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UConn Health Unified Communications Department

De-provisioning an iOS Device Prior to an Upgrade or Trade in

A UCHC BYOD guide to de-provisioning an employee-owned iOS Smartphone prior to upgrade or trade in by removing the MobileIron application.

iOS 9.35 or higher

Version 3.0

As part of the UCHC enterprise-wide BYOD effort, this streamlined guide empowers users with the ability to deprovision iOS devices.

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# It is important to understand the following *BEFORE* backing up an iOS device.

You must de-provision your iOS device prior to any iCloud or ITunes back up. You must also restore the back up to your new device prior to MobileIron provisioning. This will prevent duplication of work while reducing application conflicts.

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BYOD De-provisioning

The following instructions are performed via the self-service portal.

RESULT/COMMENT

1. Open a web page from your computer or mobile device and type https://byod.uchc.edu in the address bar.

2. Choose *Go* to display the MobileIron device management console log on.
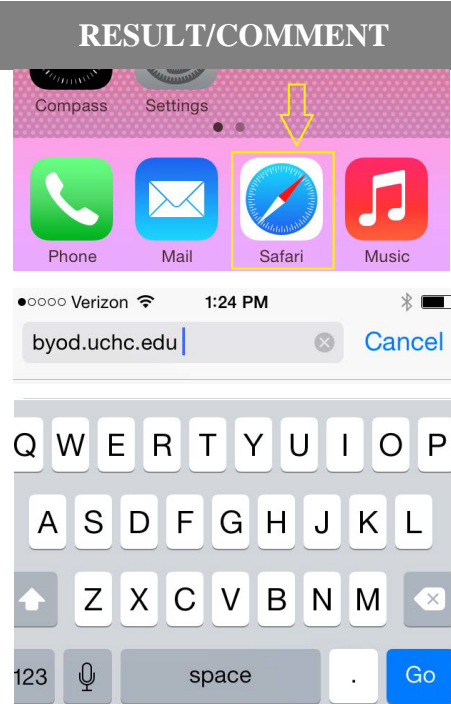
3. Log into your device management console using your network credentials.(These are the same credentials that you use to log onto your computer)
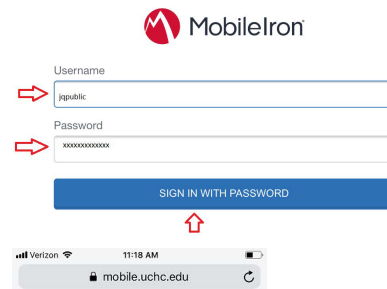
4. Any devices that you may already have registered will be listed. If you are replacing an existing phone or iPad, scroll to the retire button of the specific device and choose retire.
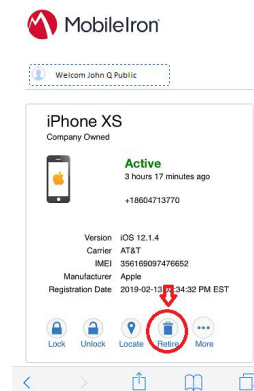
You have successfully de-provisioned your iOS device and are now ready to back up your device prior to replacement!