

Rebuilding a ServNow iPad or other iOS Device

Requires a hard reset, or “DFU”, to the iPad. To accomplish, you will need iTunes installed on their PC. Make sure you have the name of your iPad, you’ll need it for the rebuild. Here are the instructions from Apple: <https://support.apple.com/en-us/HT201263>

Once the DFU is complete, tap the home button at the lower part of the phone, then on the screen, English – United States – Set Up Manually – choose the giving2 WIFI and sign in with your own credentials (mlhs\username format, also these will be erased when the “Values” WIFI settings get installed) – click [trust] on the certificate pop up. Once the network connects and there is a check mark next to Giving2 tap [next]. The phone will connect to Intune and register itself. Tap [continue] on the next page, then next at the remote management screen. Tap [Enable Location Services] – then get started.

When you see the icons on the phone’s home page, open Settings – General – About and tap on the name field. Replace the default name of iPhone and enter your device name. It’s very important to get the name correct as this directs Intune what to push to the device.

Once you change the name, give the phone 30 minutes and it should be configured and ready, however remote can take upwards of 24 hours.