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Setting login and language preferences

The Self-Service Portal can remember certain preferences you set on the login page, even after you log out of the application and close your browser.

NOTE   If your browser is set to reject cookies, your preferences cannot be saved.

Saving login information

To avoid entering your login information each time you log in to the Self-Service Portal from the same computer, select the **Remember Me** checkbox on the login page. These details are saved until your browser's cookies are deleted; however, you must still enter your password to log in.

To remove your saved login information, clear the **Remember Me** checkbox before you log in.

Setting your language preference

When you first visit the login page, the Self-Service Portal is displayed in the default language set for your browser. If the Self-Service Portal does not support your browser's default language, English is used instead.

If you prefer to use a different language than the default, you can easily switch by selecting an available language from the dropdown list on the login page.

Viewing information about your mobile device or computer

You can view details about the current status of your mobile device or computer.

→ To view information about your mobile device or computer:

1. In the My Devices sidebar, select the mobile device or computer whose details you want to view.

   The latest information available for your device is shown on the page:

Field	Applies To	Description
Phone Number	Mobile devices only	The telephone number of the mobile device
OS	Computers and mobile devices	The type of the operating system currently running on the device
Passcode	Mobile devices only	Indicates whether a passcode is set on the mobile device
Device Capacity	Mobile devices only	The total storage capacity of the device, excluding space required by the operating system. For Android devices, this value may include storage provided by SD cards.
Battery	Computers and mobile devices	The remaining charge level of the device's battery, expressed as a percentage **NOTE** You can see the date and time the battery level was last retrieved on the device by hovering over this field.
Serial Number	Computers and mobile devices	The serial number of the device
Model	Computers and mobile devices	The model of the device
Identifier (UDID)	Mobile devices only	The unique internal identifier of the device. For iOS devices, this value is the UDID (unique device identifier).
OS Version	Computers and mobile devices	The version of the operating system currently running on the device

Sending a message to your mobile device or computer

If you need to communicate something to the person who is currently using your mobile device or computer, you can send a message for the user to read.

On computers, your message is shown in a dialog that the user can dismiss after he or she reads the message. On mobile devices, your message is shown through the AbsoluteApps application.

→ To send a message to your mobile device or computer:

1. In the My Devices sidebar, select the mobile device or computer that you want to send a message to.

2. From the Commands menu, click **Send Message**.

3. Enter your message in the field provided.

4. Click **Send Message**.

5. Click **OK** to close the confirmation message.

Locking your mobile device or OS X computer

You can issue a command to remotely lock a mobile device, or an OS X computer running version 10.10 and higher, making it unusable until the correct passcode or password is entered locally.

NOTE   If your mobile device does not have a passcode set, this command does not protect against unauthorized use as anyone can access the device with a simple swipe on the lock screen.

The behavior of this command is slightly different depending on the operating system of your device:

- With Android devices, you have the option of locking the device with a new passcode if one is not currently present.
- With iOS devices that have a passcode set, you have the option of displaying a message and a contact phone number on the lock screen of the device.
- With OS X computers, you are prompted to set a password that must be entered locally on the computer to unlock it. Unlocking the computer without this password is possible only by contacting Apple.

→ To lock your mobile device:

1. In the My Devices sidebar, select the mobile device that you want to lock.

2. From the Commands menu, click **Lock Device**.

3. Depending on your device, you may have one of the following options:

    - If you are locking an iOS device that has a passcode set and you want to display a message or contact phone number on the device's lock screen, enter them in the fields provided.
    - If you are locking an Android device without a passcode and you want to set one, enter and confirm the new passcode in the fields provided.

4. Click **Lock**.

5. Click **OK** to close the confirmation message.

→ To lock your OS X computer with a password:

1. In the My Devices sidebar, select the OS X computer that you want to lock.

2. From the Commands menu, click **Lock Device**.

3. Enter and confirm the password that must be entered locally on the computer to unlock it.

    This password must be exactly six characters long. Keep the password in a secure location: without it, your computer can only be accessed by contacting Apple.

4. Click **Lock**.

5. Click **OK** to close the confirmation message.

Clearing the passcode on your mobile device

You can issue a command to remotely clear the existing passcode on your mobile device. With Android devices, you also have the option to set a new passcode of your choice.

After you issue the command, the passcode on your mobile device is cleared as soon as it next contacts the notification server of its OS vendor. If the device is connected to a Wi-Fi or mobile network, this action is usually carried out within a minute; otherwise, it occurs when the device reconnects to a network.

→ To clear the passcode on an iOS device:

1. In the My Devices sidebar, select the iOS device whose passcode you want to clear.

2. From the Commands menu, click **Clear Passcode**.

3. Click **Clear Passcode**.

4. Click **OK** to close the confirmation message.

→ To clear the passcode on an Android device and optionally set a new one:

1. In the My Devices sidebar, select the Android device whose passcode you want to clear.

2. From the Commands menu, click **Set Passcode**.

3. If you want to set a new passcode, enter and confirm the passcode in the fields provided. Otherwise, leave these fields empty to remove the current passcode from the mobile device.

4. Click **Set Passcode**.

5. Click **OK** to close the confirmation message.

Setting the passcode on your Android device

You can issue a command to remotely set a new passcode on your Android device.

After you issue the command, the passcode on your Android device is set as soon as it next contacts the notification server of its OS vendor. If the device is connected to a Wi-Fi or mobile network, this action is usually carried out within a minute; otherwise, it happens when the device reconnects to a network.

➔ To set a new passcode on your Android device:

1. In the My Devices sidebar, select the Android device whose passcode you want to set.

2. From the Commands menu, click **Set Passcode**.

3. Enter and confirm the new passcode in the fields provided.

4. Click **Set Passcode**.

5. Click **OK** to close the confirmation message.

Erasing your mobile device or OS X computer

You can issue a command to remotely erase a mobile device or an OS X computer running version 10.10 and higher.

WARNING! This action is not reversible. You cannot recover the erased information from your mobile device or computer (although recovering data from a backup system, if one exists within your organization, may be possible). Because this command may have serious and irreversible consequences, make sure you understand these consequences before proceeding. If you are not sure whether you need to erase your mobile device or computer, contact your IT administrator.

When you erase a mobile device, all user data on the device is erased along with all applications you have installed, effectively resetting the device to its factory condition.

When you erase an OS X computer, all data from all writable internal and external drives, including the operating system, applications, and user data, is erased. In addition, the computer is locked to prevent any further access until a special password that you set is entered locally on the computer. Unlocking the computer without this password is possible only by contacting Apple.

➔ To erase your mobile device:

1. In the My Devices sidebar, select the mobile device that you want to erase.

2. From the Commands menu, click **Erase Device**.

3. If your mobile device has an internal SD card, you are prompted to select one of the following options:

   - **Erase internal storage only**
   - **Erase internal storage and SD card**

4. Click **Erase Device**.

   IMPORTANT Clicking **Erase Device** issues the command to erase your mobile device, which you cannot reverse.

5. Click **OK** to close the confirmation message.

➔ To erase your OS X computer:

1. In the My Devices sidebar, select the OS X computer that you want to erase.

2. From the Commands menu, click **Erase Device**.

3. Enter and confirm the password that must be entered locally on the computer to unlock it after the erase.

   This password must be exactly six characters long. Keep the password in a secure location: without it, your computer can only be accessed by contacting Apple.

4. Click **Erase Device**.

   IMPORTANT Clicking **Erase Device** issues the command to erase your computer, which you cannot reverse.

5. Click **OK** to close the confirmation message.