

How To Remote Wipe

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When to Use Remote Wipe

Use this procedure when:

- A device has been reported lost or stolen
- You need to protect company data on a missing device
- A user requests immediate removal of all data from their device

Prerequisites

- Admin access to Microsoft Intune admin center
- Device must be enrolled in Intune
- Device name or username of the affected device

Step-by-Step Instructions

Step 1: Access Intune Admin Center

1. Open your web browser
2. Go to: <https://intune.microsoft.com>
3. Sign in with your admin credentials

Step 2: Navigate to Devices

1. In the left menu, click **Devices**
2. Click **All devices**

Step 3: Locate the Device

1. Use the search bar at the top to find the device by:
 - Device name
 - Username
 - Serial number
1. Click on the device name to open its details

Step 4: Verify Device Information

Before wiping, confirm:

- Device name matches the reported lost/stolen device
- Username is correct
- Last check-in time (to see when device was last online)

Step 5: Initiate Remote Wipe

1. At the top of the device overview page, click the **Wipe** button
2. A confirmation dialog will appear

Step 6: Choose Wipe Options

You will see options:

- *Wipe device, but keep enrollment state and associated user account* - Leave **UNCHECKED** for lost/stolen devices
- *Wipe device, and continue to wipe even if device loses power* - **CHECK** this for extra security

Step 7: Confirm the Wipe

1. Type **Yes** in the confirmation box
2. Click **Yes** or **Wipe** to confirm

Step 8: Monitor Wipe Status

1. The wipe command will be sent to the device
2. Status will show as "Wipe pending" or "Wipe issued"
3. When the device comes online, it will execute the wipe command
4. You can check the status by refreshing the device page

Important Notes

WARNING

Remote wipe is permanent and cannot be undone. All data on the device will be erased.

Timeline:

- If the device is online: Wipe begins immediately
- If the device is offline: Wipe will execute when device reconnects to the internet

