# Removing Locks from your Devices

**All devices returned to CHG Meridian's depot partners require all locks to be removed prior to collection or return.**

Locks refer to any functions related to a leased device subjected to restriction. This includes BIOS Password, HDD password, MDM, Apple iCloud Lock, Find My iPhone lock and any current or future locks that are in place that prevents the device from being used in the intended manner.

Prior to returning any devices, please review the guide below and take the appropriate actions to lift any respective locks. Please consult your IT team to ensure that this has been done to avoid any possible rectification or additional handling costs.

If you have any questions about this process, or the return requirements around locked devices, please contact customer.solutions@chg-meridian.com.

## BIOS Password & HDD Password Lock

Usually located within the BIOS of the device. The BIOS layout may differ depending on make and model of the device. The password is implemented as a security measure during use.

Please ensure your local IT team logs into the device and disables the BIOS password prior to return. The HDD password lock varies based on the device and must be removed prior to return.

## Mobile Device Management (MDM)

Mobile device management is the administration of mobile devices, such as smartphones, tablet computers, and laptops. MDM is commonly implemented with the use of a third-party product that offers management capability for a particular vendor's mobile devices. For example, Apple Business Manager, Microsoft InTune, Cisco Meraki.

Please ensure the local IT team deregister the device with the MDM vendor prior to return. The process of deregistration will vary depending on the vendor.

## Apple Activation or iCloud Lock

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Apple Activation or iCloud lock is a common security feature used for apple mobile device. Below outlines the steps required to remove the lock actioned by the user of the device. This lock must be removed prior to return of each device.

1.  Go to www.iCloud.com/find.
2.  Sign in with your Apple ID and password.
3.  At the top, click All Devices.
4.  Select the device that you want to remove from iCloud.
5.  Click Remove from Account.

## Find My iPhone Lock

Find My iPhone is a security feature designed to prevent others from using your iPhone, iPad or iPod touch if it is lost or stolen. Activation Lock is turned

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on automatically when you set up Find My on your device. Below are the steps outlined to remove this lock at the user level.

1. Open Find My app.
2. Tap Devices at the bottom of the screen, then tap the name of the device you want to remove.
3. Erase the device.
   Because the device isn't lost, do not enter a phone number or message. If the device is offline, the remote erase begins the next time the device connects to a Wi-Fi or cellular network. You receive an email when the device is erased. Turn on device to erase.
4. When the device is erased, tap Remove This Device, then tap Remove.

## Android Locks

Please refer to below for steps to remove Android Activation or Find My Device locks on Android devices. Ensure all Android devices are unlocked prior to return.

### Android Activation Lock
(Not relevant to Apple Device)

1. Log into Google account
2. Navigate to Device activity & Notifications
3. Select Review Devices
4. Select the device you wish to remove and select remove

1. Open Settings
2. Tap on Security
3. Navigate to Find My Device
4. Slide to switch off

### Find my Device Android
(Not relevant to Apple Device)