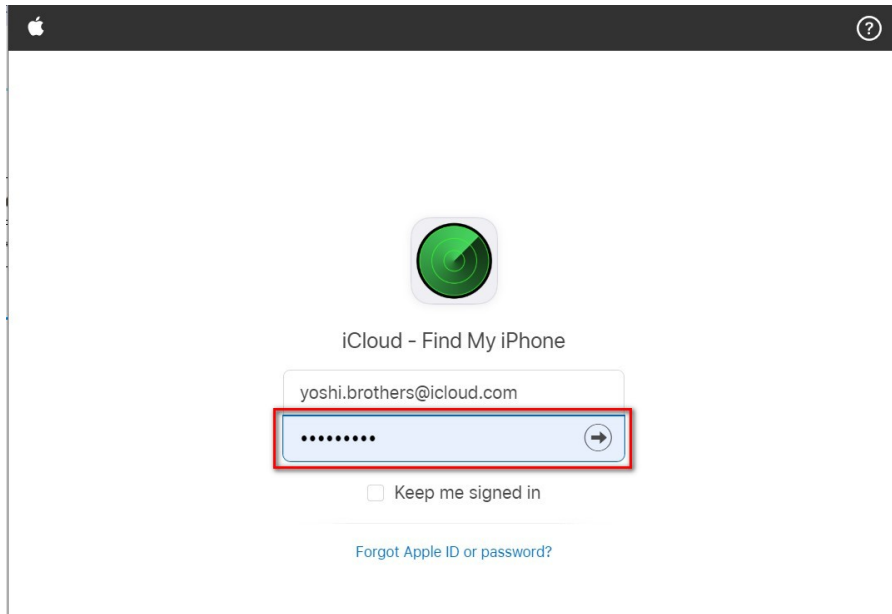
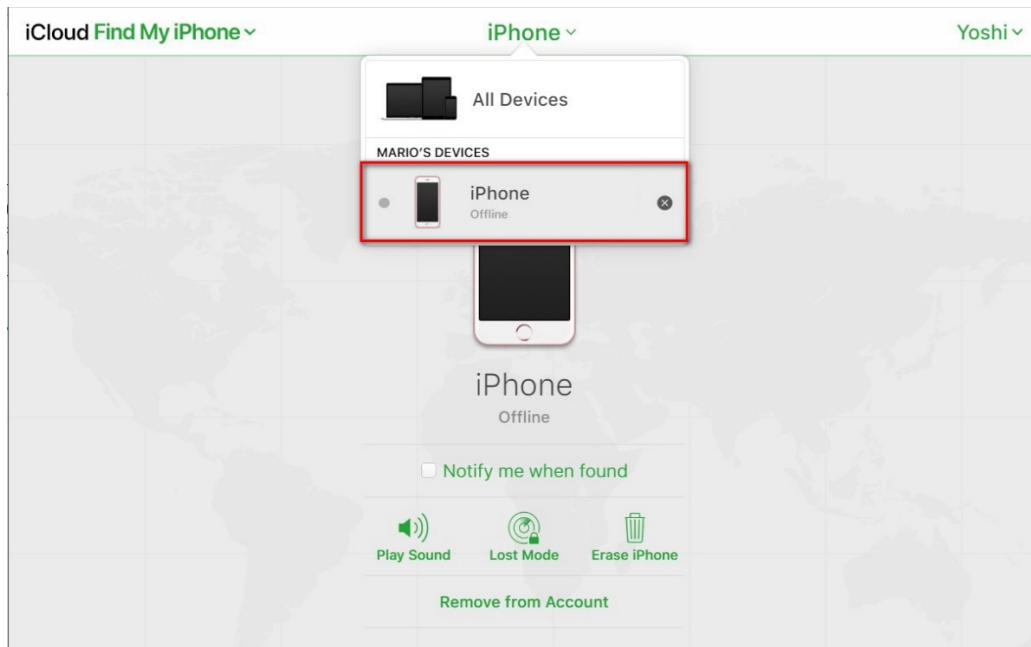


Apple Devices – Erase and lock iCloud.com

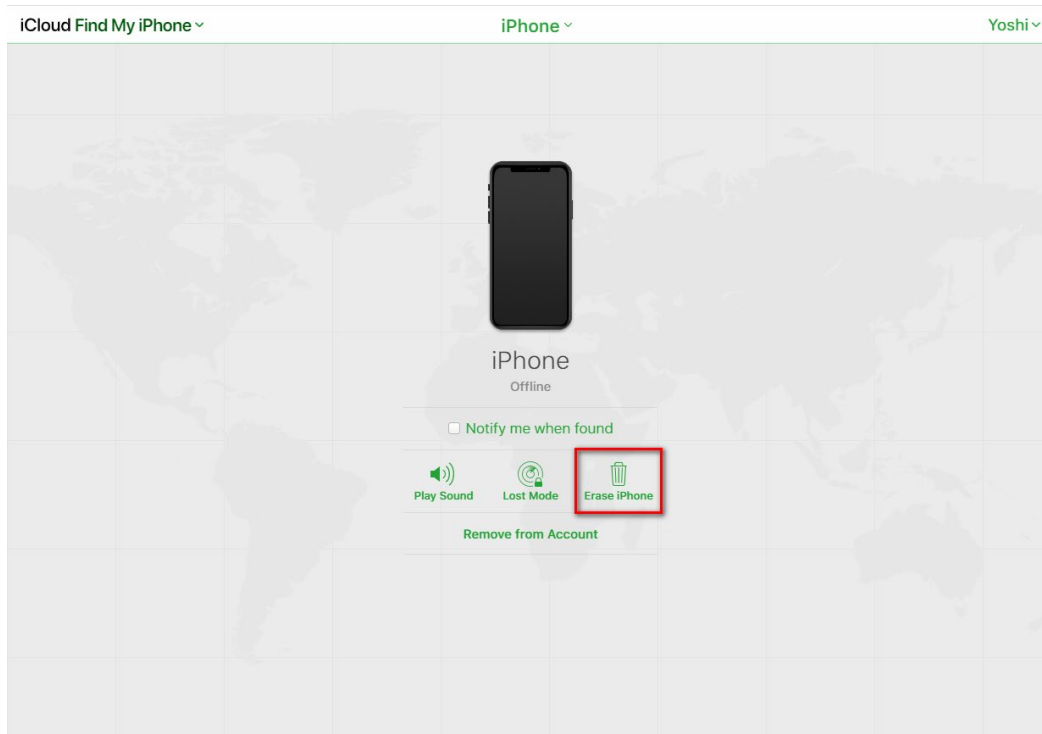
1. Navigate to iCloud.com
 - a. *If the customer has 2-Factor authentication set up and you are unable to get a security code, you can bypass this by going to icloud.com/find*
2. Enter the username and password



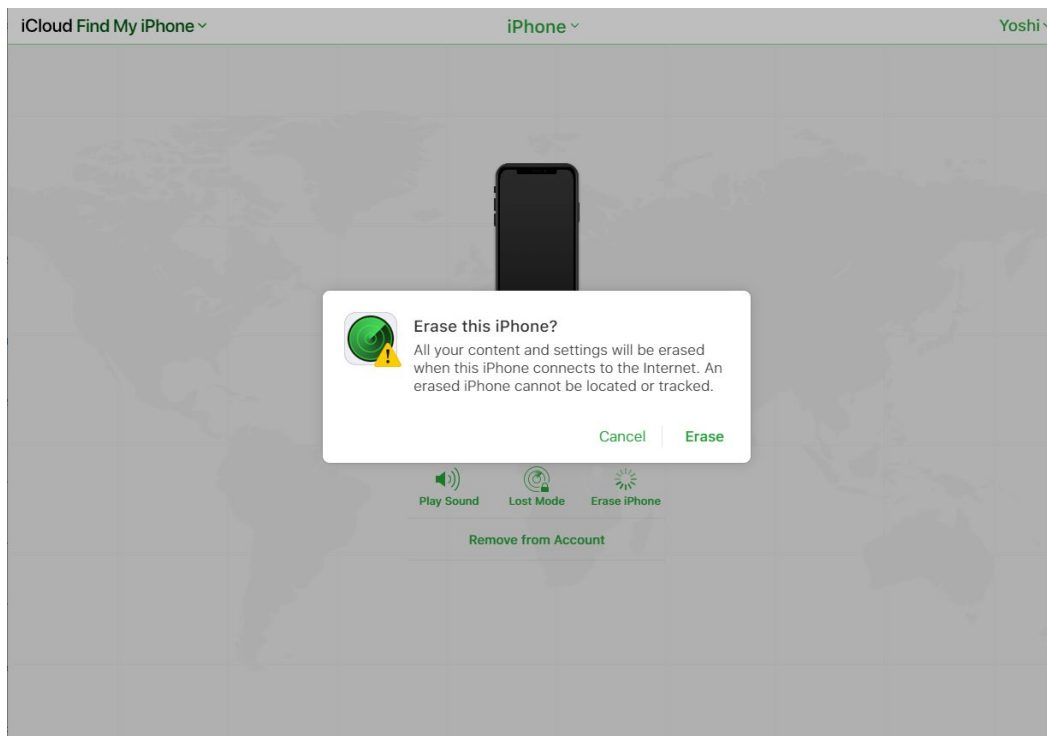
3. The device location page will display. Click “All Devices” at the top of the page and select the device you would like to “Activation Lock”



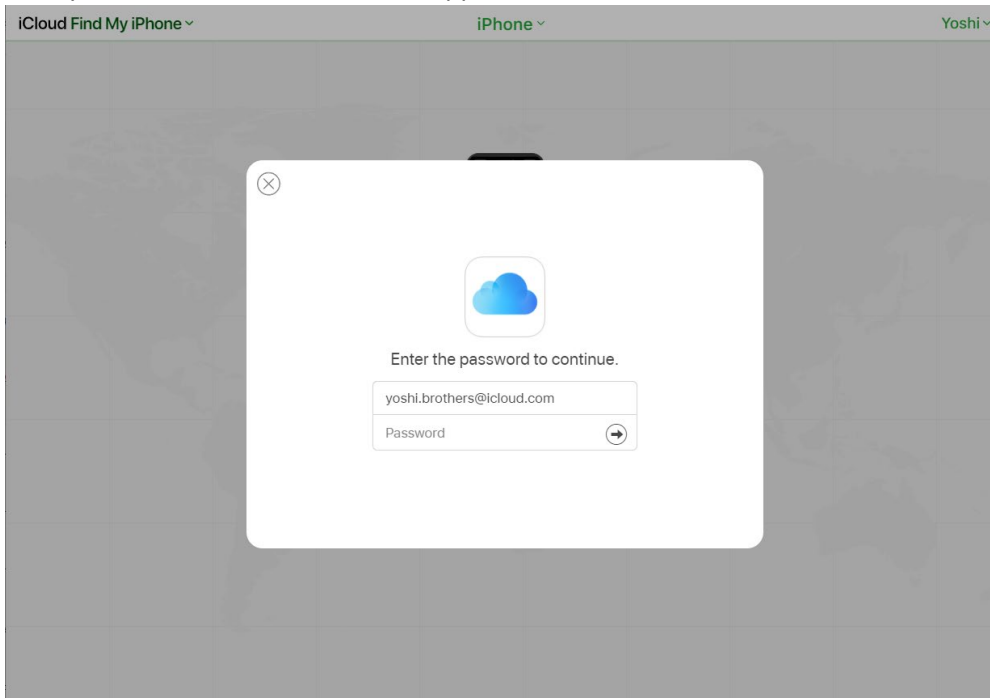
4. To “Activation Lock” a device and protect your data, click the “Erase iPhone” option



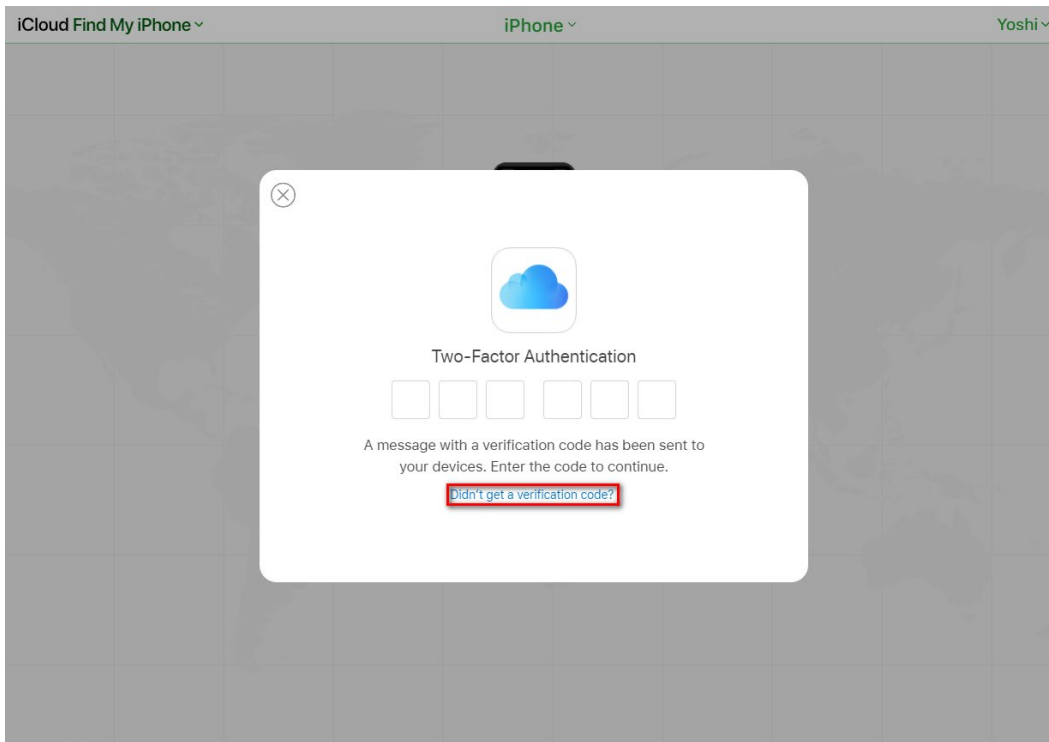
5. You will be prompted to verify that you want to erase the device
 - a. If the device is not connected to the Internet, it will not erase until the device connects to the Internet again



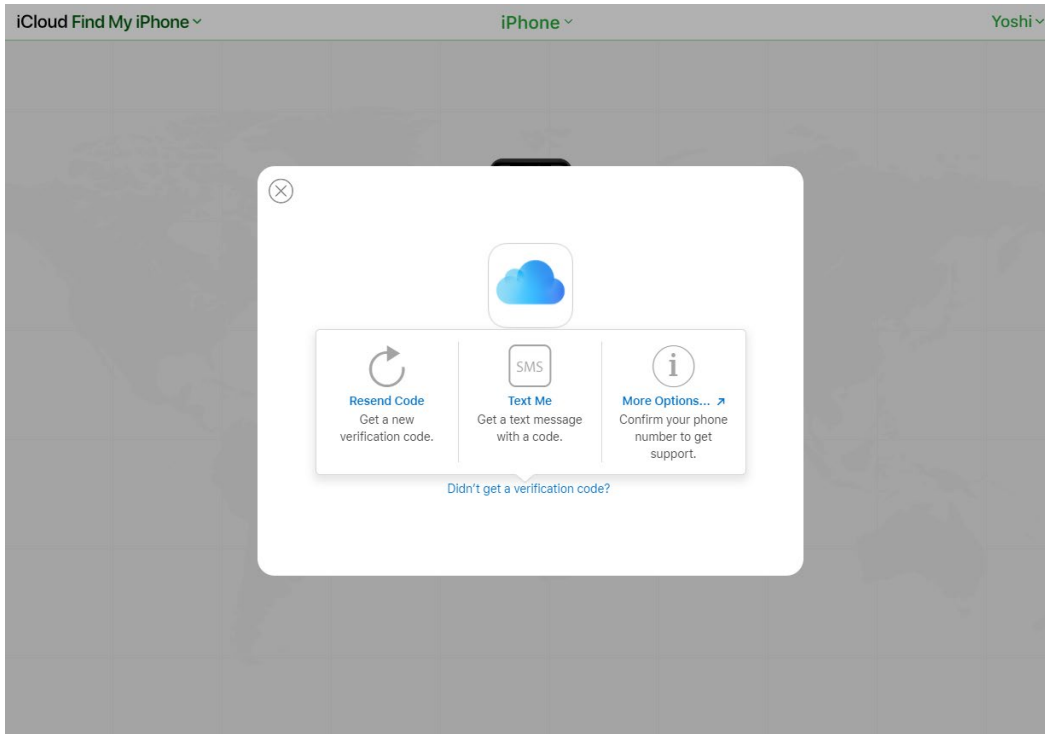
6. Next you will be asked to enter the Apple ID and Password



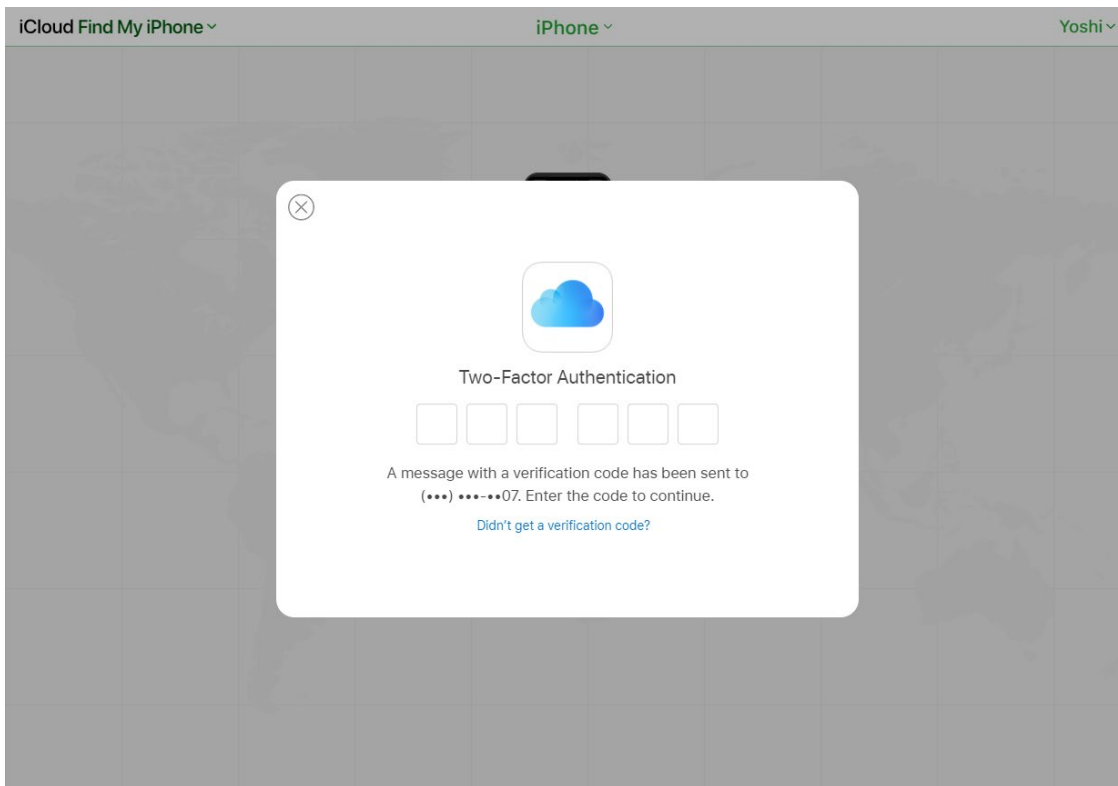
7. You will be asked to complete 2-Factor Authentication, by default the code will be sent to your device.
- a. If you do not have access to your device, click the "Didn't get a verification code?" link



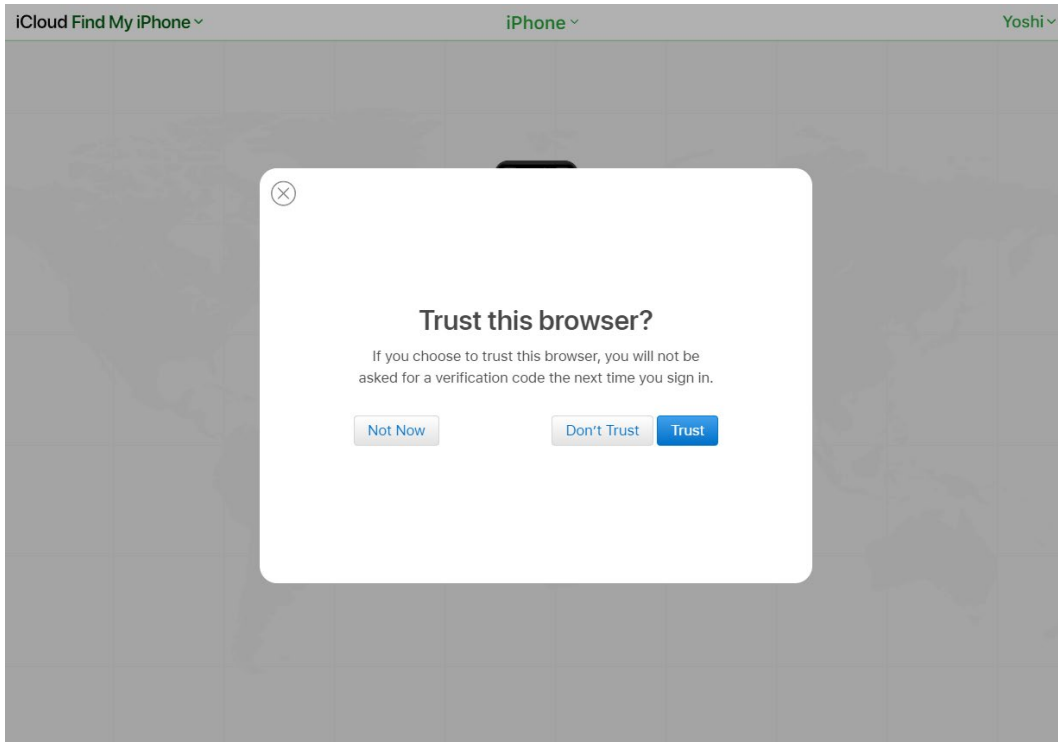
- b. This will give you the option to have the code texted to your number
 - i. Select "Text Me" to have the code sent



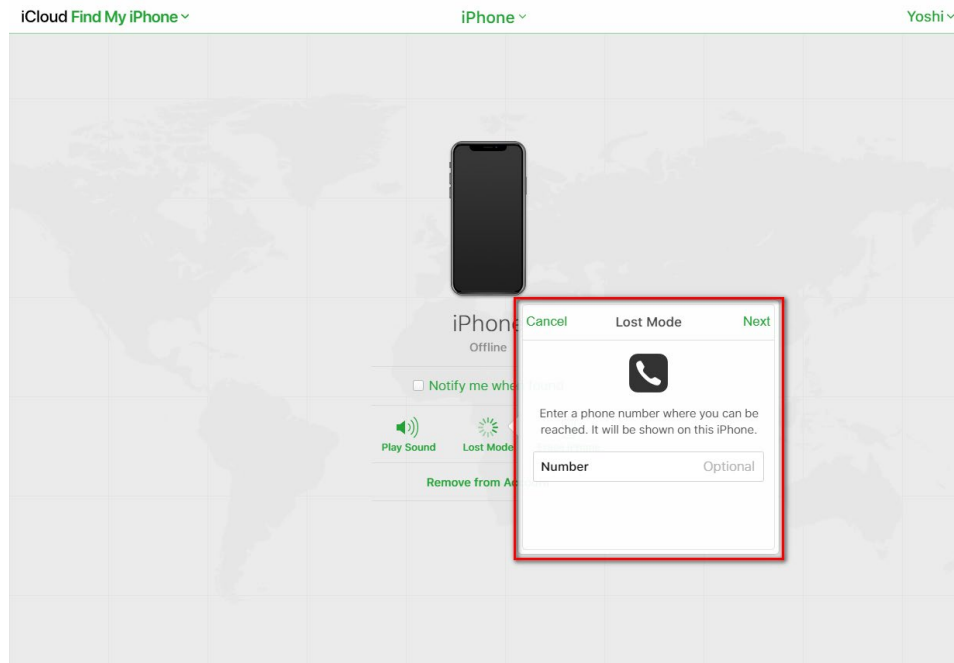
- 8. Once you receive the code, enter it on the page displayed



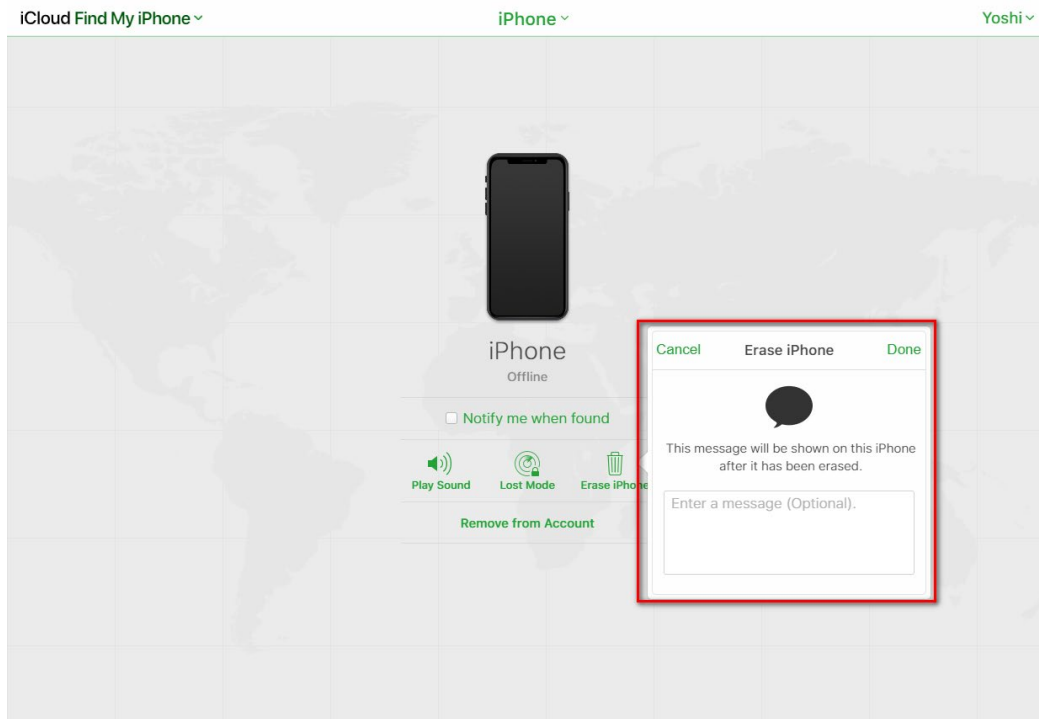
9. You may be prompted to “trust” this browser. If trust is selected, you will not be prompted for 2-factor authentication on that computer for 30-days



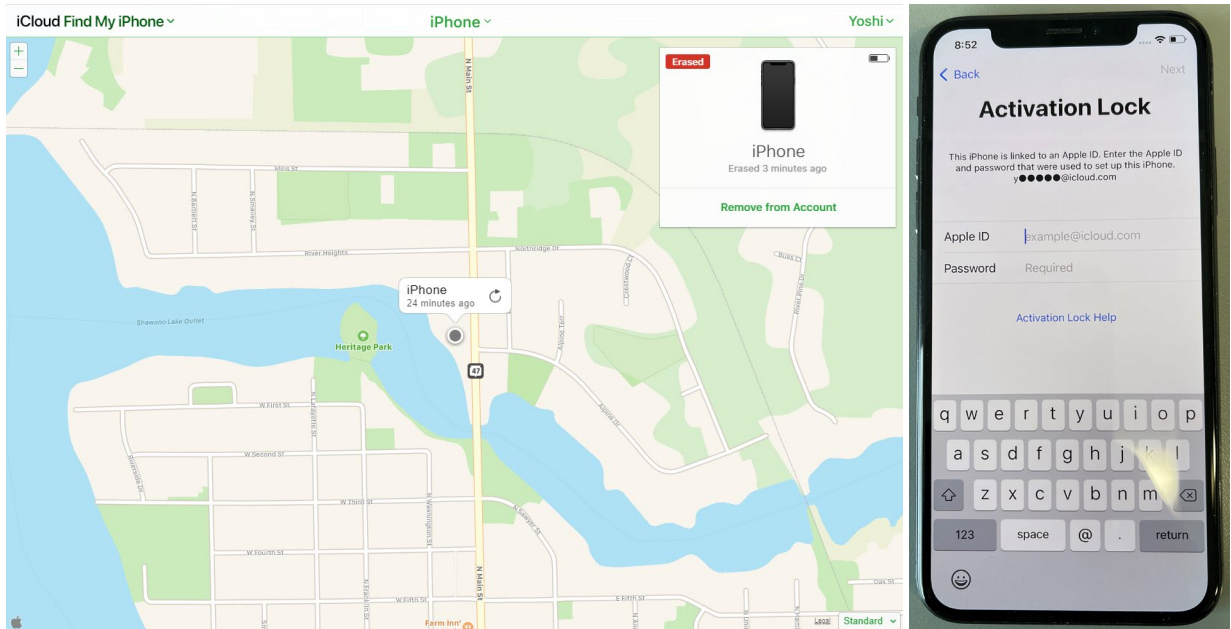
10. Next you will be given the option to enter a phone number that will display on the phones lock screen. (This is optional)



11. Next you will be given the option to display a message on the device lock screen (*this is optional*)
- Once complete, the device will go into “Erase” mode. Once the device connects to the Internet, it will erase and Activation Lock.

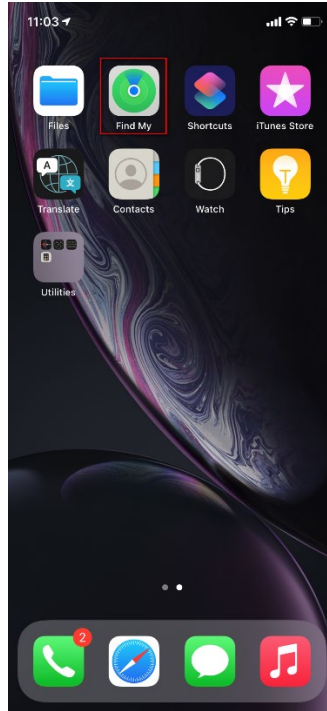


12. Once the device connects to the Internet, it will auto erase and lock to the Apple ID

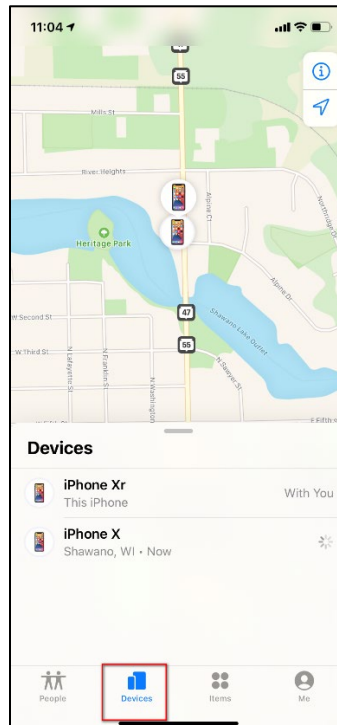


Apple Devices – Erase and lock Find My App

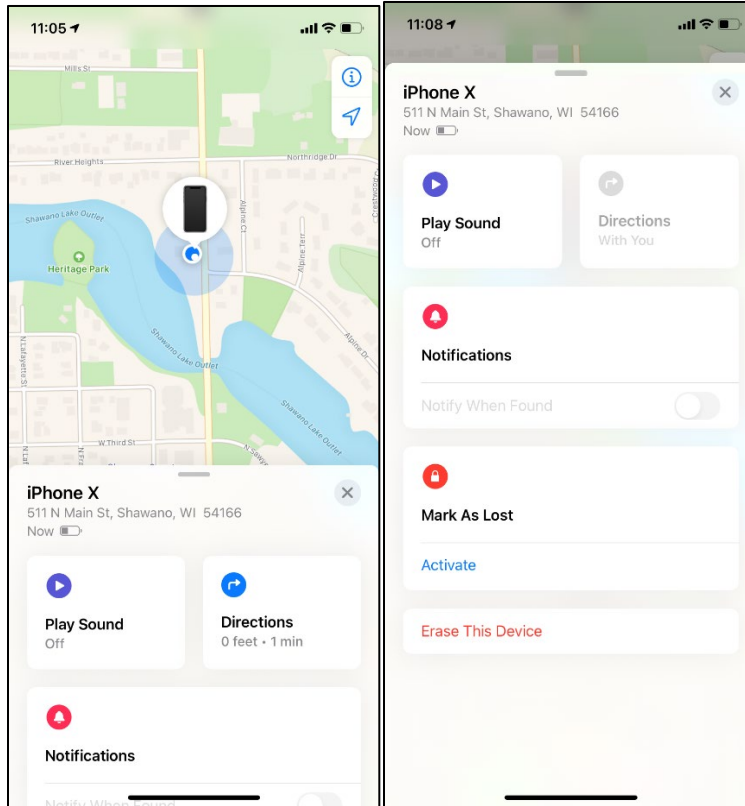
1. Open the “Find My App”



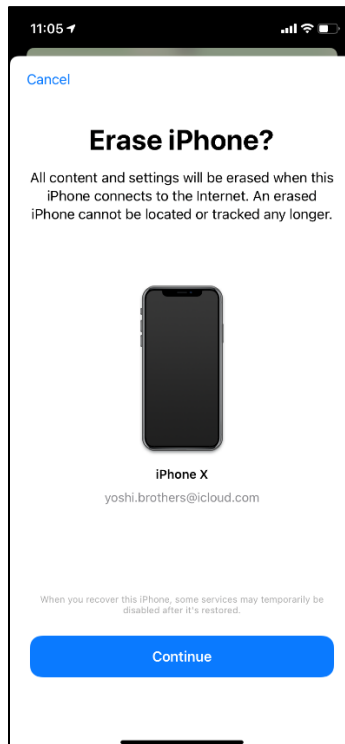
2. Select the “Devices” tab, and select the device you want to erase and Activation Lock



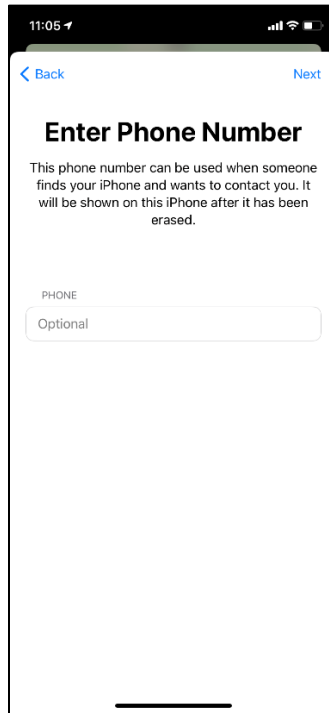
3. Swipe up and select “Erase”



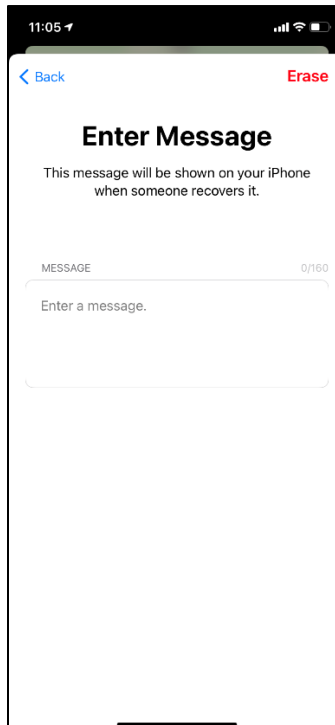
4. Confirm that you want to erase the selected device and click “Continue”



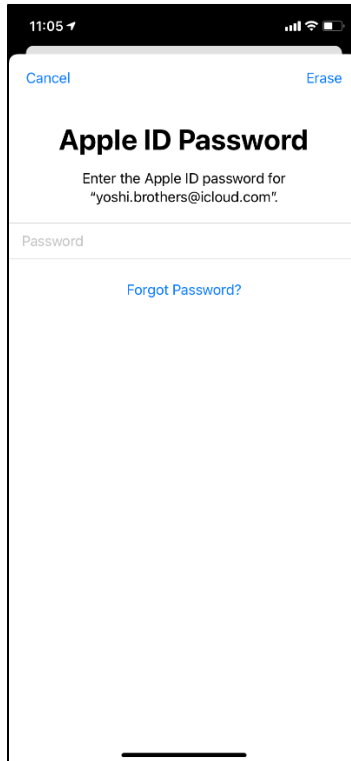
5. Next you will be given the option to enter a phone number that will display on the phones lock screen. *(This is optional)*



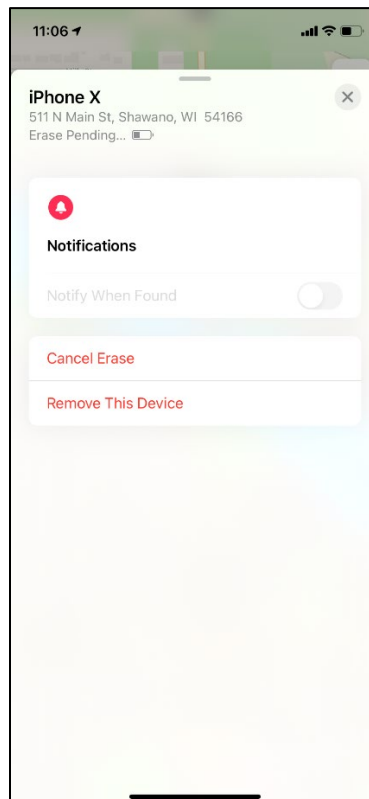
6. Next you will be given the option to display a message on the device lock screen *(this is optional)*
 - a. Once complete, the device will go into "Erase" mode. Once the device connects to the Internet, it will erase and Activation Lock.



7. Enter Apple ID password



8. The erase request will be sent



9. Once the device connects to the Internet, it will auto erase and lock to the Apple ID

