Deactivate Intune Enrollment Guide

Version 1.0
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1. Microsoft Intune

1.1. Deactivate Android Enrollment

Use one of the following methods to deactivate an Android device from Intune Enrollment.

Note: Android screens vary based on OS versions and the screens in this document may not appear exactly as the device being enrolled.

**Portal Deactivation**

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>From the Home screen select the Company Portal</td>
</tr>
<tr>
<td>2.</td>
<td>Select Devices then select the device to remove for further details</td>
</tr>
<tr>
<td>3.</td>
<td>Select the trash can icon at the top</td>
</tr>
<tr>
<td>4.</td>
<td>Select OK to confirm the Company Portal Removal</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td><strong>5.</strong> The deactivation process will take a few seconds</td>
<td><strong>6.</strong> Once Sign-In is required this indicates deactivation</td>
</tr>
<tr>
<td><img src="image1.png" alt="Image of deactivation process" /></td>
<td><img src="image2.png" alt="Image of deactivation process" /></td>
</tr>
<tr>
<td><strong>7.</strong> To remove the Company Portal app, hold the icon on the Home screen and drag to Uninstall and release. Press OK to Uninstall</td>
<td>The SLU email account and data are removed from Outlook. If a personal account was added, the account will remain after the deactivation process.</td>
</tr>
<tr>
<td><img src="image3.png" alt="Image of app removal" /></td>
<td></td>
</tr>
</tbody>
</table>
**Manual Deactivation**

1. From the Home screen select the Apps button

2. Scroll to the Settings icon and select

3. Scroll to Security and select

4. Select Device Administrators
5. Select Company Portal

6. Select Deactivate to remove the device enrollment

7. Select OK to finalize deactivation

8. After the deactivation process is complete the check next to Company Portal will be removed
9. To verify return to the Home screen and select the Company Portal. Sign-In is required indicates deactivation.

10. To remove the Company Portal app, hold the icon on the Home screen and drag to Uninstall and release. Press OK to Uninstall.

The SLU email account and data are removed from Outlook. If a personal account was added, the account will remain after the deactivation process.
1.2. Deactivate iPhone Enrollment

Use one of the following methods to deactivate an iPhone device from Intune Enrollment.

Note: iPhone screens vary based on OS versions and the screens in this document may not appear exactly as the device being enrolled.

Portal Deactivation

1. Select the Company Portal from the Home screen

2. Select the Device to remove

3. Select Remove at the bottom

4. Select Remove to verify the device deactivation
5. To verify deactivation of Intune, select the device again

![Device Selection](image)

6. Select Done to exit and return to the Intune portal

![Device Details](image)

The SLU email account and data are removed from Outlook. If a personal account was added, the account will remain after the deactivation process.
Manual Deactivation

1. Select the Settings from the Home screen

2. Select General

3. Select Device Management

4. Select the Management Profile
5. **Select Remove Management**

- **Management Profile**
  - Saint Louis University Healthcare

- **Signed by**
  - IOSProfile@signing.manage.microsoft.com

- **Verified**
  - ✓

- **Description**
  - Install this profile to get access to your company apps

- **Contains**
  - Mobile Device Management
  - Password Policy
  - 2 Device Identity Certificates

- **More Details**

- **Restrictions**

- **Remove Management**

6. **Enter the passcode to verify**

- **Enter Passcode**

- **Passcode**

- **Enter your passcode**

- **Passcode**

- **1  2  3**

- **4 ABC  5**

- **6 DEF**

- **7 PQRS  8**

- **9 TUV**

- **WXYZ  0**

7. **Select Remove Management to finalize the process**

- **Management Profile**
  - Saint Louis University Healthcare

- **Signed by**
  - IOSProfile@signing.manage.microsoft.com

- **Verified**
  - ✓

- **Description**
  - Install this profile to get access to your company apps

- **Contains**
  - Mobile Device Management
  - Password Policy
  - 2 Device Identity Certificates

- **More Details**

- **Remove Management**

- **Cancel**

8. **Select General to return**

- **General**

- **Profile**

- **No profiles are currently installed**
<table>
<thead>
<tr>
<th>Step</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.</td>
<td>To verify return to the Home screen and select the Company Portal. Select OK to acknowledge the deactivation process.</td>
</tr>
<tr>
<td></td>
<td><img src="image1" alt="Device Unenrolled" /></td>
</tr>
</tbody>
</table>
|      | **Device Unenrolled**  
|      | This device is no longer managed by your IT admin. Access to company data, apps, and email may have been removed. To regain access, sign in and enroll your device.  
|      | **OK** |
|      | **Device Compliance**  
|      | You might need to set a passcode or change your email configuration.  
|      | More information about enrolling your device  
|      | Skip Setup |
| 10.  | To remove the Company Portal app, hold the icon on the Home screen and select the X in the top left corner. |
|      | ![Home Screen](image2) |
|      | The SLU email account and data are removed from Outlook. If a personal account was added, the account will remain after the deactivation process. |
| 11.  | Select Delete to complete the uninstall of the Company Portal. |
|      | ![Delete Confirmation](image3) |

The SLU email account and data are removed from Outlook. If a personal account was added, the account will remain after the deactivation process.