--|---|
|  |   |  |   |
| Mobile devices   |   |  |   |
| These are the mobile devices that are synchronizi<br>password, initiate a remote device wipe, or block<br>Microsoft Exchange. Learn more | ing with your mailbox. You can n<br>your phone if you lose it. To add | emove a mobile device, acces<br>d a new device, set up the dev | s your device recovery<br>ice to synchronize with |
| Device Phone number  | Last sync time  | Status   |   |
| iPhone   | Thursday, May 21, 2015<br>7:31:49 AM                                  | ОК   |   |
|  |   |  |   |
|  |   |  |   |
|  |   |  |   |



4) Once the wipe operation has been completed, remove the device completely by selecting the "Remove" icon and selecting "Yes" when prompted.

| Outlook   |   | Cleveland State University  |   |   |
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|   |   |   |   |   |
| Mobile device:  | S   |   |   |   |
| These are the mobile device<br>password, initiate a remote<br>Microsoft Exchange. Learn | es that are synchronizin<br>e device wipe, or block y<br>more | ng with your mailbox. You can re<br>your phone if you lose it. To add | emove a mobile device, acces:<br>d a new device, set up the dev | s your device recovery<br>ice to synchronize with |
| Device ^  | Phone number  | Last sync time  | Status  |   |
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