

# The City College of New York

## LOANER DEVICE - FACTORY RESET INSTRUCTIONS

**IMPORTANT:** Before you reset your Dell Chromebook or your Apple iPad, make sure to back up your files. iMedia Reservation Desk is not responsible for any loss of data and backing up your files.

### Dell Chromebook 3100 - Performing a Powerwash

A factory reset erases all the information on your Chromebook's hard drive, including all the files in the Downloads folder. Before you reset your Chromebook, make sure to back up your files on Google Drive or an external hard drive.

**There are two ways of resetting your Chromebook.**

- Powerwash your **Chromebook from the browser** (Google Chrome).
  - Open the **Chrome** browser
  - Click on the menu, which is represented by three vertical dots at the top right
  - A drop-down page should appear and you need to click on **Settings**
  - Scroll down click on **Advanced**, once clicked, the list will expand.
  - Scroll down and click on **Powerwash**
  - A pop-up window will appear, click on **Restart**
- Powerwash your Chromebook from the **Login Screen**:
  - Press and hold Ctrl + Alt + Shift + r. **Select Restart.**
  - In the box that appears, select **Powerwash Continue.**

### Apple iPad - Erasing ALL Data and Settings

A factory reset will erase all the information on your iPad. Before your reset, make sure you have backed up your files, photos, etc. to the iCloud or Google.

#### **Step 1: Sign Out on your iPad**

- Go to **Settings**.
- Scroll down and tap **Sign Out** to log out of your Apple ID.
- Enter your Apple ID password and tap **Turn Off**.
- Tap **Sign Out**.
- Tap Sign Out again to confirm that you want to sign out of iCloud.

#### **Step 2: Erase ALL Contents and Settings:**

- Tap Settings General Reset
- Then tap Erase All Content and Settings.
- If asked, enter your passcode or Apple ID password
- Then confirm that you want to erase your device.

Depending on your device, it can take a few minutes to completely erase your data.

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