

The University of Edinburgh

## **Information Services**



## 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/informationservices/services/computing/desktop-personal/security/mobile-devices

## Issuing a remote wipe command

<ol> <li>Log in to the University of Edinburgh's Outlook Web Access service: https://www.exseed.ed.ac.uk</li> <li>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.</li> </ol>	<form></form>
2. Click <b>Options</b> (in the top right-hand corner).	P - ≧ C ×

3. Select <b>Mobile Devices</b> from the navigation pane on the left.	Microsoft       Wicrosoft       Web Acconnected to Microsoft Exchange         Options       I         Regional Settings       I         Messaging       Spelling         Calendar Options       Out of Office Assistant         Rules       E-Mail Security         Junk E-Mail       General Settings         Deleted Items       Deleted Items
4 Highlight the device for which you intend	About
to submit a wipe request by <b>clicking</b> on it. Then click <b>Wipe All Data from Device</b> from the options above your device.	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         Vipe All Data from Device         Device       Last Sync Time         Status         iPhone       Mon         12/03/2012       0K         15:11       First Sync on: Wed         List Suprectific Supre Mon         10/07/2010 20:57
5. A pop-up window will open asking you to confirm that you wish to send a wipe command. If you are certain, click <b>OK</b> .	Last Successful Sync: Mon         12/03/2012 15:11         Device ID:         User Agent: Apple-         iPhone2C1/901.405    Wipe All Data from Device ×          Are you sure that you want to wipe all data from your device?         More information             OK
	After the device wipe is complete, remove the device from the list.

<ol> <li>Once your device has been wiped, select</li> <li>Remove Device from List.</li> </ol>	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 reserved
	Device Last Sync Time Status
	iPhone         Mon         Image: Constraint of the state of the sta

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