

Factory Reset

Important: Before starting this factory reset process, ensure you have completed the steps [here](#) to unenroll your device from Okta Verify.

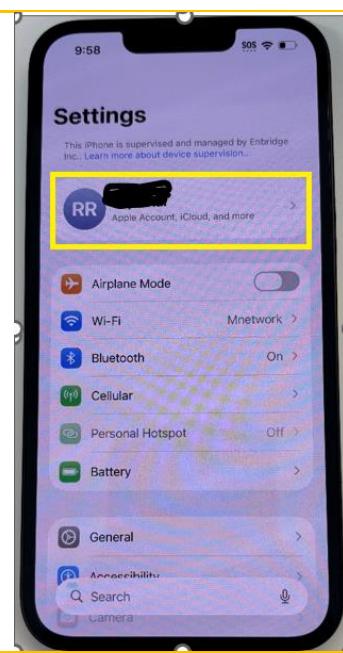
To complete the factory reset of your migrated Apple Mobile device, follow the steps outlined below. This video tutorial is also available to help you through the process steps: [Apple ID Sign out & Factory Reset](#)

Sign out of iCloud

1. Open the **Settings** app.



2. Tap your Apple Account.

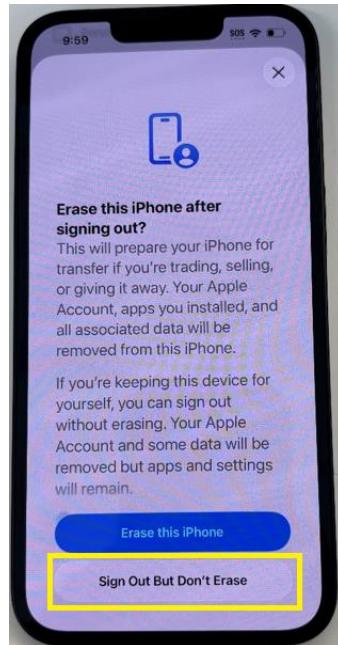


Sign out of iCloud

3. Scroll down and tap **Sign Out**.



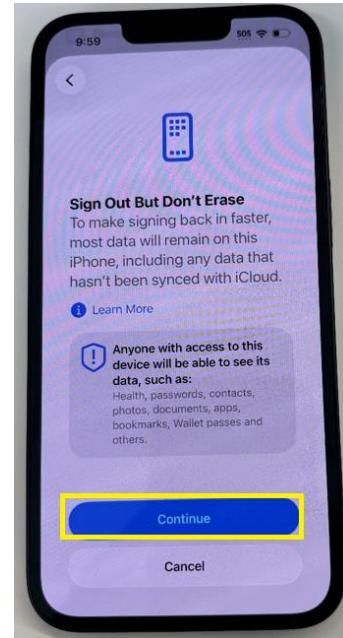
4. Tap **Sign Out But Don't Erase**.



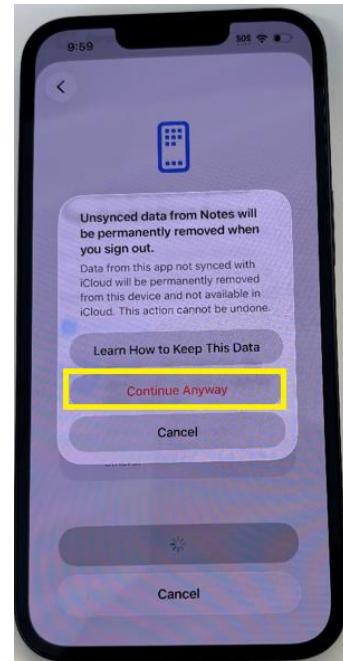
Factory Reset

Sign out of iCloud

5. Tap Continue.

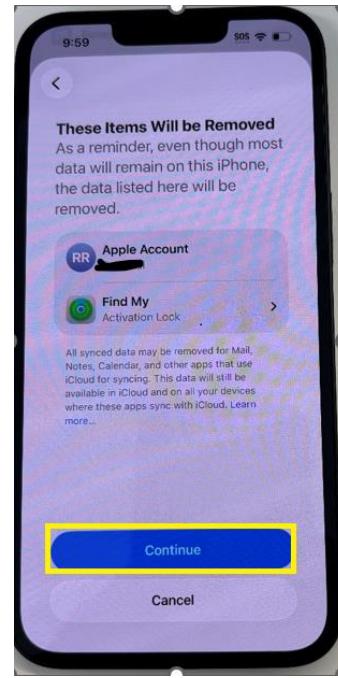


6. Tap Continue Anyway.

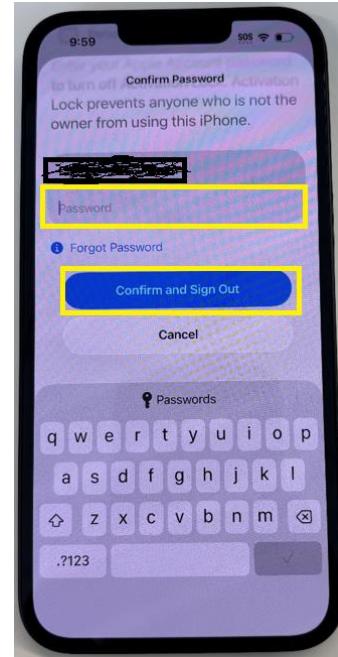


Sign out of iCloud

7. Tap Continue.

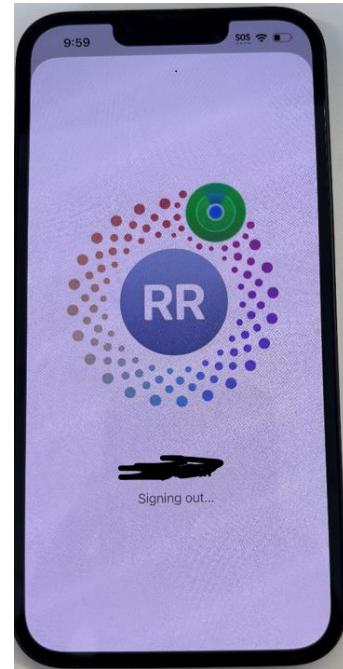


8. Enter your Apple Account password in the Password field then tap Confirm and Sign Out.



Sign out of iCloud

9. The Signing out... screen appears.

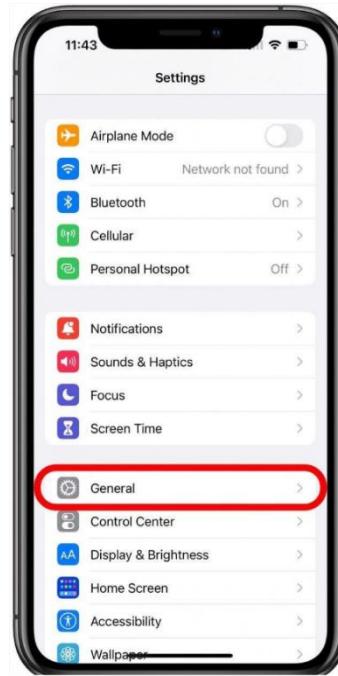


10. Once you see this screen, your Apple Account is logged out. No further action is required.

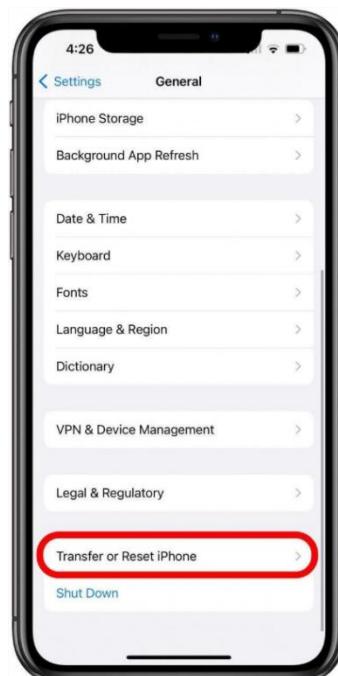


Factory Reset

1. Open the **Settings** app, select **General**.

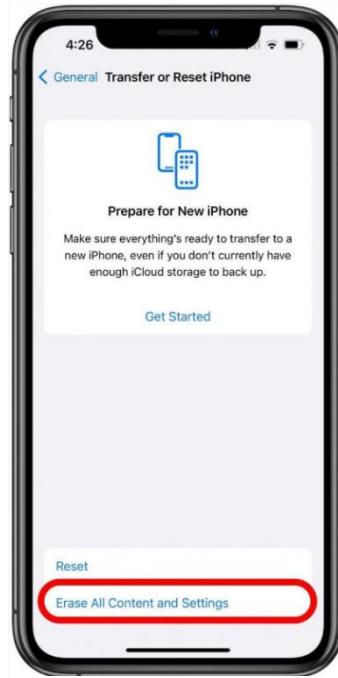


2. Scroll down to the bottom and tap **Transfer or Reset iPhone**.



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3. Tap Erase All Content and Settings.



4. Tap Continue then Erase iPhone.



Factory Reset

5. Enter your iPhone passcode to confirm.



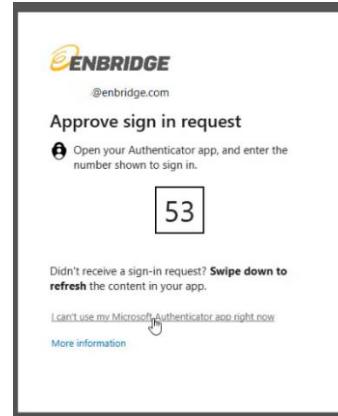
6. Tap **Keep eSIM and erase all data**. (This may not appear on all phones depending on the version of your iPhone.)

Set up device on Enbridge service

1. Connect to WiFi.
2. Follow screen prompts on Hello screen.
3. Tap **Set up without another device**.
4. Sign in with your **Enbridge ID and password**.
Remote management screen.

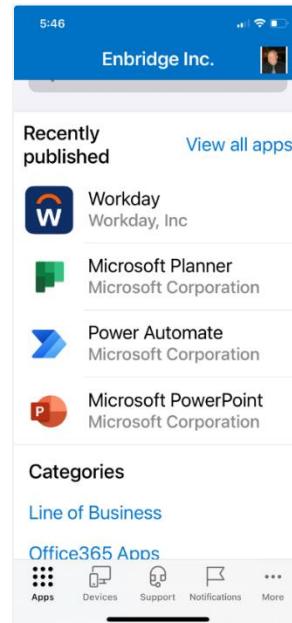
Set up device on Enbridge service

- Enter the MFA code that was sent to the secondary device.

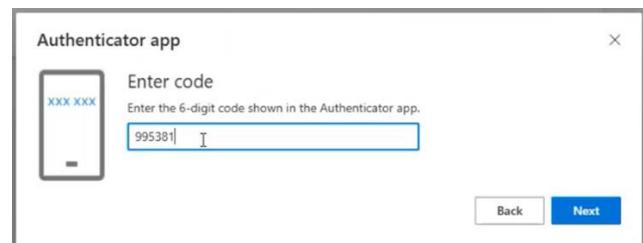


- Launch the Company Portal app and enter Enbridge credentials. (Any Company apps have to be installed through Company app store.)

If you require additional assistance signing into the Company Portal please reference the following video: [Set up Company Portal](#)



- Enter MFA code.



- Select Begin.

Set up device on Enbridge service

9. Wait a few minutes for your device to transition registration from DE to Enbridge.

Log in to your Apple ID account.

You can text yourself to make sure everything is working.