

# Clear Activation Lock for MLTI iPad

Updated September 21, 2016

This document describes two options to clear Activation Lock for MLTI iPad.

## **Option 1: Clear Activation Lock with Bypass Code collected in JAMF (page 2)**

This process will clear Activation Lock immediately. This process requires that the MLTI iPad be Supervised, running iOS 7.1 or later and requires that the Activation Lock *NOT* be activated prior to upgrading to iOS 7.1.

Requirements for option 1:

- MLTI IV iPad in Activation Lock (iPad with Retina Display, iPad mini, iPad Air or iPad mini with Retina Display)
- Active connection to public internet
- JSS credentials for Maine DOE or district JSS
- USB Lightning Cable\*
- iTunes\*

## **Option 2: Email Activation Lock Request (page 7)**

If you cannot clear Activation Lock through option 1, please complete the request form on the last page of this document and send directly to [ww\\_pv\\_dep@apple.com](mailto:ww_pv_dep@apple.com). This process can take 2-10 business days depending on the quantity of requests submitted.

Requirements for option 2:

- Serial Number(s) of locked device(s)
- DEP Organization ID number
- DEP Organization Name
- Active email account with connection to public internet

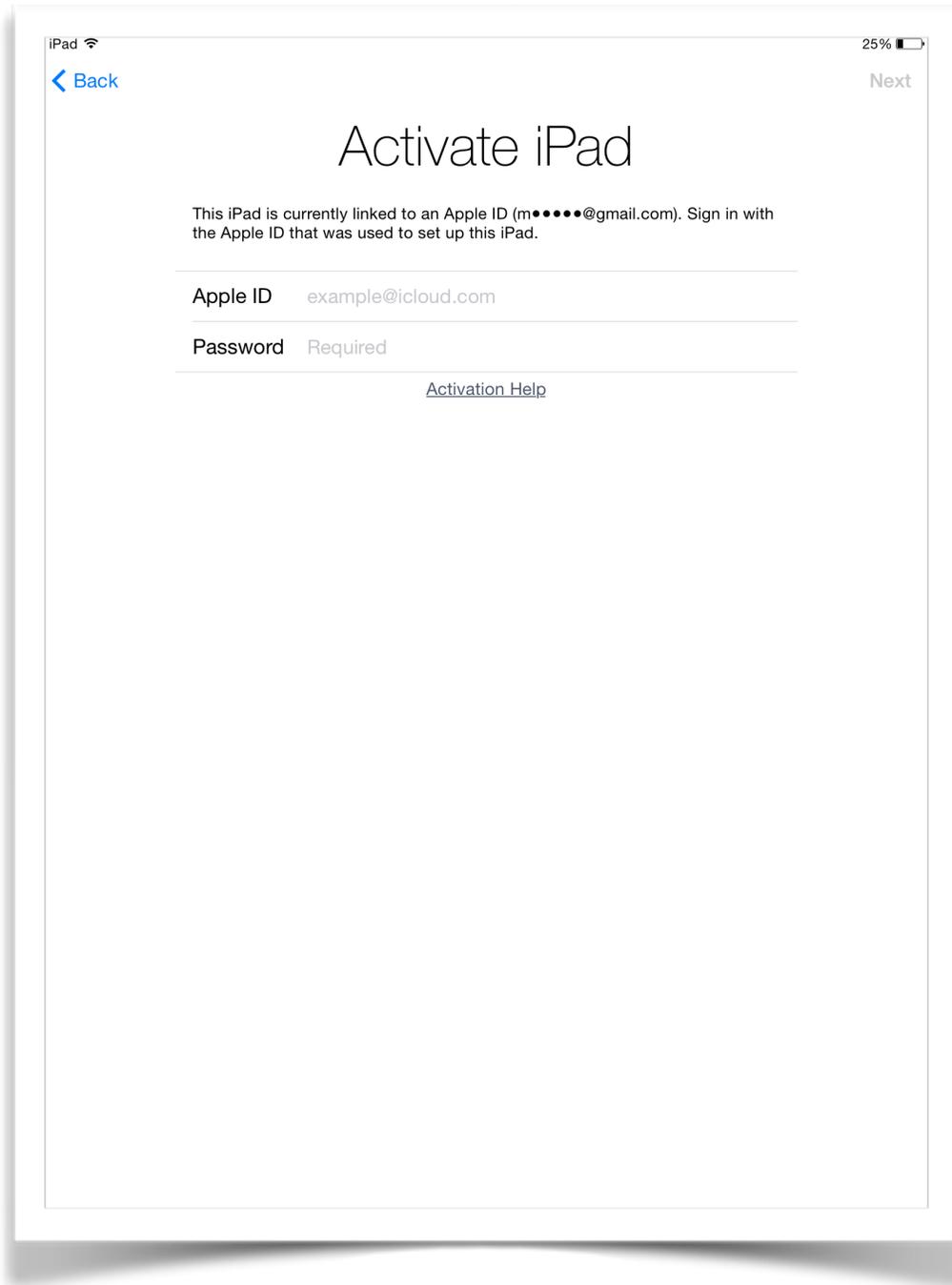
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\* Optional

# OPTION 1

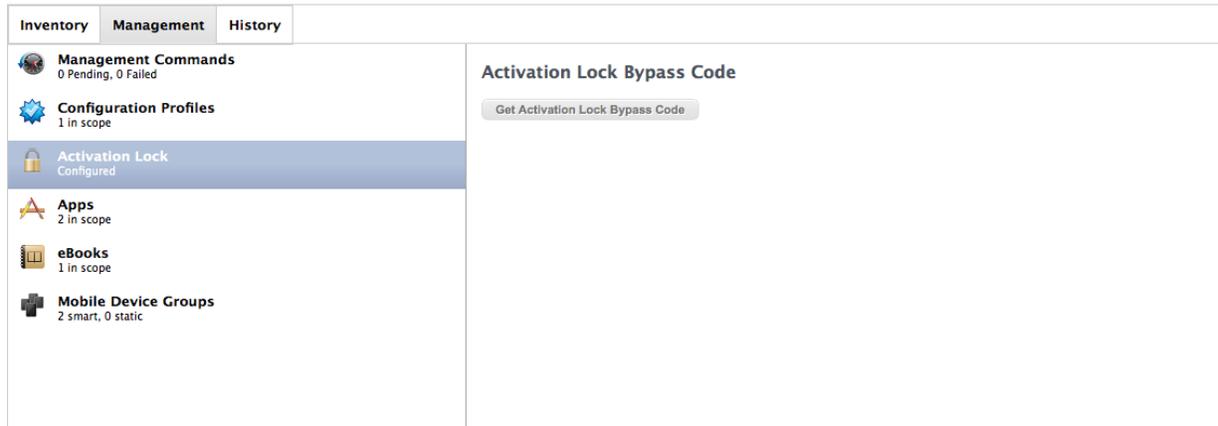
## Clear Activation Lock with Bypass Code collected in JAMF

### Step One: Verify that the MLTI iPad is in Activation Lock



**Step Two:** Look up the device record in the JSS. Mobile Devices > enter asset tag or serial number > click search. Click the device record and go to the Management tab > Activation Lock

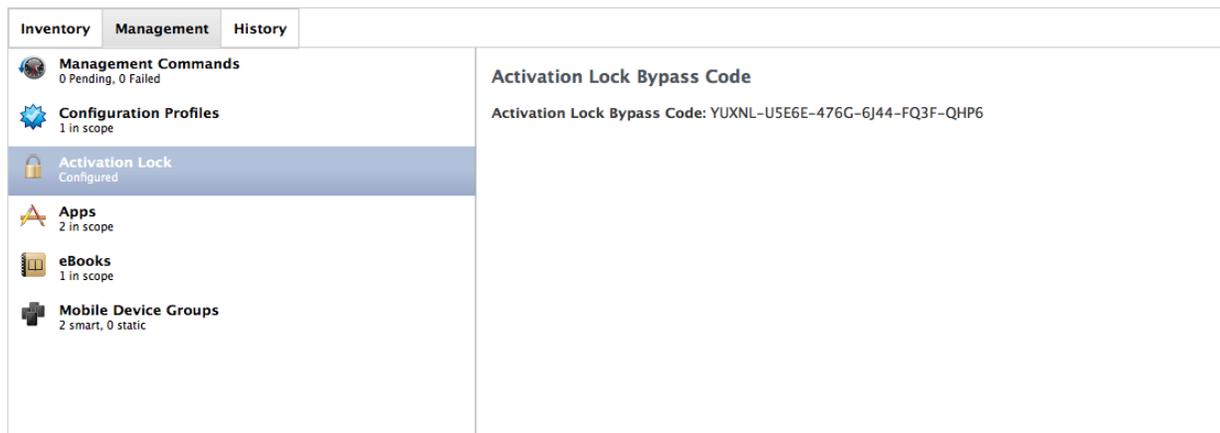
## iPad



The screenshot shows the iPad Management page in JSS. The left sidebar contains a list of management categories: Management Commands (0 Pending, 0 Failed), Configuration Profiles (1 in scope), Activation Lock (Configured), Apps (2 in scope), eBooks (1 in scope), and Mobile Device Groups (2 smart, 0 static). The Activation Lock section is highlighted. The main content area is titled "Activation Lock Bypass Code" and contains a button labeled "Get Activation Lock Bypass Code".

**Step Three:** Click "Get Activation Lock Bypass Code". This will display the code that will be used in Step four.

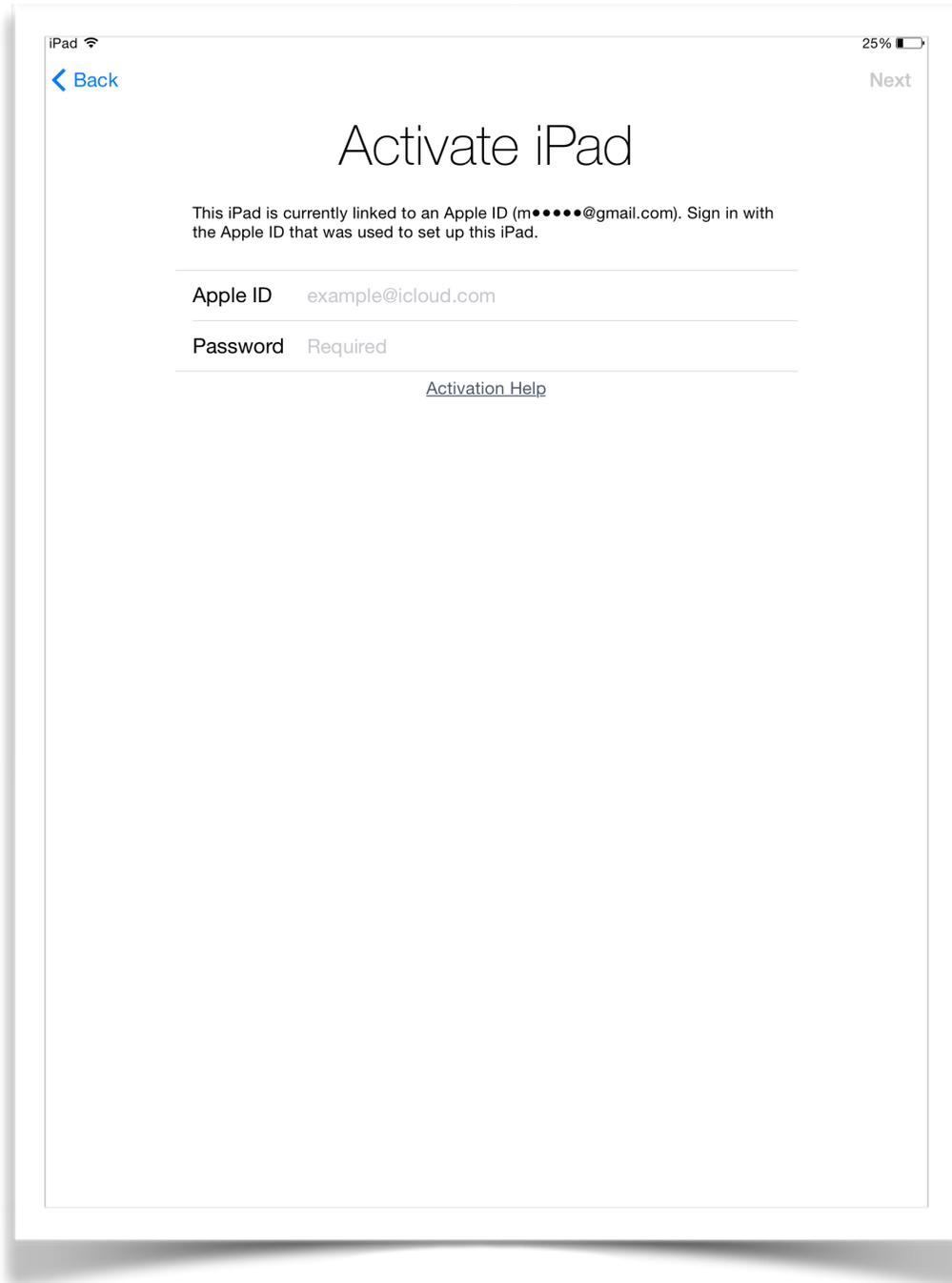
## iPad



The screenshot shows the iPad Management page in JSS, with the Activation Lock Bypass Code displayed. The left sidebar is identical to the previous screenshot. The main content area is titled "Activation Lock Bypass Code" and displays the code: "Activation Lock Bypass Code: YUXNL-U5E6E-476G-6J44-FQ3F-QHP6".

This code will be unique for each device. It is also reset each time a device is erased (for Supervised devices only).

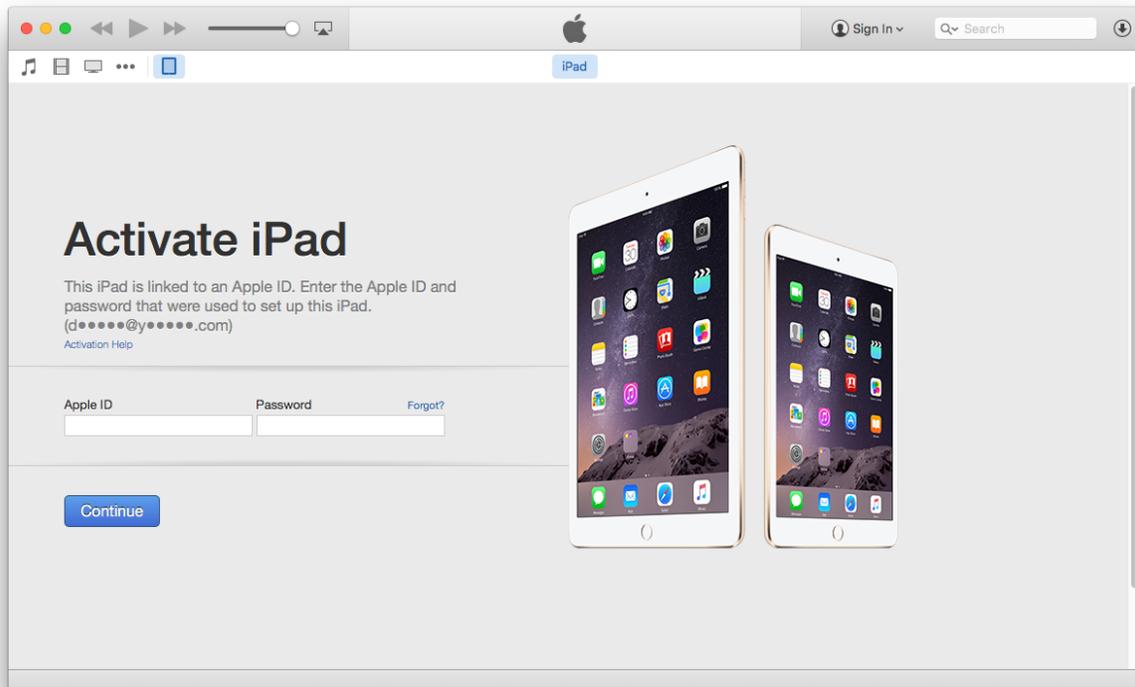
**Step Four:** Leave the 'Apple ID' field blank and enter the Activation Lock Bypass Code in the 'Password' field. Click "Next" in the top right corner. User can now complete the remainder of setup on the iPad



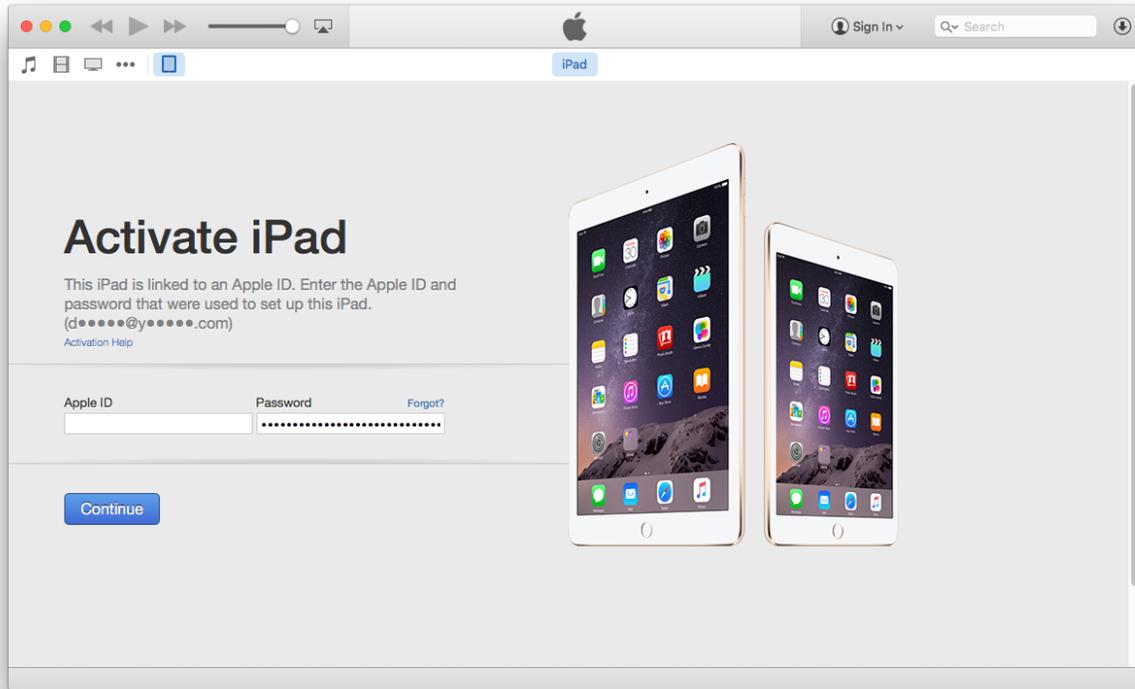
## Alternate Method for Option 2: Copy & Paste the Activation Lock Bypass Code using iTunes

Follow Steps One through Three above.

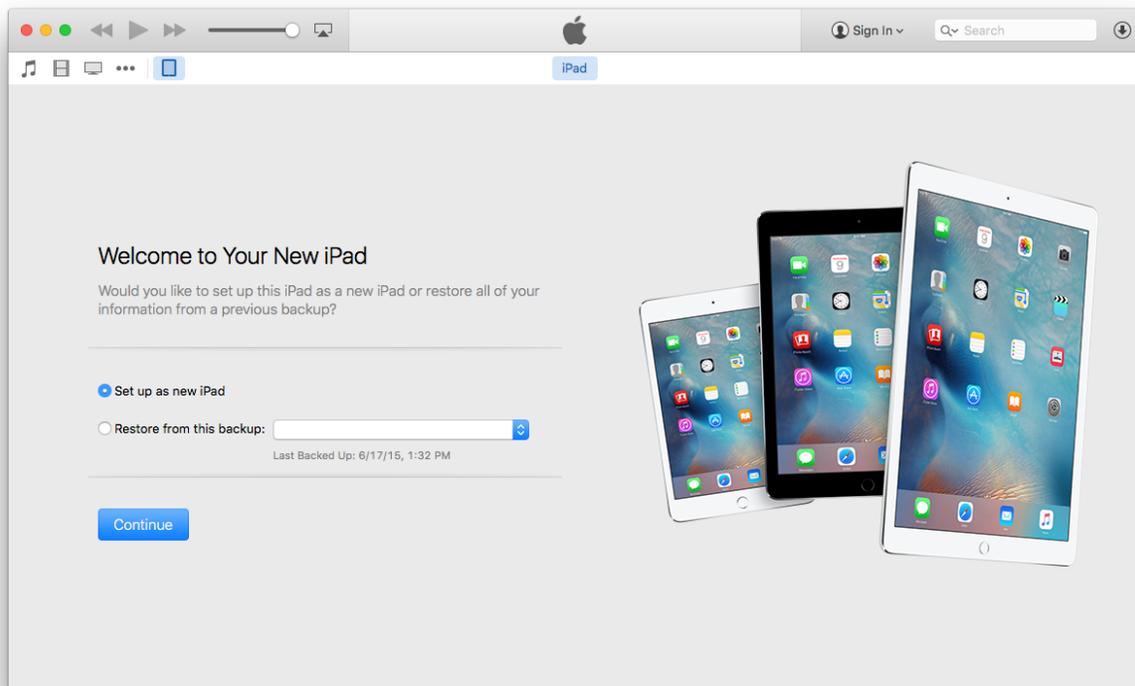
**Step Four:** Connect iPad to iTunes via USB Lightning cable



**Step Five:** Leave the 'Apple ID' field blank and enter Activation Lock Bypass Code into 'Password' field



**Step Six:** Disconnect iPad. End user completes Setup Assistant on device.



## OPTION 2

### Email Activation Lock Request

If you are unable to clear Activation Lock using option 1, please copy and paste the request form below into an email, complete the items in red, and send the entire form directly to [ww\\_pv\\_red@apple.com](mailto:ww_pv_red@apple.com). You will receive a response in 2 to 10 days.

You will need your DEP Organization ID number. To find the DEP Org ID Number follow the below instructions:

1. Log into ASM. If you find yourself in the Setup Assistant, choose "Skip Setup Assistant"
2. Click your Organization name in the upper left of the screen
3. Click the Info button to the right of the institution name
4. In the resulting window, choose Device Purchases
5. Scroll down to the bottom of the window and look for the last item, "Institution DEP Customer ID"

Request Form:

\_\_\_\_\_copy text below this line\_\_\_\_\_

I am requesting the following devices have Activation Lock removed, and verification of ownership be done via DEP for the device(s) listed below.

**Case Number:** new request  
**DEP Organization ID Number:**  
**DEP Organization Name:**  
**Business/Institution Name:**  
**Requestor Name:**  
**Phone Number:**  
**Street Address:**  
**City/State:**  
**Postal Code:**  
**Email Address:**

Were these devices used by Employees/Students?:  
Why is the business / institution unable to remove Find My iPhone  
Activation Lock?:

I [YOUR NAME] representing [BUSINESS/INSTITUTION NAME] authorize  
Apple, Inc. to unlock the devices listed. I am requesting verification of  
ownership be done via DEP.

Serial Number:  
Product Description (ie. iPad Pro):

\_\_\_\_\_copy text above this line\_\_\_\_\_

If you require additional assistance please contact the MLTI AppleCare  
Help Desk at (800) 919-2775 pin 4MLTI, or <https://acbd.apple.com/mlti/>