

Technical Guide: Surplusing Apple Devices

Purpose

This document provides detailed instructions for properly preparing and processing Apple devices for surplus at Texas A&M University. Following these steps ensures iCloud and Find My are disabled, devices are wiped, and records are handled correctly in Jamf and Apple School Manager (ASM).

Process

1. Local IT Support – Device Preparation

1.1 Remove iCloud / Disable Find My

1. Power on the Mac.
2. Log in with an administrator account.
3. Open **System Settings** (macOS Ventura or later) or **System Preferences** (earlier versions).
4. Click **Apple ID**.
5. Select **Overview > Sign Out**.
6. When prompted:
 - Enter the Apple ID password.
 - Confirm that **Find My Mac** is disabled.
7. Verify in **System Settings** that the device no longer shows an Apple ID logged in.

(This step ensures Activation Lock is disabled — there is no need for Local IT to log in to ASM.)

2. Local IT Support – Device Wipe

2.1 Preferred Method: Erase All Content and Settings

1. From the Apple menu, open **System Settings**.
2. Go to **General > Transfer or Reset**.
3. Select **Erase All Content and Settings**.
4. Enter the administrator password when prompted.
5. Allow the process to complete and confirm the device restarts to setup assistant.

2.2 Alternative Method: Recovery Mode

- **Intel Macs:**
 1. Restart the device while holding **Command (⌘) + R**.
 2. Open **Disk Utility** and erase the internal disk.
 3. Reinstall macOS.
 - **Apple Silicon Macs:**
 1. Restart the device while holding the **power button** until **Options** appears.
 2. Select **Options > Disk Utility**.
 3. Erase the internal disk.
 4. Reinstall macOS.
-

3. Local IT Support – Ticket Creation

1. Open TeamDynamix
 2. Create a new ticket assigned to **TS-EO-UEM – Apple Device Management**
 3. Include the following in the ticket:
 - Device **serial number**.
 - Confirmation that iCloud/Find My is disabled.
 - Confirmation that device has been wiped.
-

4. UEM – Apple Team – Surplus Processing

4.1 Move Device in Apple School Manager (ASM)

1. Log in to **ASM**.
2. Locate the device by serial number.
3. Assign the device to the MDM server **TAMU – Surplus Devices - Prod** or **TAMU – Surplus Devices - Test**
4. Confirm the change is reflected.

4.2 Move Device in Jamf Pro

1. Log in to **Jamf Pro**.
2. Move the device record into the **Surplused Devices Site**.

4.3 30-Day Hold and Deletion

1. Place the surplus ticket on a **30-day hold**.
2. Monitor for any device check-ins during the hold period.
3. If no activity occurs after 30 days:
 - Delete the device record from Jamf.
 - Close the ticket.

Key Notes

- **Local IT must always confirm iCloud/Find My is disabled locally on the Mac** before wiping.
- **Failure to remove iCloud/Find My will result in the device being rejected for surplus.**
- UEM – Apple Team handles **all ASM and Jamf movements** after Local IT completes preparation and wipes the device.