

Is your device unlocked?



A locked device means that we cannot reuse it. This is neither good for you, the environment nor the circular economy.

In addition, unnecessary price reductions will occur due to these products, which affects your compensation.

All devices must be unlocked before being sent to Inrego.

Locked devices cannot be reused and no refunds will be given for the devices.



If the device has any of the following activated, it is very important that you deactivate it and unlock the device before sending it.

- iCloud/FindMy (Apple)
- FRP (Google locked)
- Autopilot/EntralD/Intune (Microsoft)
- DEP/MDM/ABM/ASM
- KNOX/KME
- Chrome enrollment (Google)
- Firmware (Apple)
- Computrace

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In the attachment you will find more detailed instructions on how to unlock your devices.

If locked devices are a part of your delivery, they will, like all other products, be uploaded to the Customer Portal. You will then receive an email with the information that some of the products you sent in are locked. To fix the problem, log in to the [Circular Portal](#) and click on [Order Status](#).

To fix locked devices, log in to the [Circular Portal](#). At the top of the page, click on [Show locked units](#), where you will find more information about the devices in question. Click on [Handle lock](#) and select [Unlocked](#) or [Unlockable](#). You can also enter a BIOS password, for example, under Comment.

Unlock the devices as soon as possible. If we do not hear from you within [5 days](#), we assume that you cannot deregister the devices. We will then be forced to scrap the product and you will receive a price reduction.

How to unlock your devices

Locks associated with users

Apple - How to remove your device from iCloud and Find My iPhone if you have access to the device

Step 1: Turn off 'Find My iPhone'

- Go to Settings on your device .
- Tap your name at the top (Apple ID).
- Go to iCloud > Find My iPhone.
- Tap 'Find My iPhone' and turn it off.
- Enter your Apple ID password to confirm.

Step 2: Log out of iCloud (and delete from your account)

- Return to Settings > [your name].
- Scroll to the bottom and tap 'Sign Out'.
- Enter your Apple ID password and confirm.
- Select Delete.

Apple - Remove your device from iCloud and Find My if you don't have access to your device

Step 1: Log in to www.icloud.com with your Apple ID and password.

Step 2: Select and remove the device

- Tap on 'All Devices' and select the device you want to remove.
- Tap on 'Remove from Account'.
- Go to 'FindMy', select the device, and click 'Remove'

Android - Log out of your Google account

Important! You must log out of your device before sending it in. This cannot be done remotely, must be done directly on the device. It is important to remove your Google account before factory reset to avoid activation lock.

- Log in to your Google account.
- Go to settings.
- Tap accounts.
- Tap Manage accounts.
- Select the Google account you want to log out of.
- Tap 'Remove account' and confirm. More detailed instructions can be found here: www.google.com/account

Locks that exist within the company's IT system

Autopilot/ EntraID/ InTune (Microsoft)

The device is registered in the organisation's Microsoft management system via Intune and Autopilot, and linked to the organisation's Entra ID (formerly Azure AD). This means that the device is locked to the organisation's IT environment and automatically reconnects to the management system when it is started up or logged in, even after a factory reset.

The registration can't be removed locally by deleting or resetting the device. In order for the device to be unlocked it needs to be deregistered remotely from Intune, Autopilot and Entra ID. The administrator needs to identify the device via serial number or user account and then remove it from:

1. Intune: Deregister the device.
2. Autopilot: Remove the device from the Autopilot list.
3. Entra ID: Remove it from the organisation's device list.

Apple DEP / MDM / Jamf / ABM / ASM

The device is registered in the company's IT system via Apple's cloud-based management solution (DEP/MDM) and is also linked to the organisation's Apple Business Manager (ABM) or Apple School Manager (ASM).

Please note that this registration can't be removed by deleting or resetting the device, as it is linked to the organisation's management.

To remove the link, the company's IT department must remotely deactivate it using the device's IMEI or serial number.

As long as the device is registered in these systems, it will automatically reconnect to the company's management upon startup – even after a full reset.

To remove the device, do the following:

- Unassign Device Management --> remove MDM
- Release from Organisation --> remove ABM

Samsung Knox / Knox Mobile Enrollment (KME)

The device is registered in the company's IT system via Samsung Knox Mobile Enrollment (KME) – a cloud-based management solution used to automatically connect devices to the organisation's MDM system.

Please note that this registration can't be removed by deleting or resetting the device, as it is linked to the company's management via Samsung's servers.

To remove the link, the company's IT department must remotely deregister the device, usually by removing it using the IMEI number or serial number.

BIOS lock

It is not possible to unlock remotely – the password must be entered directly on the computer. Once the password has been entered, Inrego can remove the lock.

It is therefore best to remove the BIOS password before sending the computer to Inrego.

If this is not possible, please inform us of the password used.

Firmware (applies to Apple computers only)

Apple computers may have a firmware lock that prevents them from starting up from other devices and changes in system settings.

We recommend that the firmware lock be removed before the computer arrives at Inrego.

If it is still enabled, please let us know the password used so that we can unlock the device.

Computrace (LoJack)

This is a security programme that enables you to track a computer if it is stolen.

It can only be removed by deregistering the computer from Absolute Software's website.

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