How to wipe a mobile device remotely by Office 365

When your mobile device is lost or stolen, wipe the device remotely may be the last resort to protect the information from being disclosed to the others.

i. The “Wipe Device” is a built-in function of the Office 365 OWA (Outlook Web App), to login to the Office 365 OWA, visit http://email.cityu.edu.hk by any browser. For CityU staff, click “Web Logon to University account – cityu.edu.hk (Office 365 for staff)”, for CityU students, click “Web Logon to - my.cityu.edu.hk (Office 365)” to continue.
ii. For CityU staff, enter your “CityU EID@um.cityu.edu.hk” and password, then click “Sign in” to continue:

![Office 365 sign-in screen for CityU staff]

For CityU students, enter your “CityU EID-c” and password, then click “Log on” to continue:

![Office 365 sign-in screen for CityU students]
iii. When log on is successful, you should see the same emails and mailboxes as in Outlook and your mobile device. Click the “Settings” icon and then click “Mail” to continue:
iv. In the Options screen, you can see the account information and other settings of your account. Click “General” and then “Mobile devices” to continue:

Here you will see all the mobile devices which have the Office 365 account setup in them. Select the mobile device you would like to wipe under the “Device” column, then click the “Wipe Device” icon to wipe it.

vi. You can select to “Wipe all data” of your device, very much like a factory reset, or you can also just wipe the email account and other data related to this account by selecting “Wipe only data related to this account” option.
vii. Click “Yes” to wipe the device if you are absolutely sure which device you are going to wipe. If the device is offline, it will be wiped once it is online and connected to the internet and Office 365 server. Please note that if you choose “Wipe all data”, all the data on the device will be wiped (not just the email account and mailboxes) and the device will be back to the factory reset state. You have to setup all the information and apps on it once it is wiped.
viii. A confirmation email will be sent to your Office 365 account to inform you that the device wipe action was initiated.

ix. If you would like to connect the mobile device to the Office 365 server again, please be reminded that you should remove it from the list of the mobile devices first. Otherwise once it is reconnected to the Office 365 server, it will be wiped again. To remove the device from the list, select it and then click the “Remove” button inside the “Options” and “Mobile devices” page: