admin

THE SOUTH CAROLINA
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Sanitation Memorandum for all Apple iOS devices:

SCDIS-501: <u>Apple iOS:</u> The built-in device "Reset" process, when using the option to erase all device content and settings, will satisfy state requirements in most circumstances.

**Note: Depending on the data stored on the device (e.g., IRS, CJIS, DoD), more advanced erasure processes may be required for compliance with federal or contractual obligations.

If the device is managed using an Mobile Device Management (MDM) solution such as AirWatch, please disregard the information below and follow the MDM solution process.

Apple devices include hardware encryption when a passcode is set. Wiping the device using the manner outlined below erases the encryption key and renders all files cryptographically inaccessible with data on the device being unrecoverable. Therefore, prior to wiping the device, perform a data backup of the iPhone if needed.

1. **Remove external storage devices. If needed, wipe the external storage devices.**

2. **Unpair the iPhone from all devices such as a personal Apple watch.**

3. **Turn off 'Find my iPhone'.**
   - If you're using iOS 10.2 or earlier, go to Settings > iCloud > Find My iPhone. Enter your Apple ID password if prompted.
   - If you're using iOS 10.3 or later, go to Settings > Your name > iCloud > Find My iPhone.

4. **Turn off iMessage.**
   - Go to Settings > Messages > toggle the iMessage option.

5. **Sign out of iCloud and the iTunes & App Store.**
   - If you're using iOS 10.3 or later, tap Settings > [your name]. Scroll down and tap Sign Out. Enter your Apple ID password and tap Turn Off.
   - If you're using iOS 10.2 or earlier, tap Settings > iCloud > Sign Out. Tap Sign Out again, then tap Delete from My [device] and enter your Apple ID password. Then go to Settings > iTunes & App Store > Apple ID > Sign Out.

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6. Log out of all services and apps on the iPhone such as email or social media and clear the data for those apps.

7. Erase the device.
   - Go to Settings > General > Reset > Erase All Content and Settings. Confirm the selection.

8. Remove association of the device serial number from the Apple ID.
   - Remove the serial number of the device from your Apple account profile at appleid.apple.com.

9. Document and attest (sign) that the procedure has been completed to include the serial number of the device, the personnel conducting sanitization, and date, at a minimum on the Surplus Property Electronic Sanitation Form.

   Refer to Apple iOS Security Guide for more information.

SIM Cards have a one-time re-use ability. If re-used, the carrier should be contacted to reset it and change the number associated with it. After the SIM Card has been re-used once, it cannot be reset again and should be physically destroyed.