UNIVERSITY OF WISCONSIN OSHKOSH

University of Wisconsin Oshkosh Mobile Device Recycling Procedure

This document sets forth the University's policy on the recycling of mobile devices. The procedure is as follows:

1. Submit a completed **Mobile Service Cancellation Form** to the Purchasing Department.

2. Delete your personal information on the mobile device using one the following methods. If assistance is needed, please contact the IT Help Desk at x3020 or helpdesk@uwosh.edu.

   a. **Apple**: https://support.apple.com/en-ca/HT201351

      i. If you paired an Apple Watch with your iPhone, unpair your Apple Watch
      ii. Back up your iOS device.
      iii. Tap **Settings** > **iCloud**. Scroll down and tap **Sign Out**. In iOS 7 or earlier, tap **Delete Account**.
      iv. Tap **Sign Out** again, then tap **Delete from My iPhone** and enter your password.
      v. Go back to **Settings** and tap **General** > **Reset** > **Erase All Content** and **Settings**. If you turned on Find My iPhone, you might need to enter your Apple ID and password.

   b. **Android**: http://www.digitaltrends.com/android/how-to-wipe-android-phone-or-tablet/

      i. Go to **Settings** > **Security** > **Encrypt phone**. You have the option to encrypt the SD card, but if you're passing the phone on, we would recommend removing it instead.
      ii. Go to **Settings** > **Backup & reset** > **Factory Data Reset** and then tap **Reset Phone**

   c. **Windows Phone**: http://www.cnet.com/how-to/how-to-wipe-your-phone-or-tablet-before-selling/

      i. Open up **Settings** from the main apps list. Find About and then tap **Reset Your Phone**.
      ii. Confirm the action and then wait for the phone to wipe.
      iii. Connect the phone to a PC and open **My Computer**. If you are connecting via Mac, download the Windows Phone app. Find the phone, which should show up as a removable device, and open it.
      iv. Load dummy data onto the phone by dragging and dropping from another folder. Don't use your personal photos or documents here; instead choose files that contain no identifiable metadata that could be traced back to you,

such as video or music files. Try and fill the phone with as much dummy data as possible.

    v. Reset the phone again using the same method as in **Step 1**. Repeat the dummy data load a few more times to ensure all your original data is overwritten.

    vi. Perform a final reset

3. Submit a **work request** at http://tma.uwosh.edu:82/ for obsolete and/or cancelled mobile devices to be picked up from your department/building by **Central Stores/Receiving located in the Campus Services Building.**