BlackBerry 10 OS

How to Remote Wipe a BlackBerry
A. Introduction

This document shows the step by step instructions on how to initiate a remote device wipe of a BlackBerry to protect your information, in the event that you have lost your BlackBerry. This is only applicable if you have configured your NUS email account on a BlackBerry 10 OS device (models such as Z30, Z10, Q10 and Q5).

**Important:** perform the remote wipe only when you are certain that your device is lost, as the deleted information will not be recoverable.

B. Perform Remote Wipe via Outlook Web Access

2. Login with **Domain (nusstf or nusstu or nusext) \ your NUSNET UserID**, followed by your Password. Click **Log On**.

3. Once logged in, click on **Options**, located on the top-right corner of the page.

4. On the left panel, click **Mobile Devices**.
5. Select the BlackBerry device and click **Wipe All Data from Device**.

![Mobile Devices]

6. You will receive an email message notifying you when the remote device wipe is complete.

![Remote Device Wipe Confirmation]

The remote device wipe has completed successfully.

The remote device wipe you initiated from the Mobile Devices Options page on 4/25/2014 3:53:59 PM is complete.

Device type: BlackBerry

Device ID:

Note: To sync with Microsoft Exchange, you must remove this device from this list in the Mobile Options page. Otherwise, for security purposes, your device will continue to clear data if you try to sync again.

7. Go back to the Mobile Devices Options page and select the BlackBerry device again.

Then click **Remove Device from List**.

![Mobile Devices]