1. Transferring an iPad to a New User

It is not necessary to send an iPad back to the Central Office when redeploying it to a new user. The following steps cover all the steps necessary to disconnect the iPad from the previous user's accounts, and restore the device back to its factory condition. Please coordinate an appropriate amount of time to perform these steps with the user when they return the device. This should take ~30 minutes.

http://www.in.gov/indot/div/mobile/pubs/iPad_Training.pdf

In preparation for this process it's highly recommended that you have the passcode that was setup on the device. In the event this isn't available, please contact the iPad Support Staff (Bob Allman or Jason Kuhn) and they can have IOT unlock it for you. Note that the device has to be connected to Wi-Fi or Cellular for the remote unlock function to work. Also, to ensure that your deployment will be a success, make sure that the new user information has been provided so their account can be pre-configured appropriately. A minimum 2 business days is requested to complete these steps.

1.1 Disabling iCloud and Find My iPad if Enabled

It's possible that during the setup process or afterwards, that the user may have enabled the iCloud functionality with their Apple ID, which in turn enables the Find My iPad functionality. By doing so, the device becomes locked to the current account and will be unable to be activated by other users without extraordinary measures being performed. Disabling these features is of the utmost importance prior to giving the device to another user.
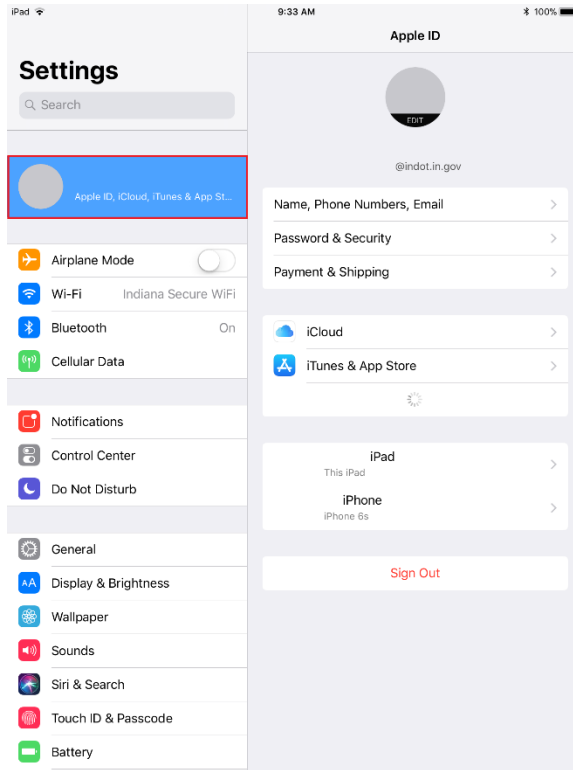
1. Start the device, and make sure you're on the home screen. Press the home button to get there.
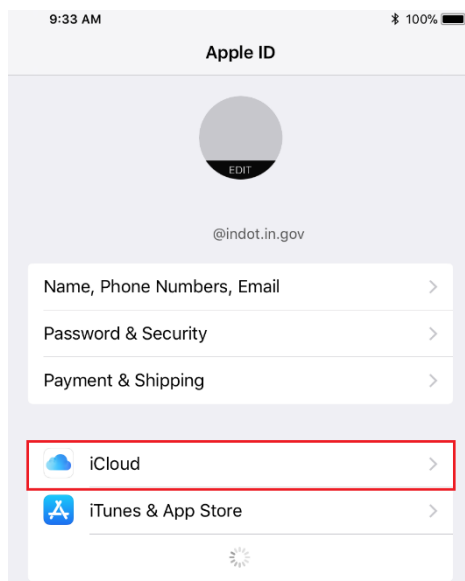

2. If available, enter the pin code to access the device.
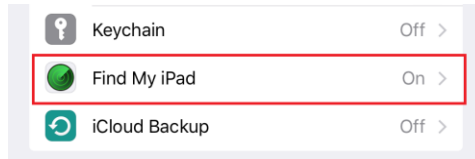3. Select the Settings Icon.

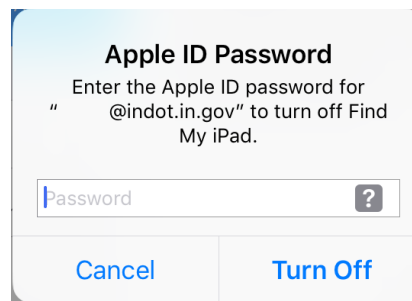4. Tap on the Account panel on the topmost entry on the left hand side:

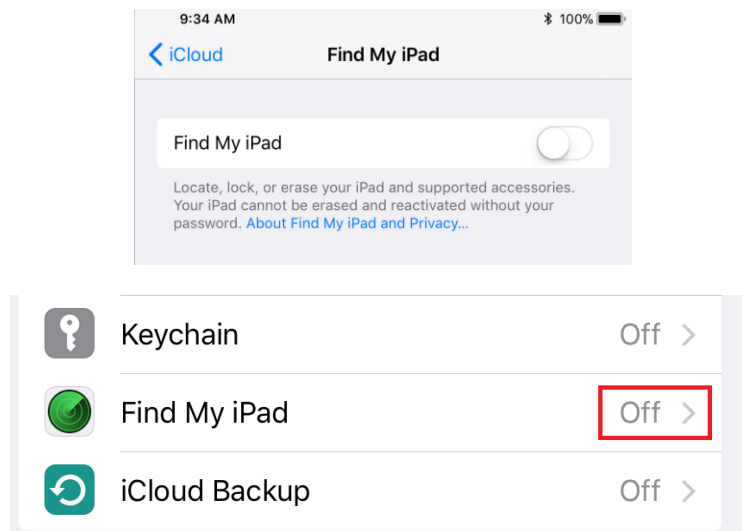5. Tap on the iCloud entry on the right panel.

6. With iCloud selected, navigate to the bottom of the right panel, and located and tap on the Find My iPad entry if it shows On. If it shows Off, proceed to step 9.
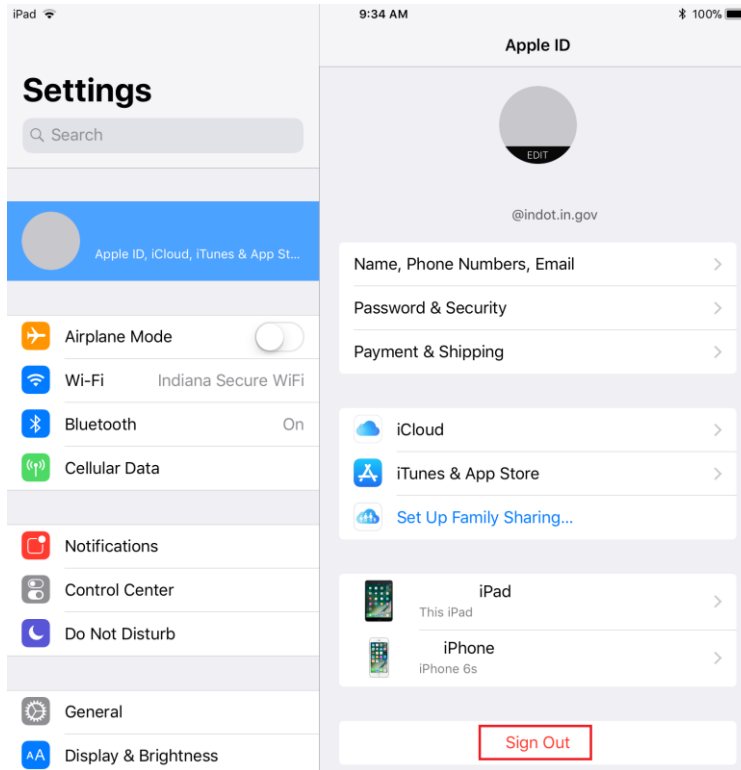
7. Disable the slider for Find My iPad. When prompted, enter the users Apple ID Password.

8. Once completed, Find My iPad will show that it's disabled.

9. At this time, locate the Sign Out button for iCloud at the bottom of the Account panel from Step 4. Select Sign Out.

10. You will be prompted if you'd like to keep any data. As we are wiping the data, there's no difference if you keep or remove the data. Select Sign Out from the upper right hand corner.
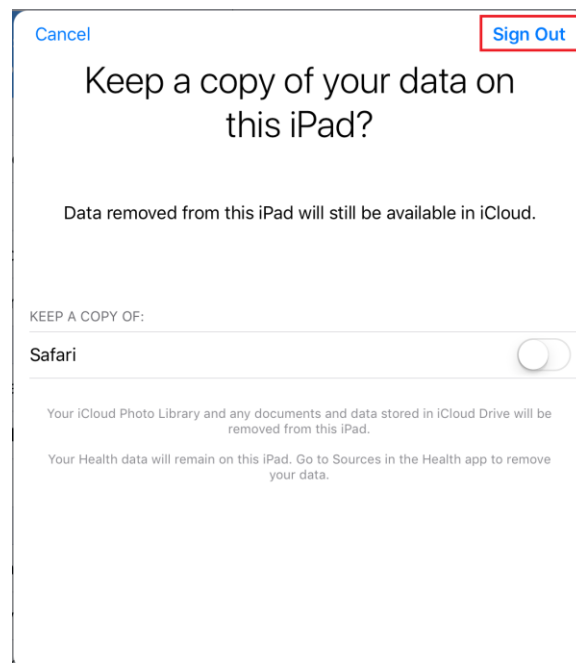

11. iCloud will then process its removal. When completed, you will see the Account panel show that nothing has been setup. When at this state, the device is ready for MobileIron removal.
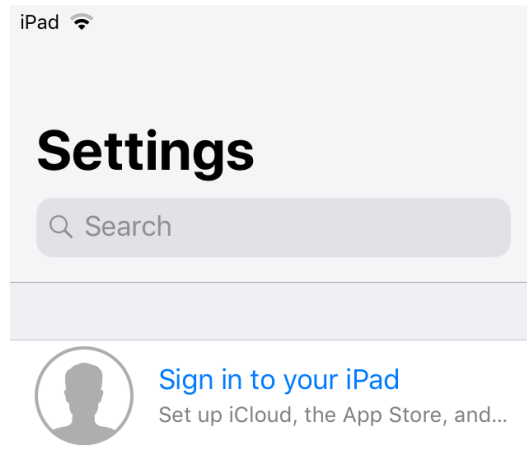
1.2   Removing MobileIron

As part of the new user prep, iPads should have MobileIron removed prior to transitioning to a new user. The following steps show how to remove the MobileIron software in preparation for the device to be wiped.

1. Locate and tap on the MDM Portal icon on the home screen.
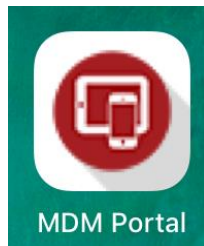
2. Safari will open to the IOT Mobile Device Portal. Login with the users @indot.in.gov email address and network password.
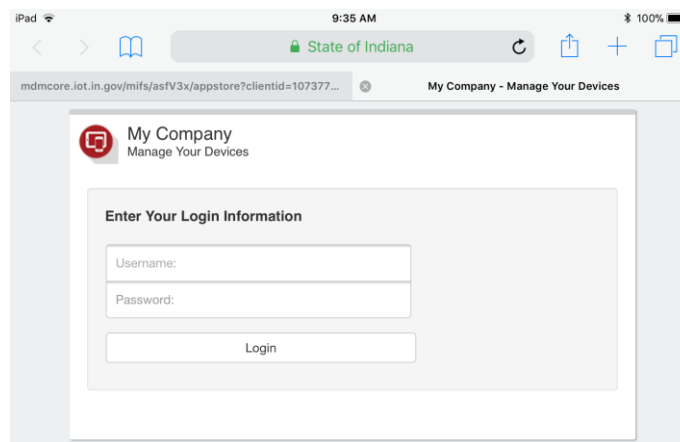
3. Select the iPad from the list, it's very possible that the user will also have an iPhone registered to their account. After selecting the iPad, select the Remove button on the lower right twice.
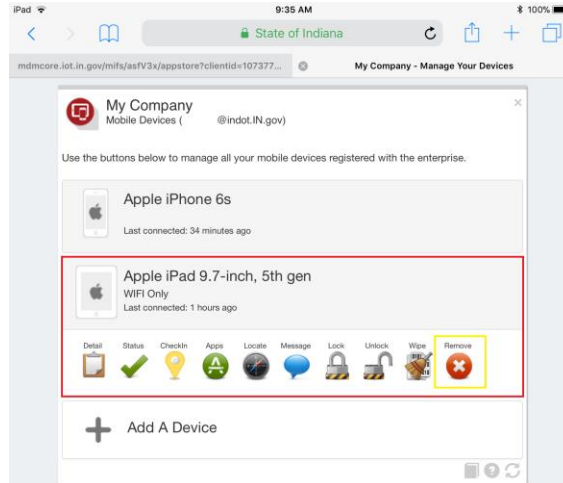
4. Confirm the device retirement by selecting the Remove button again.
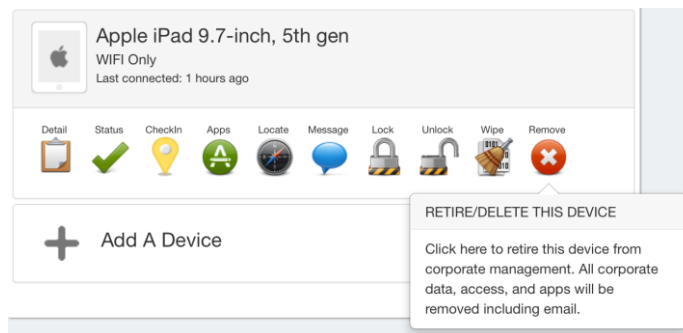
5. Upon completion, the device will be removed from the list. At this time, the device can be reset to factory conditions.

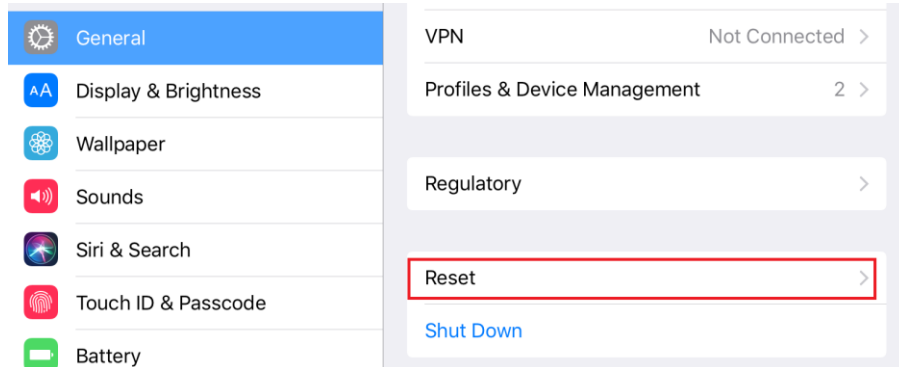## 1.3   Reset the Device

1. Start the device, and make sure you're on the home screen. Press the home button to get there.
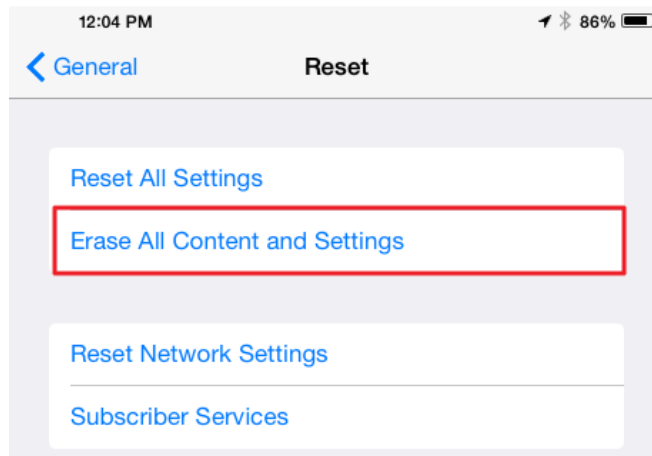

2. If available, enter the pin code to access the device.
3. Select the Settings Icon.
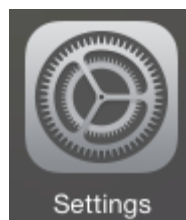
4. When in the settings, select the General entry on the left, and scroll down and select Reset on the Right

5. Under the Reset menu, select Erase All Content and Settings. This is a full device reset and will remove all apps, files and information.

6. Selecting the Erase All Content and Settings option will prompt for the device Passcode. Enter it now to proceed.
7. After entering the Passcode, iOS will prompt two more times to confirm that the device should be reset. Select Erase. The device will then reset and restart to complete the process.
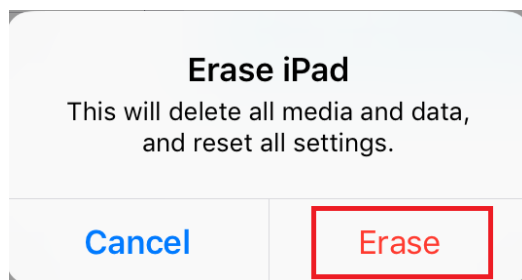

8. Once complete, the device will be reset to it's out of the box state. Be advised that the canned iPad training has been modified to allow the end users to run through the initial

device setup wizard on their own. In deviations from previous deployments, Siri is now allowed as it provides the ability to use voice commands and transcription services.

9. In the event the passcode for the device is unknown, the iPad can be reset using the device recovery mode. Apple documentation on this process can be found here: http://support.apple.com/kb/HT1808. If the device request the Apple ID and password for the user after it's been reset, please contact the iPad Support Staff immediately with the name of the previous device user.

2.   Creating shortcuts to the Field Assistant or other Websites

1. For Construction iPads, a home screen shortcut should be made to the FieldAssistant.
2. Open Safari and navigate to fieldassistant.indot.in.gov
3. On the Address bar, select the Share button
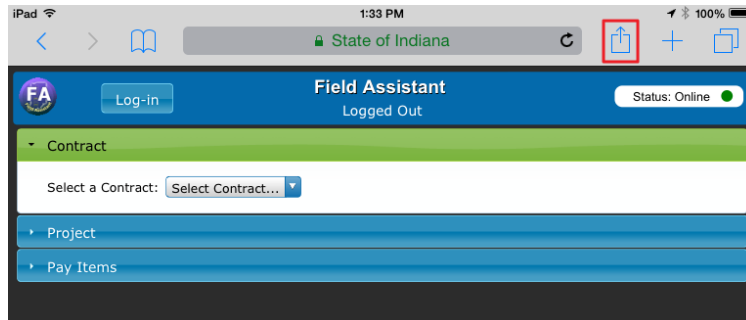
4. With the share button selected, select the Add to Home Screen button.
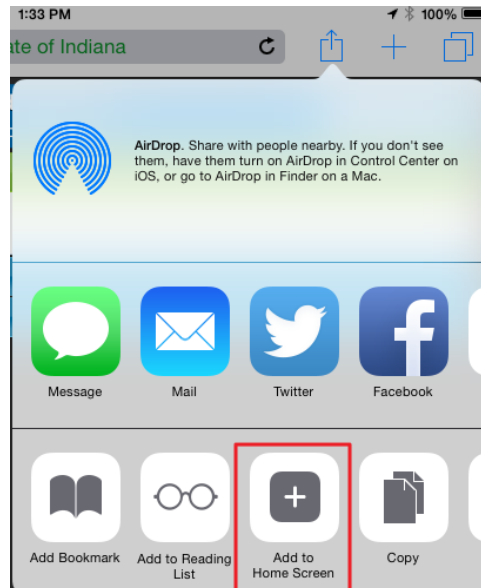
5. Confirm the Add to Home dialog as shown, the site icon will show when the bookmark is prepared.