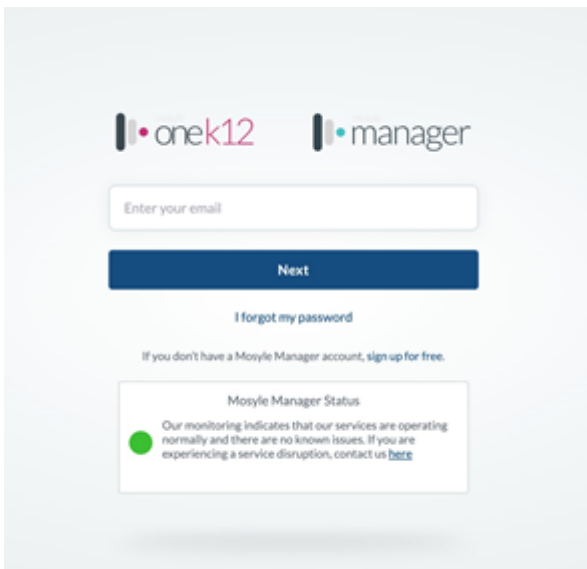


How to Reset iPad Passcodes

iPad Passcode Reset Directions

1. Go to myschool.mosyle.com and login with your provided login.

Note: Change the password for security purposes



2. Click, "Management," at the bottom of the screen to access the Device Enrollment screen



Device Enrollment Screen Notes:

- Make sure the top left shows this image.



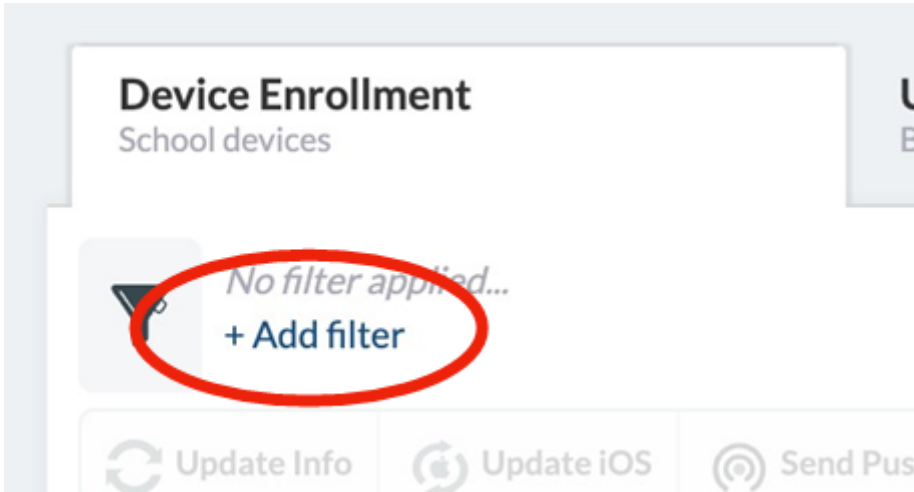
Manage iOS / iPadOS

iOS / iPadOS ▼

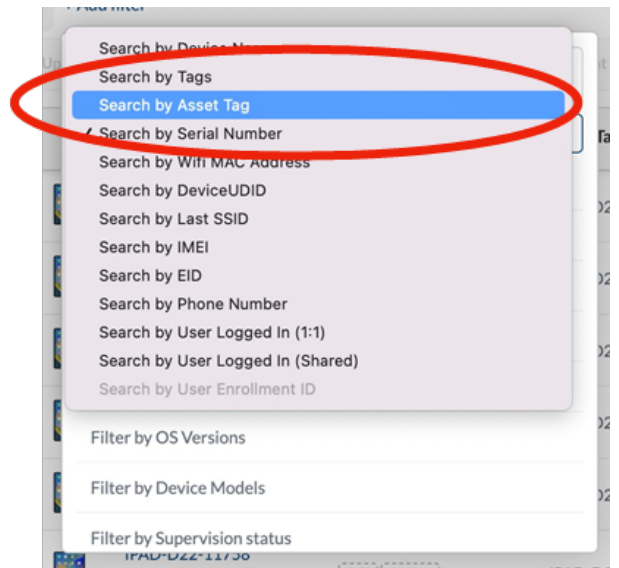
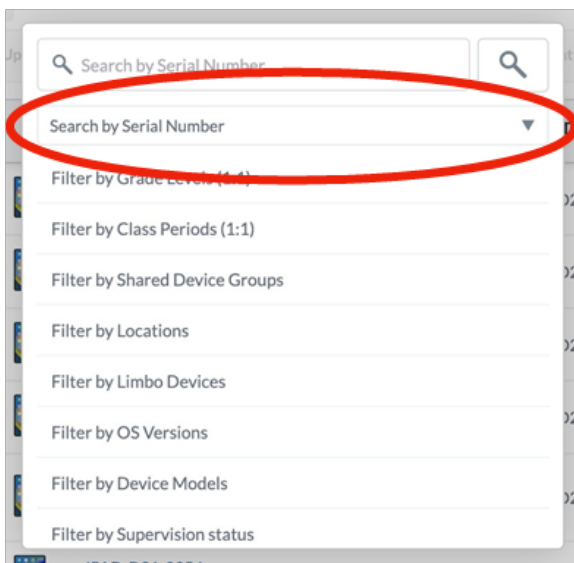
These directions will ONLY work for iPad Passcode purpose

- Do not worry about device names listed. Some may not list the asset tag, and that's not a problem.

3. Click +Filter under Device enrollment



4. Click the, "Search by Serial Number," dropdown and change it to, "Search by Asset Tag."



5. Type in or scan the asset tag

NOTE: Type the whole asset tag, not just the numbers at the end

ipad-d22-12345

Search by Asset Tag

6. Click on the device name (asset tag number). Make sure the correct student name is listed.

Device Name	Tags	Asset Tag	Serial Number	OS	Battery	HD
IPAD-D22-11667 1:1 - Grayson Colt Sparks	DEP Student	IPAD-D22-11667	N619R7WR6N	15.6.1	25%	32% (21 GB/64 GB)

7. Click the, "More," dropdown and choose, "Remove Lock Passcode."

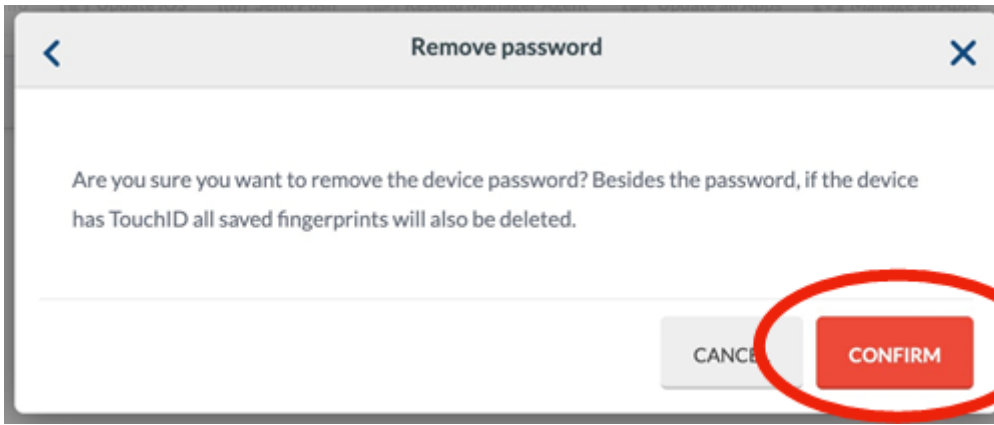
de Cartner

Screen View Update Send Push More

- Disable Activation Lock
- Erase Device
- Lock device
- Remove Lock Passcode**
- Turn off the screen
- Remove Restrictions Passcode

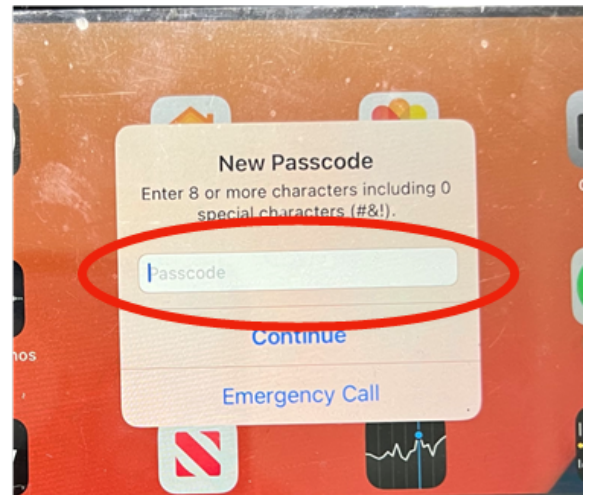
8. Click, "Confirm."

This disables the passcode and sends a reset command to student iPad



9. Student iPad will get a message to reset the passcode. Click, "Change Now," and then enter new passcode.

Note: If student clicks, "Later," they will have 59 minutes to reset before they are forced to.



Revision #8

Created 2023-01-04 20:06:09 UTC by Ethan Dancy

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