How to remotely wipe a mobile device using Outlook Web Access

This guide is intended to show how to issue a remote wipe command for a lost or stolen mobile device. It is also best practice to wipe a device that is no longer in use.

This guide is intended for all users of the University’s exchange mail and diary service.

There are no prerequisites for use of this guide.

For any problems or questions, please contact IS.Helpline@ed.ac.uk or phone (6) 515151. Thanks!

Issuing a remote wipe command

1. Log in to the University of Edinburgh’s Outlook Web Access service:
   https://www.exseed.ed.ac.uk

   Note that your domain\username should be input as ed\username, and the password is that used to log in to University open-access computers.

2. Click Options (in the top right-hand corner).

This guide is intended to be read in conjunction with Information Services’ advice on “Security for mobile phones and tablets” available here:

http://www.ed.ac.uk/schools-departments/information-services/services/computing/desktop-personal/security/mobile-devices
Issuing Remote Wipe Command to Mobile Device

3. Select **Mobile Devices** from the navigation pane on the left.

4. Highlight the device for which you intend to submit a wipe request by **clicking** on it.

   Then click **Wipe All Data from Device**... from the options above your device.

5. A pop-up window will open asking you to confirm that you wish to send a wipe command. If you are certain, click **OK**.
6. Once your device has been wiped, select **Remove Device from List**.