



How to remotely wipe a mobile device using Outlook Web Access

This guide is intended to show how to issue a remote wipe command for a lost or stolen mobile device. It is also best practice to wipe a device that is no longer in use.

This guide is intended for all users of the University's exchange mail and diary service.

There are no prerequisites for use of this guide.

For any problems or questions, please contact IS.Helpline@ed.ac.uk or phone (6) 515151. Thanks!

This guide is intended to be read in conjunction with Information Services' advice on "Security for mobile phones and tablets" available here:

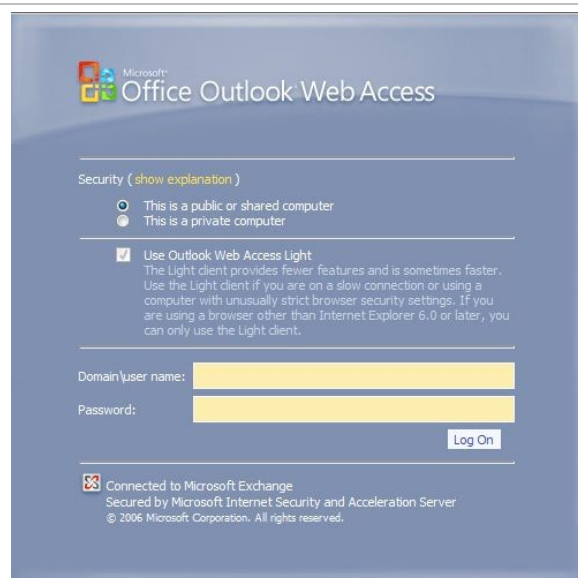
<http://www.ed.ac.uk/schools-departments/information-services/services/computing/desktop-personal/security/mobile-devices>

Issuing a remote wipe command

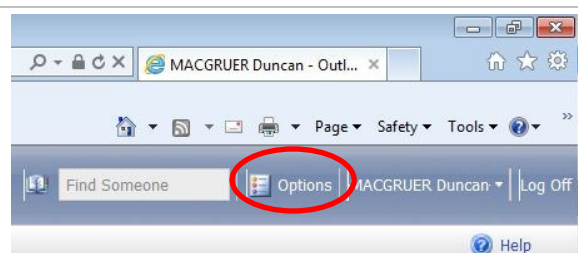
1. Log in to the University of Edinburgh's Outlook Web Access service:

<https://www.exseed.ed.ac.uk>

Note that your domain\username should be input as **ed\username**, and the password is that used to log in to University open-access computers.



2. Click **Options** (in the top right-hand corner).

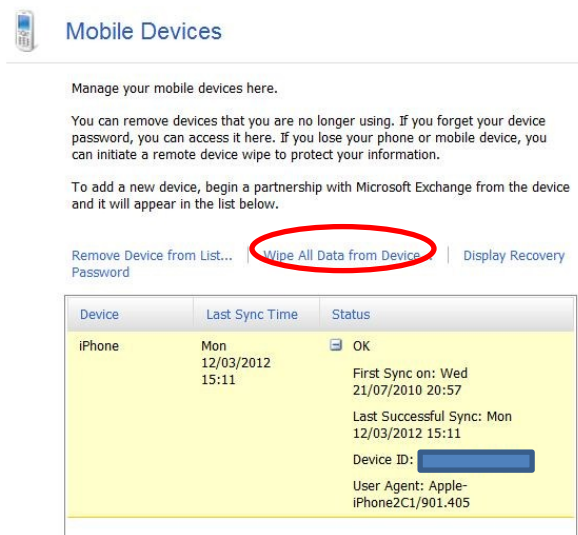


Issuing Remote Wipe Command to Mobile Device

3. Select **Mobile Devices** from the navigation pane on the left.



4. Highlight the device for which you intend to submit a wipe request by **clicking** on it.
- Then click **Wipe All Data from Device...** from the options above your device.



5. A pop-up window will open asking you to confirm that you wish to send a wipe command. If you are certain, click **OK**.



Issuing Remote Wipe Command to Mobile Device

6. Once your device has been wiped, select **Remove Device from List**.



Mobile Devices

Manage your mobile devices here.

You can remove devices that you are no longer using. If you forget your device password, you can access it here. If you lose your phone or mobile device, you can initiate a remote device wipe to protect your information.

To add a new device, begin a partnership with Microsoft Exchange from the device and it will appear in the list below.

[Remove Device from List...](#) | [Wipe All Data from Device...](#) | [Display Recovery Password](#)

Device	Last Sync Time	Status
iPhone	Mon 12/03/2012 15:11	OK First Sync on: Wed 21/07/2010 20:57 Last Successful Sync: Mon 12/03/2012 15:11 Device ID: [REDACTED] User Agent: Apple- iPhone2C1/901.405

If you require this document in an alternative format, such as braille or larger print, please phone IS Helpline on 0131 651 5151 or email IS.Helpline@ed.ac.uk