What to Do if You Forget Your Mobile Device PIN/Password

Job Aid

Using a PIN/Passcode on your mobile device is the strongest first line of defense to protect the information stored or accessed using your device. Once established or whenever it is changed, it is extremely important that you remember the PIN/Passcode.

Depending upon the device and its operating system version, it may be possible to unlock your device if you forget your PIN/Passcode. But oftentimes, the only way to unlock a device may be to delete, or “wipe,” your device of all the information and applications installed on the device. In effect, doing this resets your device to the factory settings and personal information such as your contacts, photos, movies, notes, downloaded applications will be lost.

The lesson is to remember the PIN/Passcodes for your devices!

Below are instructions of what you can do if you have forgotten your PIN/Passcode for the three different operating systems for mobile devices such as smartphones or tablets typically used for accessing CHI Outlook data (email, contacts, calendars)—Apple, Android, and Windows.

1. **Apple® iOS Devices (iPhone, iPAD)**

If you do not remember your PIN/pass-code, you may need to perform an external reset to wipe out your device’s memory and start over.

This procedure requires Internet access and your Apple account.

Complete the following steps to reset your Apple iOS device.

---

**Important Note:** Resetting your device will remove all data from your device and return it to the factory settings. This includes all CHI Information, as well as all applications and personal information (including items such as your personal photos, music, contacts, notes and messages).

---

1. **Connect** your iDevice to your computer and open the iTunes program.

2. **Turn on** your iOS Device.

3. **Press and hold down** the Sleep/On/Off button and the Home button at the same time for about 30 seconds.

4. Skip the Turn Off Menu when it appears. **Continue holding** down the buttons.

5. If performed correctly, your iOS Device has turned off and then 1-3 seconds later, the Apple® logo will appear. **Continue holding down** the Power and Home buttons.

6. In approximately 20-30 seconds after showing the Apple® logo, the device will present a "Connect to iTunes" image.

7. iTunes™ will display the device detail and a message similar to:

   iTunes has detected an iOS Device in recovery mode. Please restore it before using it with iTunes.

8. **Select the option to restore** on iTunes™.

9. **Restoring the iOS device will delete everything that is saved to the device**, including the...
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>10.</td>
<td>After the restore/download is complete, <strong>iTunes™ will automatically install iOS</strong> (Apple’s operating system) to your device.</td>
</tr>
</tbody>
</table>
| 11. | Synchronize your iOS Device to iTunes, or use the backup restore procedure if you had previously backed up your device.  
Your device setup should be back to its original factory settings, without a PIN/passcode. |
| 12. | **Reestablish a PIN/Passcode** per CHI policy in the device **Settings** if you want to access your CHI Outlook information (email, calendar, contacts) or other CHI data.  
Note: During any subsequent synchronization to CHI data, you may be requested to add a new PIN/Passcode. |
2 Android™ Devices (Smartphones and Tablets)

If you do not remember your PIN/pass-code, you may need to perform an external reset to wipe out your device’s memory and start over. However, depending upon the version of your Android device, there may be an option that allows you to recover your password using Outlook Web Access (OWA). (This is the secondary method you can use to access your CHI email using the web.)

Also, if you registered a Gmail account with a Google Play account when you set up your device, you may be able to use the process in the Gmail/Google Play Password Recovery Process section.

These procedures require Internet access.

Complete the following steps to reset your Android device.

Important Note: Resetting your device will remove all data from your device and return it to the factory settings. This includes all CHI Information, as well as all applications and personal information (including items such as your personal photos, music, contacts, notes and messages).

Exchange™ Passcode Recovery Process

Some versions of Android devices can use the Exchange Passcode Recovery process described below. If your device cannot use this process, proceed to the next section, Resetting an Android Device.

1. Open a web browser, such as Internet Explorer, and go to: https://webmail.catholichealth.net
2. Log in to your account.
3. In the upper right corner, click on the arrow to the right of Options to display the drop-down menu, and then select See All Options.
4. The next screen presents features that enable you to take action on your account, including a review of your mobile device status displayed by clicking on Phone, located in the options listed on the left side of the window.
5. The Mobile Phone tab displays all the phones that you are currently using to synchronize with your CHI mailbox.
   Select your device.
6. Click on Show Recovery Password if it is an available option.
7. Click on Show Recovery Password if it is an available option.
   The recover password will be displayed.
Gmail/Google Play Passcode Recovery Process

If you registered a Gmail account with a Google Play account when you set up your device, you may be able to use the following process. This requires you to have registered a Gmail account when you set up your device and remember your Gmail logon credentials.

1. Open a web browser and go to: http://www.gmail.com.
2. From the Gmail™ login page, click on Can't access your account?.
3. Follow the steps instructed by Gmail™ to recover your Gmail™ login information.
4. Once your login information is recovered, please use that information to unlock the handset using initial steps above. If you recently created your Gmail™ account or changed its password, allow up to an hour to try the new password.

Resetting an Android Device

Follow the steps shown below to reset your Android device.

1. Power down/off the device (which you can do from the lock screen).
2. Hold down the Volume-Up and Volume-Down buttons, then press and hold down the Power button.
3. Continue holding all three buttons until the device (Moto) logo appears.
4. When a symbol appears on the screen after the logo, tap the Home key (2nd button from the left in the bottom group of 4).
5. A menu displays. Using the Volume-Up or Volume-Down buttons, find and select Wipe Data/Factory-Reset from the options.
6. Press the Power key to reset the phone to the factory settings.
3 Windows Mobile Devices

If you do not remember your Windows PIN/Passcode, you may need to perform an external reset to wipe out your device's memory and start over. However, depending upon the version of your Windows Mobile device, there may be an option that allows you to recover your password.

Both the reset option (known as remote device wipe) and the password recovery use Outlook Web Access (OWA), accessed using an Internet browser. This is the secondary method you can use to access your CHI email using the web.

Also, if you have a Windows Live account, your password may be managed from there.

**Important Note:** If you need to reset your device, this process will remove all data from your device and return it to the factory settings. This includes all CHI Information, as well as all applications and personal information (including items such as your personal photos, music, contacts, notes and messages).

These procedures require Internet access.

**Windows Live Password Management**

If you have a Windows Live account, perform the following steps.

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Open a web browser, such as Internet Explorer, and go to: <a href="http://www.windowsphone.com">www.windowsphone.com</a></td>
</tr>
<tr>
<td>2.</td>
<td>Log in to your account.</td>
</tr>
<tr>
<td>3.</td>
<td>Follow the instructions to change your &quot;lock code.&quot;</td>
</tr>
</tbody>
</table>

**Exchange™ Passcode Recovery Process**

Some versions of Windows devices (Windows Mobile 5.0 with the Messaging Security and Feature Pack or Windows Mobile 6.0 or a later version) can use the Exchange Passcode Recovery process described below. If your device cannot use this process, proceed to the next section, Resetting a Windows Device.

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.</td>
<td>Open a web browser, such as Internet Explorer, and go to: <a href="https://webmail.catholichealth.net">https://webmail.catholichealth.net</a></td>
</tr>
<tr>
<td>5.</td>
<td>Log in to your account.</td>
</tr>
<tr>
<td>6.</td>
<td>In the upper right corner, click on the arrow to the right of Options to display the drop-down menu, and then select See All Options.</td>
</tr>
</tbody>
</table>

7. The next screen presents features that enable you to take action on your account, including
review of your mobile device status displayed by clicking on **Phone**, located in the options listed on the left side of the window.

8. The Mobile Phone tab displays all the phones that you are currently using to synchronize with your CHI mailbox.
   Select the device.

   ![Mobile Phone Tab](image)

9. If your mobile phone is running Windows Mobile 5.0 with the Messaging Security and Feature Pack (MSFP) or Windows Mobile 6.0 or a later version, an ITS Exchange administrator should be able to configure your phone to send a recovery password to the Microsoft Exchange server. This requires calling the ITS Service Desk and creating a ticket.
   - You can enter the recovery password if you forget the password that you have set to unlock your phone.
   - To display your recovery password:
     - Select the mobile phone from the list
     - Click **Show Recovery Password**.
     - A dialog box will display that includes the recovery password.
     - Enter this password on your phone to unlock it.
     - You will then have to choose a new password for your phone.

**Resetting a Windows Device**

If your Windows device cannot use the above process, follow 1 through 5 shown above—access and log on to Outlook Web Access and navigate to the Mobile Phone tab—to reset your device. This is also an important process to follow if you lose your device, it is stolen, or if you want to remove all personal data from your phone. The process is known as remote device wipe.

   **Note:** After a remote device wipe has occurred, data recovery will be very difficult. However, no data removal process leaves a phone as free from residual data as it is when it's new. Recovery of data from a phone may still be possible by using sophisticated tools.

   1. Select the phone from the list.
   2. Click **Remote Wipe**.
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>3.</td>
<td>You will receive a confirmation message that asks you if you are sure that you want to perform this action.</td>
</tr>
<tr>
<td>4.</td>
<td>If you decide to perform the remote device wipe, the data on your mobile phone and any installed storage cards will be deleted the next time that the mobile phone tries to connect to the Exchange server.</td>
</tr>
<tr>
<td>5.</td>
<td>As soon as a remote device wipe has been initiated, the status of your phone will be <em>Pending Wipe</em>.</td>
</tr>
<tr>
<td>6.</td>
<td>When the wipe is complete, the status of the mobile phone will change to <em>Wipe Completed</em>.</td>
</tr>
<tr>
<td>7.</td>
<td><strong>Reestablish a PIN/Passcode</strong> per CHI policy in the device <em>Settings</em> if you want to access your CHI Outlook information (email, calendar, contacts) or other CHI data.</td>
</tr>
</tbody>
</table>