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”, for CityU students, click “Web Login to @my.cityu.edu.hk” to continue

[Image of Microsoft 365 OWA login page]
ii. For CityU staff, enter the username “EID@um.cityu.edu.hk” and click “Next”

Enter your password and click “Sign in” to continue
For CityU students, enter the username “EID-c@my.cityu.edu.hk” and click “Next”
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.

![Settings Screen]

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.

![Mobile Devices Screen]

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.
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.

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:

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.