Bring your own device- instructions for backing up and resetting devices for MDM installation

Apple devices*:

Backup:

iCloud:

Go to Settings > [your name] > iCloud > iCloud Backup.

Turn on "iCloud Backup" and tap "Back up now".

We kindly remind you that personal account backups will not be accessible from the Apple ID managed by the centre.

iTunes/Finder:

Connect your device to your computer.

Open iTunes or Finder and select your device.

Click "Back up now."

Reset the device:

Before erasing your iPad, sign out of your Apple ID to unlink your iPad from your personal Apple ID:

1- Go to Settings and tap your name.

2- Scroll down.

3- Tap sign out.

4- Enter your Apple ID password and tap Deactivate.

5- Tap Sign out.

- Erase iPad:

Go to Settings > General > Transfer or reset iPad > Erase contents and settings.

Your device is now fully formatted.

In this link, you can find a series of resources from Apple where the special cases that may occur are listed.

https://support.apple.com/es-es/guide/ipad/ipad8f91b5e3/ipados

If you do not remember your Apple ID, you can recover your account by following the steps in the following link: https://www.icloud.com/ > Forgot your password?

You can then erase the device by following the steps at icloud.com in the following link or as described above.Erasing a device in Find Devices on iCloud.com

https://support.apple.com/es-es/guide/icloud/mmfc0ef36f/icloud

Android devices*:

Backup:

Google Drive:

Go to Settings > System > Backup.

Turn on "Back up to Google Drive".

Manual backup:

Connect your device to your computer and copy important files manually.

Reset the device:

To reset an Android device, the steps would be as follows, (may vary a bit depending on each brand's customisation layer on the operating system):

Access Settings: Open the device's settings application.

System: Go to "System" and then "Reset Options".

Erase all data (factory reset): Tap this option and confirm the action.

*We remind you that, if you buy the device through Rosselimac, the MDM is already installed, so this reset is not necessary.