APPLE IPAD BYOD MDM REMOVAL

UNENROL DEVICE

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In the event that your student needs to remove the JAMF School management profile follow these steps to un-enroll. Please keep in mind that any school apps and data will be removed as part of this process, backups should be taken before these steps are completed to prevent any risk of data loss.

You can manually remove the MDM profile on the device.

1. On the device, navigate to **Settings** > **General** > **Device Management**.

2. Select "JAMF School Management", and then click **Remove** to delete the management profile and any managed configuration profiles installed via JAMF School.

If you do not see the remove option on your ipad please alert the school as soon as possible.

SUPPORT

If required Swanbourne Primary School has access to priority AppleCare support. This is available 24hrs a day, 7 days a week. AppleCare enterprise provides support for Apple software and operating systems, Apple applications (e.g. - Pages, Numbers, Keynote), Apple ID and iCloud accounts. The support number however does not cover hardware warranty.

- To access the priority support, phone **1300 760 237** and enter the code **2961**