Backup your files before performing any of those following steps to avoid data loss!

Note:
Please note that CHG-MERIDIAN AG reserves the right to charge an expense allowance of EUR 35 for each locked device.

Apple Devices
Apple Watch ([official link](#))
1. If you have **any banking cards** linked to the watch (e.g. for Apple Pay) - open wallet app on watch– choose card and click on remove
2. **If the watch is still paired to an iPhone:**
   - Keep your Apple Watch and iPhone close together as you unpair them.
   - Open the Apple Watch app on your iPhone.
   - Go to the My Watch tab and choose All Watches.
   - Tap Unpair Apple Watch.
   - Tap Unpair [your Apple Watch name].
   - Type your Apple ID password to **disable Activation Lock**, then tap Unpair.
3. **If the watch is not paired to an iPhone:**
   - On the Apple Watch, tap Settings > General > Reset > Erase All Content and Settings.

   - Type in your password, if prompted.
   - Tap Erase All to confirm. This resets your Apple Watch to the factory settings.
   - **Check manually ([official link](#))** if the Activation Lock is still active and remove it:
     - On a computer, go to the website iCloud.com and sign in with your Apple ID.
     - Go to Find My iPhone.
     - Select All Devices, then click your Apple Watch.
     - Click Erase Apple Watch. Select Next until the device is erased.
     - Click the remove button ⊗ next to your Apple Watch symbol.

iPhone & iPad (official link)

1. Tap Settings > General > Transfer or Reset [Device]
2. Tap Erase All Content and Settings

3. If prompted, enter the user passcode or Apple ID password
4. Wait for the device to be erased
5. Please contact your IT administration about this process. After deletion further steps have to be taken by your organization.
   a. The IMEI number has to be removed from the Mobile Device Management.
   b. The corresponding user profile has to be deleted.
   c. The IMEI number has to be removed from the Apple Business Manager.

iMac or Mac OS based Systems (official link)

1. Start the erase assistant via apple menu > System Settings > General > Erase All Content & Settings
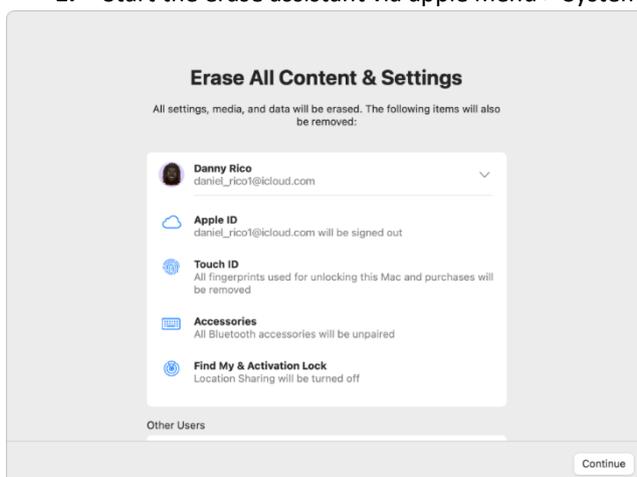
2. Follow the assistant to remove all the user based information, content and connected apple services. Please remove them from all the users accounts of that device!
3. You may have to enter your personal password to confirm those steps. Continue until the assistant has finished.

Efficient Technology Management®

Android Devices

Smartphones & Tablets(official link)

Android Devices have different user interfaces but the steps are usually as follows:

1. Open the Settings App (normally some sort of an gear symbol)
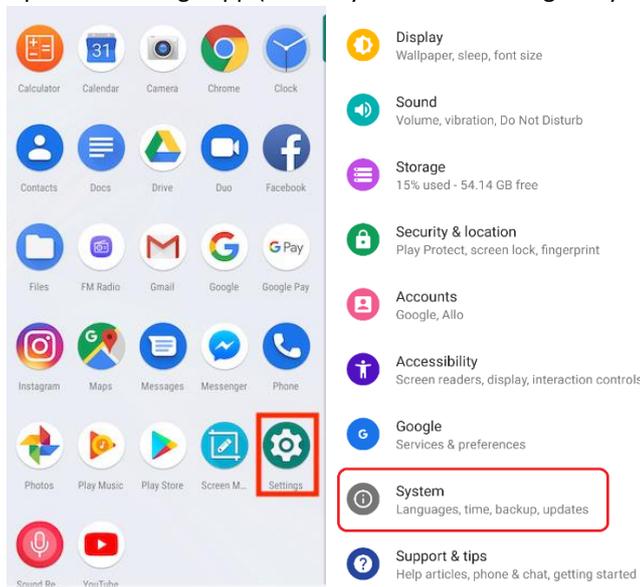
2. Open the System App.
3. Open Reset option.
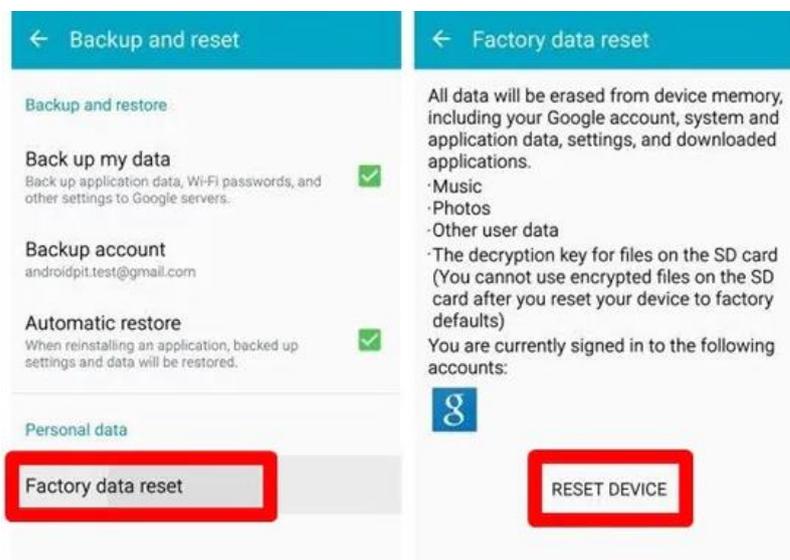
4. Select erase all data (factory reset).
5. Select reset.
6. Enter your device PIN.
7. Select erase everything.
    The Device should perform the factory reset and reboot.