

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 5.0 or higher

Version 2.0

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



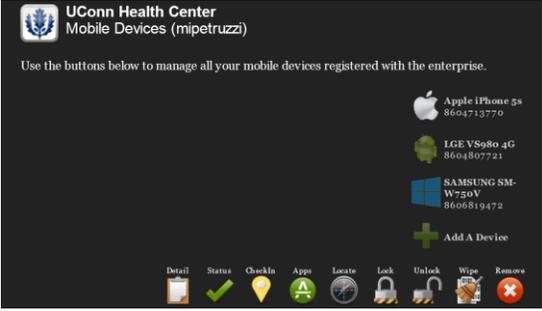
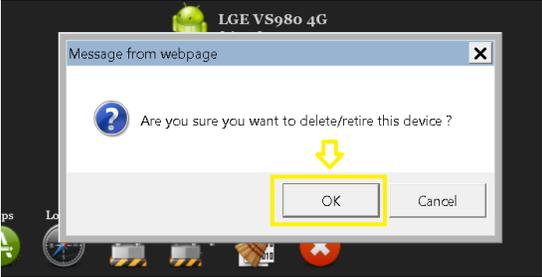
It is important to understand the following *BEFORE* backing up an iOS device.



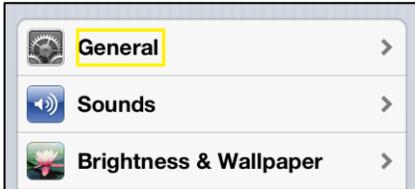
You must de-provision your iOS device prior to any iCloud or iTunes back up. You must also restore the back up to your new device prior to MobileIron provisioning. This will prevent duplication of work while reducing application conflicts.

BYOD De-provisioning

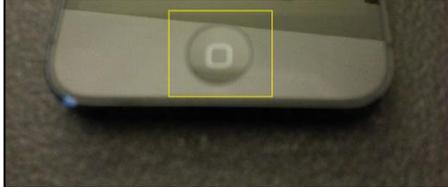
The following instructions are performed via the self-service portal.

ACTION	RESULT/COMMENT
<p>1. Open a web page from your computer or mobile device and type <i>byod.uhc.edu/manage</i> in the address bar.</p>	
<p>2. Choose Go to display the UCONN Health Center – Login To Manage Your Devices screen.</p>	
<p>3. Enter your Username and Password credentials.</p>	
<p>4. Choose Login to continue.</p>	
<p>5. Locate the device that you wish to de-provision and select  on the same line as the target device.</p>	
<p>6. Click OK to continue.</p>	



ACTION	RESULT/COMMENT
7. Navigate to the iOS device's Home screen and select the Settings icon.	
8. Choose General from the Settings menu.	
9. Choose Profiles to verify there are no profiles installed.	
10. Return to the Home screen and locate the MobileIron icon.	
11. Place your finger for an extended period of time on the MobileIron icon. All applications eligible for deletion begin to shake.	
12. Press X at the top-left corner of the MobileIron icon to delete the application.	



ACTION	RESULT/COMMENT
13. When prompted, choose Delete to complete MobileIron deletion.	
14. To confirm the deletion, the MobileIron icon is no longer displayed on the screen.	
15. Press  to complete the iOS deprovisioning process.	

You have successfully de-provisioned your iOS device and are now ready to back up your device prior to replacement!



Once you have received your new device and have restored your data from back up you will have to complete the BYOD registration process in order to begin receiving UCHC email again.



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1. Open a web page from your computer or mobile device and type *byod.uchc.edu/manage* in the address bar.
2. Choose **Go** to display the **UCONN Health Center – Login To Manage Your Devices** screen.
3. Enter your **Username** and **Password** credentials.
4. Choose **Login** to continue.
5. Locate the device to de-provision and select the **X** on the same line as the target device.
6. Click **OK** to continue.
7. Navigate to the iOS device's Home screen and select the **Settings** icon.
8. Choose **General** from the **Settings** menu.
9. Choose **Profiles** to verify there are no profiles installed.
10. Return to the Home screen and locate the **MobileIron** icon.
11. Place your finger for an extended period of time on the **MobileIron** icon. All applications eligible for deletion begin to shake.
12. Press  at the top-left corner of the **MobileIron** icon to delete the application.
13. Choose **Delete** to complete the **MobileIron** deletion.
14. The **MobileIron** icon is no longer present on the screen.
15. Press  to return to the Home screen and complete the iOS deprovisioning process.

You have successfully de-provisioned your iOS device and are now ready to back up your old device prior to replacement!



University of Connecticut
Health Center