

How to reset an Ipad with Mosyle

How to Reset an iPad in Mosyle

Navigate to myschool.mosyle.com and enter in your login information

AD_4nXetu6H67AsWor0ewau7174Rpss4p4OuNuVn_U7Bxrh926fCBGAOOKgU6bd5hNLIY586g4yC9pl

Select the management tab at the bottom

AD_4nXfdRf7L8Pzrf3fP9y_9cVxEhxI0iT8zLxLDUB-9GFoMBZ3IKj6zZ3stwGZ4OqANXzTWQyypZo9OIRQ

Once on the management screen, make sure you are within the iPad OS section using the drop down on the upper left corner. You may then select the “add filter” button to start searching for the iPad you want to reset

AD_4nXf6DiraW6AC3ckWCGFgw0A8mGYoV58udgrnqUGIM9N2xuYI8IIHw9QNHllm2n5YjS6avKG5IC6C

You can select whether to search by asset tag, serial number, or the current user logged in to Manager by using the drop down box underneath the search criteria box.

AD_4nXeD0lpgCfDCP-Q1QAR7Xi5zLBYVaEoIDhm9CsbPakHRu9AccsryeNRK0yNMFH2Fgpuj7J7AVOY0E
AD_4nXeOjxngkDlulOMDznpGTMZIkErZn7tsUeYO-sVCGRylybJHTRmpiePKJO27C6ZvE4PaGc6mLvnvC:

After selecting your preferred search option and entering the information of the device into the box, you may hit the search button

AD_4nXeVTVONje9Kf85UcTd2mLiqgti_OKx3DNVePlmyzy5-enlbluf3ZVCgZo0hjr0zsUJ0I96syC0tiaomr

Your selected device should then show up. Click on the blue device name text of the device you wish to reset. This will bring up the Device information and menu box

AD_4nXegnHWUjxQxCmzBwCyc5vwsqmmOW2HFJBSuNqmrK2PgCN12VFZFphKTe5Neim8gwr1a_fc1'

From here you can see all sorts of information about the device including last check in time and the last known location. Select the “more” option in the top right corner for a drop down menu

AD_4nXcSfpFsN8kKCGyXZ7cjsLKYwAvLsHvG2R5UYy6UaRdRpIqJbudTwJWbllveJXhxEm4-W6N1y9vKc

To reset your selected iPad, Select the erase option from the drop down menu

AD_4nXcwt_KMVe33wx-gqOmfdHfaKjnp45nKCFyPOxM-TI31xqTlbk1xJn2Eah_E1M-wG4rtH-ZqoK1G7IE

When the following screen comes up, don't hit confirm yet.

THERE ARE SOME THINGS YOU HAVE TO CHANGE FIRST

Uncheck: “Preserve data plan after erasing”

And

Check: “Revoke VPP Licenses”

Check: “Send device to limbo before erasing”

AD_4nXdNYoR6Y4SGo9Zi1y1QQOuyMm6nEHcvkTIHwLTulgrKfFgMADPBQMmq2etP97E0OGbFvGF056

DOUBLE CHECK THESE THINGS BEFORE HITTING CONFIRM

AD_4nXfYJB_U_h6jB7I_H73-GnD9zDyy1Kwh_rTXuB8f6_1ASciXStH6WvES5kPE-uW1-NUTQ8PPkNzqjur

If everything is correct, you can press Confirm and the reset command will be sent to the specified iPad.

If you need to reset another device, you can click the ‘X’ on the filter to search for a new one.

[Link to Video](#)

Revision #1

Created 2025-06-10 15:23:11 UTC by Lisa Cartner

Updated 2025-06-10 15:24:02 UTC by Lisa Cartner