

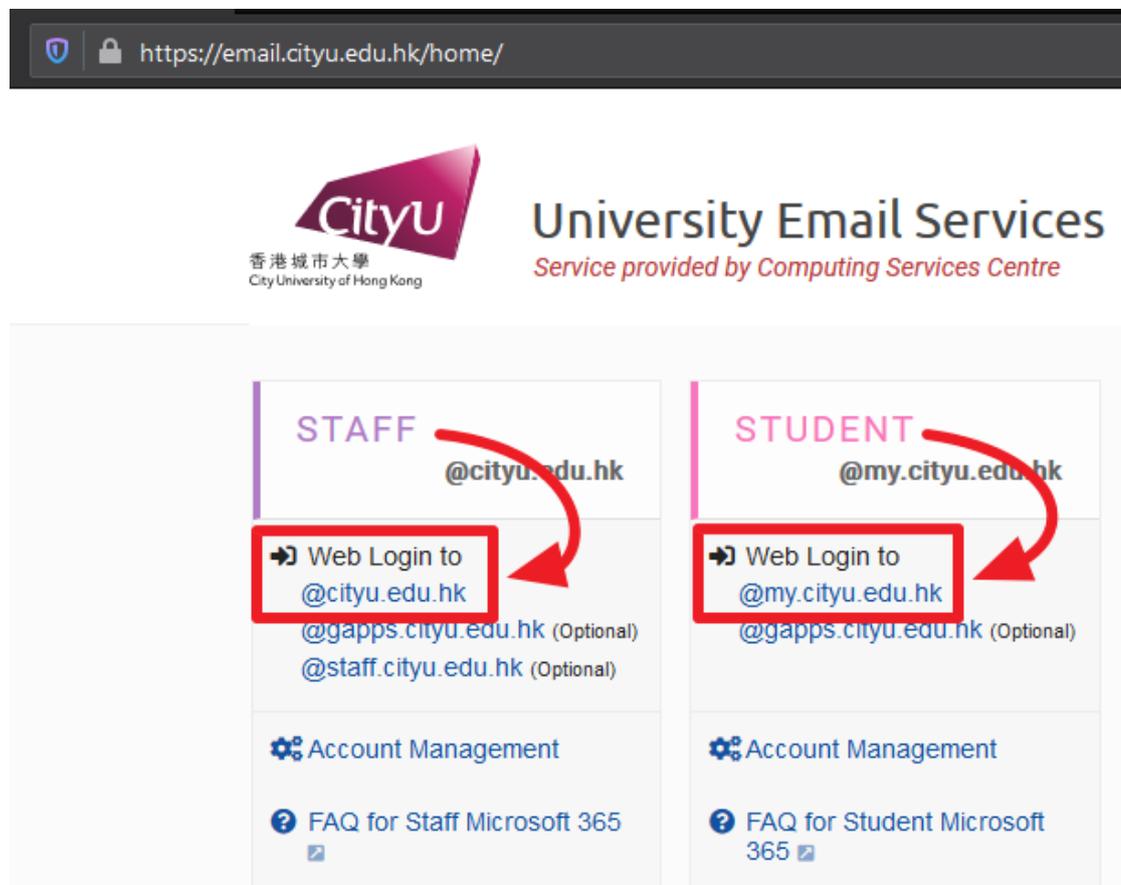
How to wipe a mobile device remotely by Microsoft 365

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 Microsoft 365 OWA (Outlook Web App), to login to the Microsoft 365 OWA, visit <https://email.cityu.edu.hk>



by any browser. For CityU staff, click “Web Login to [@cityu.edu.hk](https://email.cityu.edu.hk)”, for CityU students, click “Web Login to [@my.cityu.edu.hk](https://email.cityu.edu.hk)” to continue

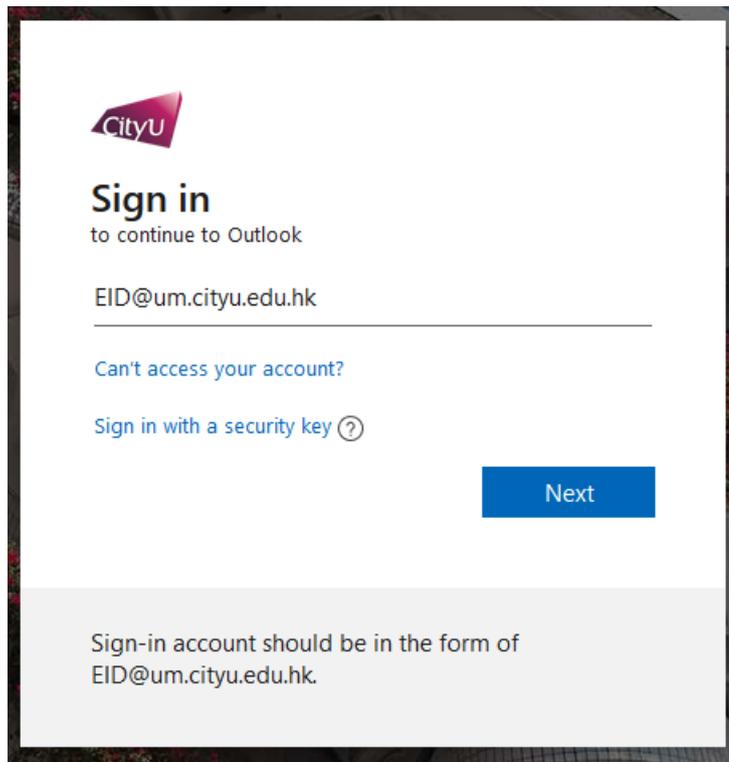


The screenshot shows the Microsoft 365 OWA login page for CityU. The browser address bar displays <https://email.cityu.edu.hk/home/>. The page header includes the CityU logo (香港城市大學 City University of Hong Kong) and the text "University Email Services" and "Service provided by Computing Services Centre". The main content area is divided into two columns: "STAFF" and "STUDENT".

STAFF	STUDENT
Web Login to @cityu.edu.hk @gapps.cityu.edu.hk (Optional) @staff.cityu.edu.hk (Optional)	Web Login to @my.cityu.edu.hk @gapps.cityu.edu.hk (Optional)
Account Management	Account Management
FAQ for Staff Microsoft 365	FAQ for Student Microsoft 365

Red boxes and arrows highlight the "Web Login to @cityu.edu.hk" link for staff and the "Web Login to @my.cityu.edu.hk" link for students.

- ii. For CityU staff, enter the username “EID@um.cityu.edu.hk” and click “Next”





Sign in

to continue to Outlook

EID@um.cityu.edu.hk

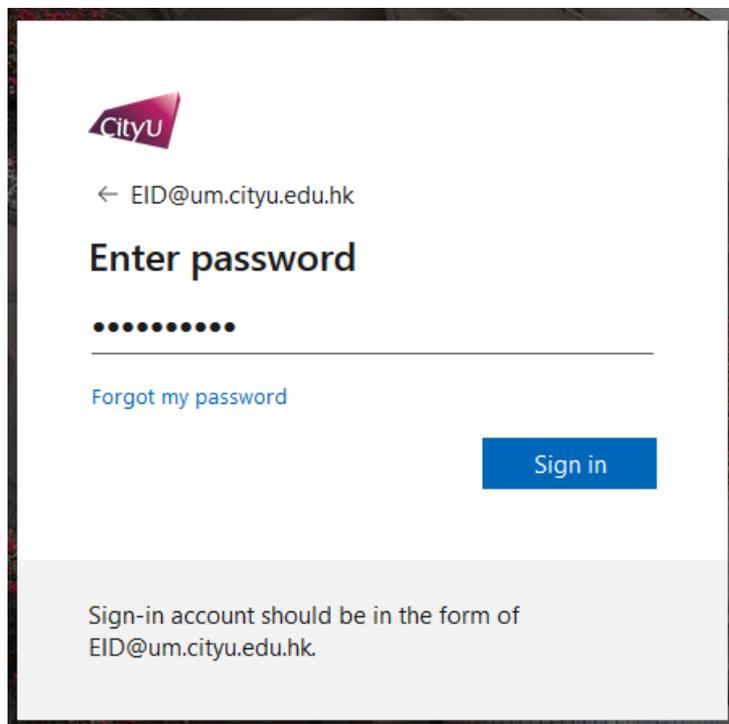
[Can't access your account?](#)

[Sign in with a security key](#) 

[Next](#)

Sign-in account should be in the form of
EID@um.cityu.edu.hk.

Enter your password and click “Sign in” to continue





[←](#) EID@um.cityu.edu.hk

Enter password

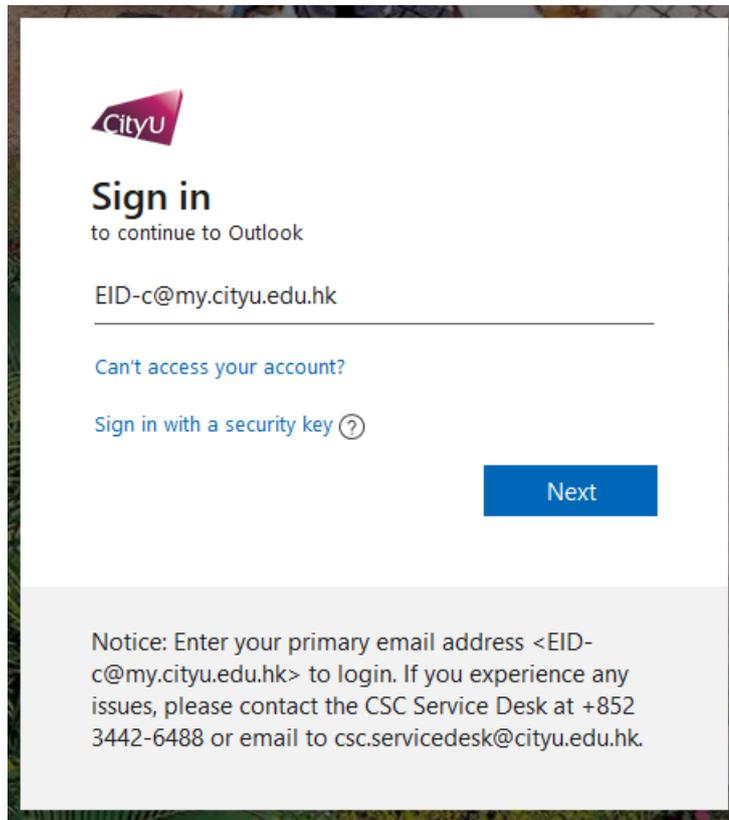
.....

[Forgot my password](#)

[Sign in](#)

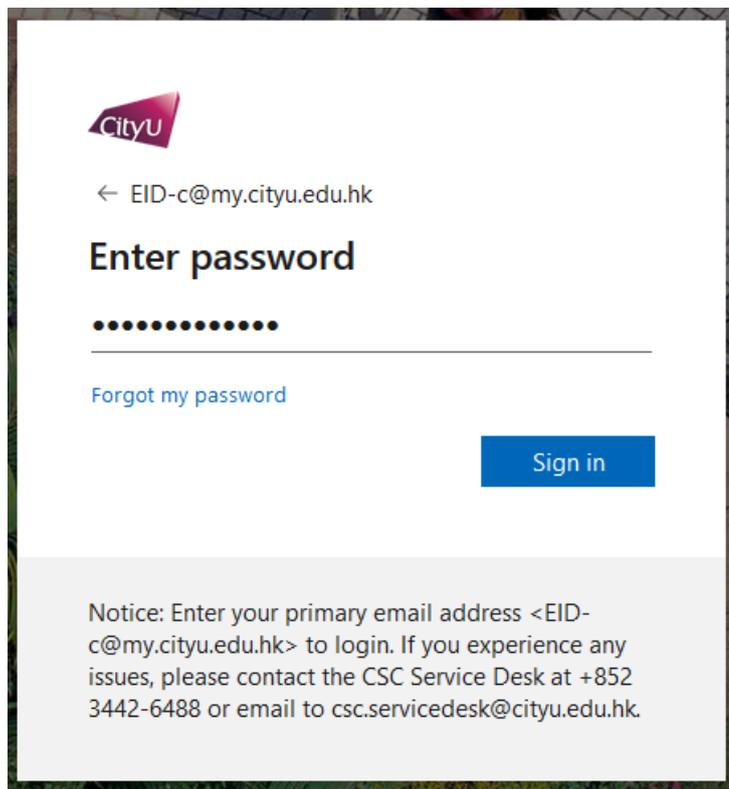
Sign-in account should be in the form of
EID@um.cityu.edu.hk.

For CityU students, enter the username “EID-c@my.cityu.edu.hk” and click “Next”



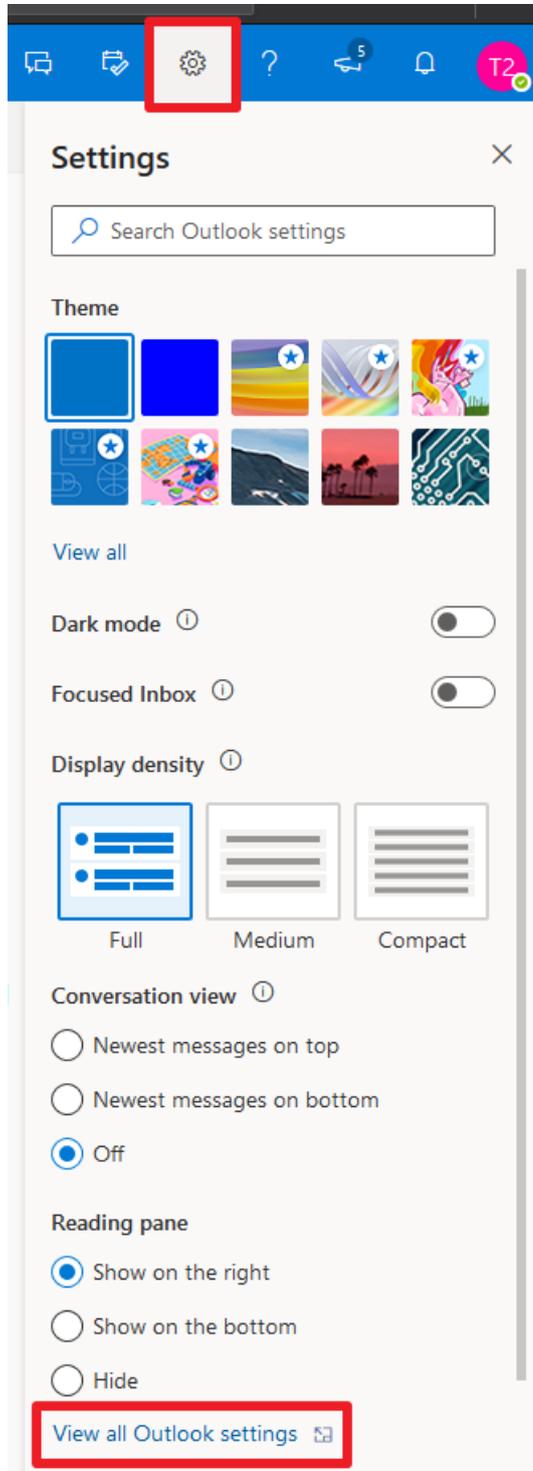
The screenshot shows the CityU sign-in interface. At the top left is the CityU logo. Below it, the text reads "Sign in" followed by "to continue to Outlook". A text input field contains the email address "EID-c@my.cityu.edu.hk". Below the input field are two links: "Can't access your account?" and "Sign in with a security key (?)". A blue "Next" button is positioned to the right of the input field. At the bottom, a grey notice box contains the following text: "Notice: Enter your primary email address <EID-c@my.cityu.edu.hk> to login. If you experience any issues, please contact the CSC Service Desk at +852 3442-6488 or email to csc.servicedesk@cityu.edu.hk."

Enter your password and click “Sign in” to continue

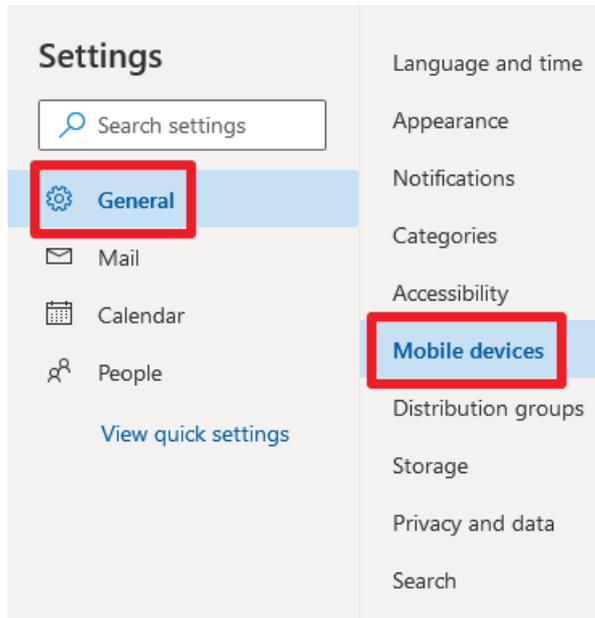


The screenshot shows the CityU password entry page. At the top left is the CityU logo. Below it, the text reads "← EID-c@my.cityu.edu.hk" followed by "Enter password". A password input field is shown with ten black dots. Below the input field is a link: "Forgot my password". A blue "Sign in" button is positioned to the right of the input field. At the bottom, a grey notice box contains the following text: "Notice: Enter your primary email address <EID-c@my.cityu.edu.hk> to login. If you experience any issues, please contact the CSC Service Desk at +852 3442-6488 or email to csc.servicedesk@cityu.edu.hk."

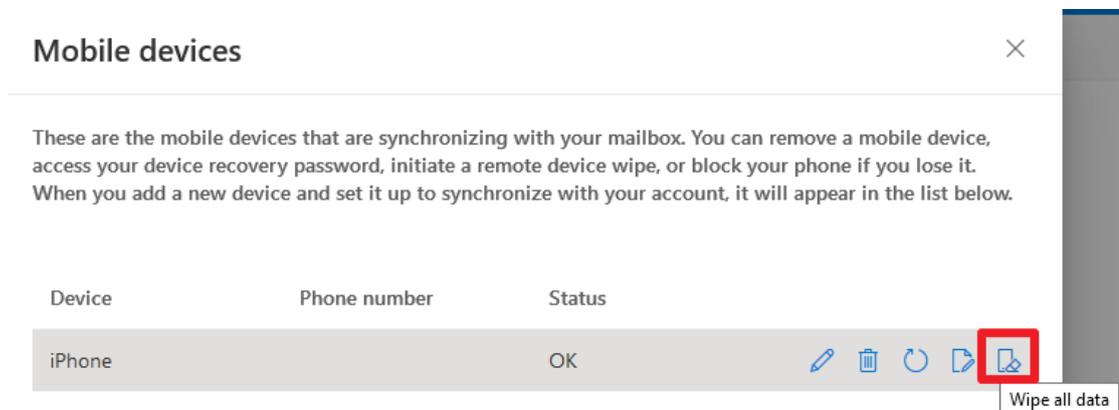
- iii. When log on is successful, you should see the same emails and mailboxes as in Outlook and your mobile device. Click the “Settings” icon and then click “View all Outlook settings” to continue



- iv. In the Settings screen, click “General” and then “Mobile devices” to see the devices which with your account setup



- v. Here you will see all the mobile devices which have the Microsoft 365 account setup in them. Select the mobile device you would like to wipe, 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. Click “Save” to wipe the device if you are absolutely sure which device you are going to wipe

Mobile devices



Are you sure you want to wipe iPhone? After the device wipe is successful, remove the device from the list.

Wipe all data

Wipe only data related to this account

Save

Discard

- vii. If the device is offline, it will be wiped once it is online and connected to the internet and Microsoft 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

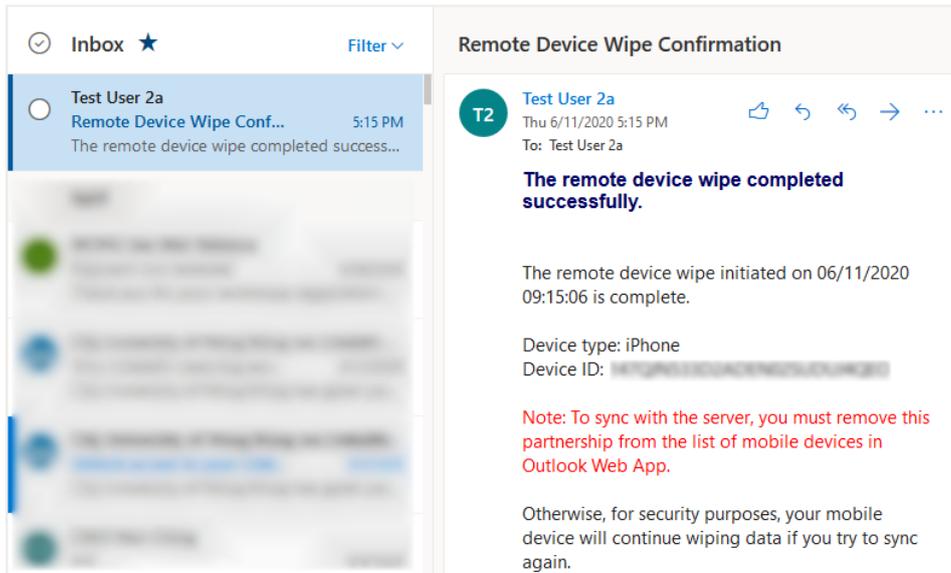
Mobile devices



These are the mobile devices that are synchronizing with your mailbox. You can remove a mobile device, access your device recovery password, initiate a remote device wipe, or block your phone if you lose it. When you add a new device and set it up to synchronize with your account, it will appear in the list below.

Device	Phone number	Status
iPhone		Wipe pending

- viii. A confirmation email will be sent to your Microsoft 365 account to inform you that the device wipe action was initiated



- ix. If you would like to connect the mobile device to the Microsoft 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 Microsoft 365 server, it will be wiped again. To remove the device from the list, select it and then click the “Remove” button inside the “General” and “Mobile devices” settings page:

