

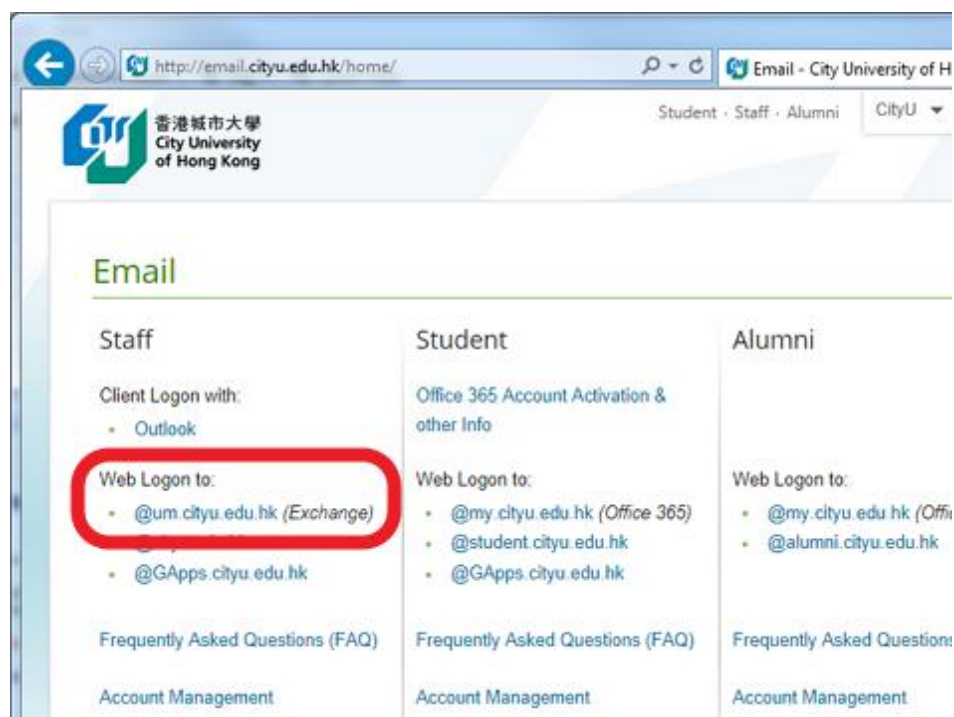
## How to wipe a mobile device remotely by Exchange OWA

When your mobile device is lost or stolen, wiping 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 Exchange OWA (Outlook Web App), and to log in to the Exchange OWA, visit <http://email.cityu.edu.hk>



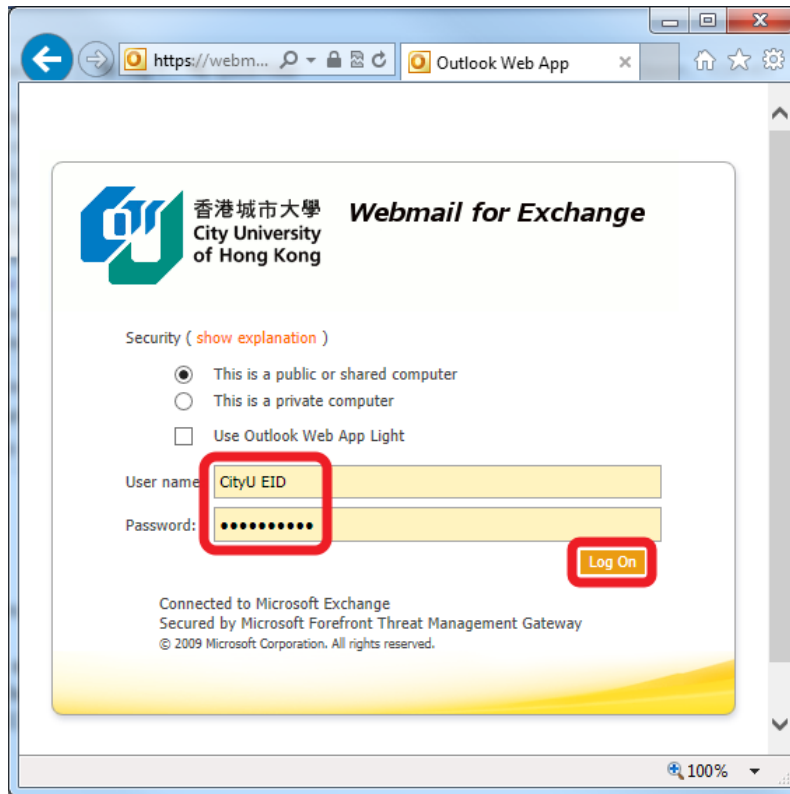
by any browser, and click “Web Logon to @um.cityu.edu.hk (Exchange)” to continue.



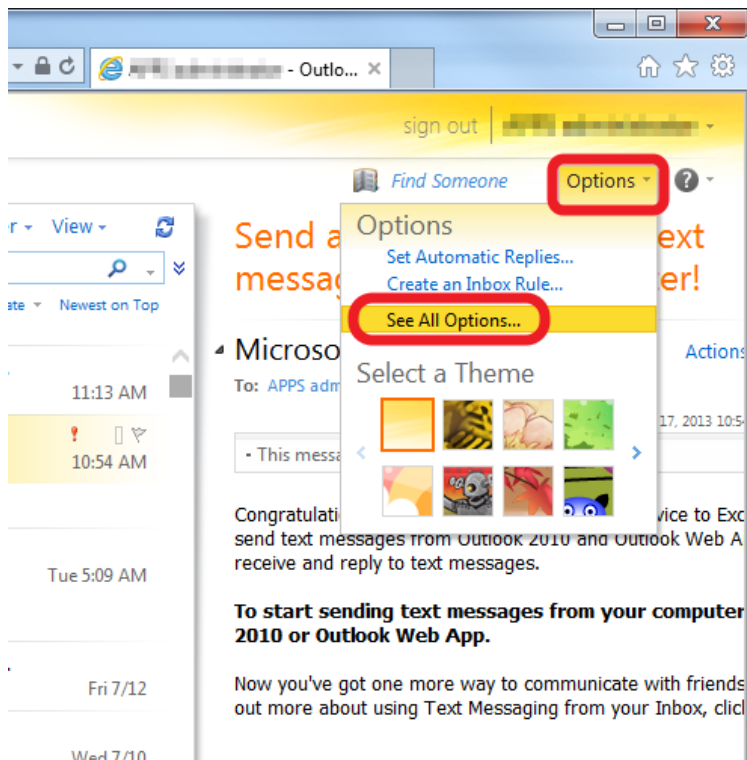
The screenshot shows the Exchange OWA login page for City University of Hong Kong. The page is titled "Email" and has three columns: Staff, Student, and Alumni. In the Staff column, under "Web Logon to:", the option "@um.cityu.edu.hk (Exchange)" is highlighted with a red oval. Other options include "@GApps.cityu.edu.hk". The Student and Alumni columns also have "Web Logon to:" sections with their respective options.

| Staff                                                                                                                 | Student                                                                                                                                               | Alumni                                                                                                                   |
|-----------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| Client Logon with: <ul style="list-style-type: none"><li>Outlook</li></ul>                                            | Office 365 Account Activation & other Info                                                                                                            |                                                                                                                          |
| Web Logon to: <ul style="list-style-type: none"><li>@um.cityu.edu.hk (Exchange)</li><li>@GApps.cityu.edu.hk</li></ul> | Web Logon to: <ul style="list-style-type: none"><li>@my.cityu.edu.hk (Office 365)</li><li>@student.cityu.edu.hk</li><li>@GApps.cityu.edu.hk</li></ul> | Web Logon to: <ul style="list-style-type: none"><li>@my.cityu.edu.hk (Office 365)</li><li>@alumni.cityu.edu.hk</li></ul> |
| Frequently Asked Questions (FAQ)                                                                                      | Frequently Asked Questions (FAQ)                                                                                                                      | Frequently Asked Questions (FAQ)                                                                                         |
| Account Management                                                                                                    | Account Management                                                                                                                                    | Account Management                                                                                                       |

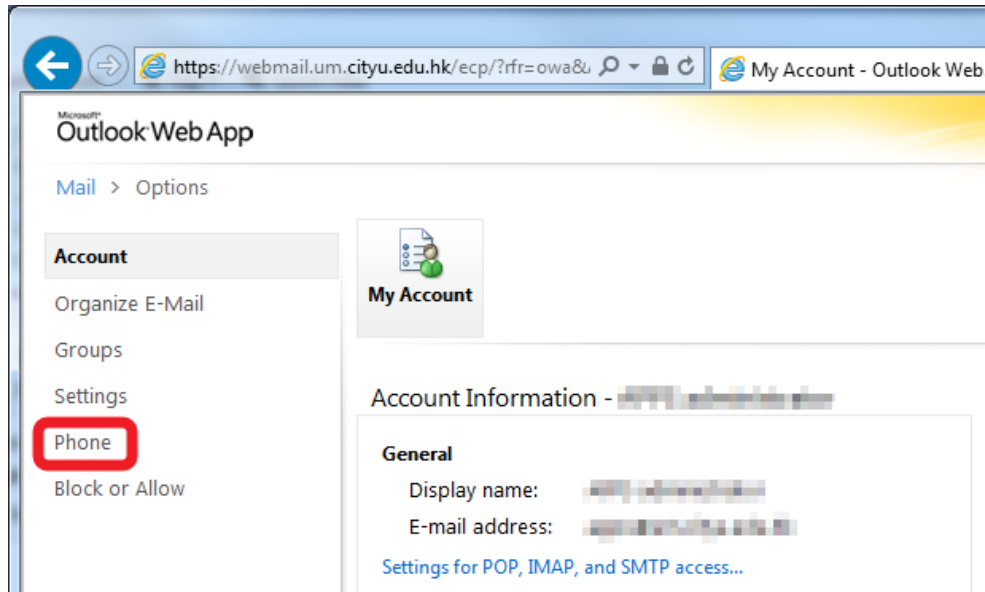
- ii. Enter your CityU EID and password, then click “Log On” to continue:



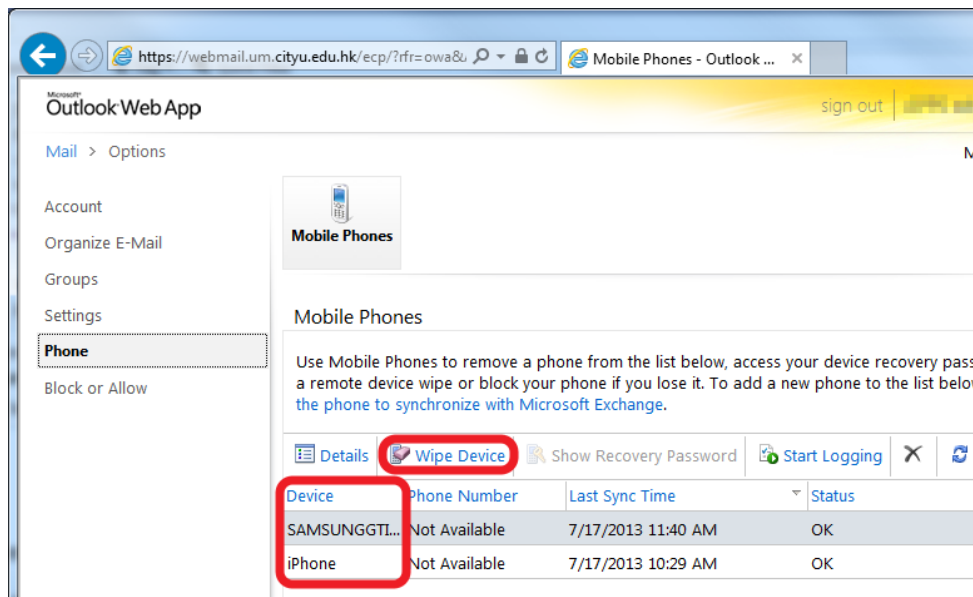
- iii. When log on is successful, you should see the same emails and mailboxes as you will in the Outlook and your mobile device. Click “Options” and then click “See All Options” to continue:



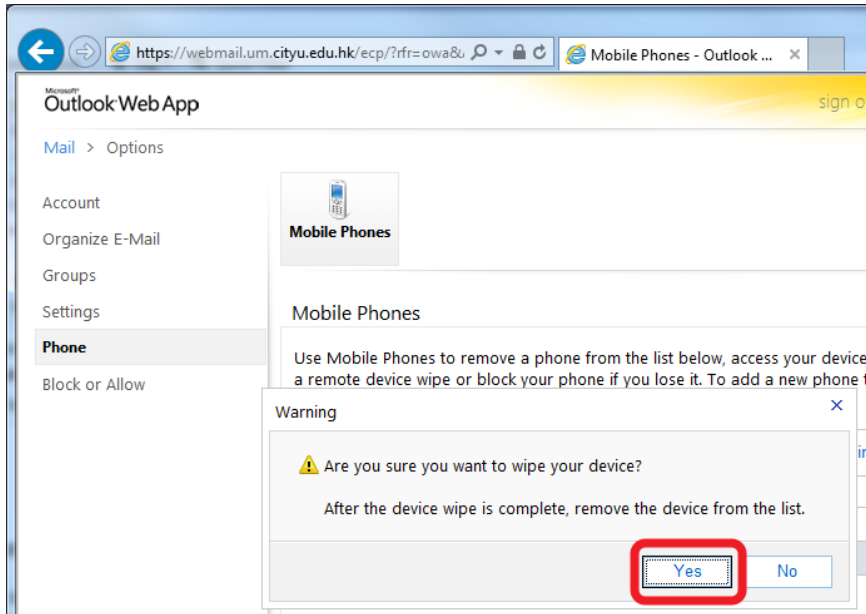
- iv. In the Option screen, you can see the account information and other settings of your account. Click “Phone” to continue:



- v. Here you will see all the mobile devices which have the Exchange account set-up in them. Select the mobile device you would like to wipe under the “Device” column, then click “Wipe Device” to wipe it.



- vi. Click “Yes” to wipe the device if you are absolutely sure which device you are going to wipe. Even if the device is offline, it will be wiped once it is online and connected to the internet and Exchange server. Please note that 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 set up all the information and apps on it once it is wiped.



- vii. A confirmation email will be sent to your Exchange account to inform you that the device wipe action was initiated.



**The remote device wipe completed successfully.**

The remote device wipe initiated on 07/19/2013 14:46:53 is complete.

Device type: iPhone  
Device ID: Appl75040YCGA45

**Note:** To sync with the server, you must remove this mobile phone from the list of mobile phones in Outlook Web App.

Otherwise, for security purposes, your device will continue wiping data if you try to sync again.

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- viii. If you would like to connect the mobile device to the Exchange 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 Exchange server, it will be wiped again. To remove the device from the list, select it and then click the “Delete” button.

