

# Tablets and Departing Missionaries

For Missionaries with an **Apple iPad**

Follow these directions with your iPad as you prepare to return home. If you have a Samsung Tab S2, follow the instructions on the next page. If you need help, contact the Global Service Center Mission Support Team using the iPad Support app, or email them at [mssdevicesupport@ldschurch.org](mailto:mssdevicesupport@ldschurch.org).

## Two Weeks Before Your Departure

Contact the mission office to confirm whether you are authorized to keep your iPad.

## One Week Before Your Departure

Save or send personal items from your iPad to another location using one or more of the following methods:

- Send by email
- Back up with iCloud
- Transfer large numbers of photos or videos to a personal flash drive using a computer

**It is your responsibility to ensure that personal items are saved. If they are not saved before your departure, they likely will be lost.**

## The Day Before Your Departure

Input and sync any final area information into Area Book Planner.

## If you are not authorized to keep your iPad

1. Erase all content and settings on your iPad:
  - a. Go to **Settings**.
  - b. Tap **General**.
  - c. Tap **Reset**.
  - d. Tap **Erase All Content and Settings**.
  - e. Enter your passcode when prompted.
  - f. Tap **Confirm**.
2. Fully charge the iPad mini.
3. Return the following to the mission office:
  - iPad mini
  - USB cable
  - Power adapter
  - Case
  - Any other accessories that came with the iPad

You may keep any accessories you purchased.

## If you are authorized to keep your iPad

Keep the iPad, the USB cable, and the power adapter.

Protections and monitoring will be removed from your iPad, and it will be automatically reset within 10 days of your release when connected to the internet. **This means that the iPad will be erased and all data will be removed and lost.** You will know this has happened when you turn on the iPad and see the Hello screen (rotating through multiple languages).



If your iPad has not reset automatically within 10 days of your release and it has an internet connection, please contact the Global Service Center Mission Support Team by using the iPad Support app, or email them at [mssdevicesupport@ldschurch.org](mailto:mssdevicesupport@ldschurch.org).

# Tablets and Departing Missionaries

For Missionaries with a **Samsung Tab S2**

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Follow these directions with your Samsung Tab S2 as you prepare to return home. If you have an iPad, follow the instructions on the previous page. If you need help, contact the Global Service Center Mission Support Team using the Mobile Device Support app, or email them at [mssandroidsupport@ldschurch.org](mailto:mssandroidsupport@ldschurch.org).

## Two Weeks Before Your Departure

Contact the mission office to confirm whether you are authorized to keep your Tab S2.

## One Week Before Your Departure

Save or send personal items from your Tab S2 to another location using one or more of the following methods:

- Send by email
- Back up with Google Drive
- Save to a microSD card (don't forget to remove it from your tablet when the save is complete)

**It is your responsibility to ensure that personal items are saved. If they are not saved before your departure, they likely will be lost.**

## During Your Last Week

Input and sync any final area information into Area Book Planner.

## If you are not authorized to keep your tablet

1. Contact your mission office and obtain the established password for departing missionaries.
2. Change your backup password to match this new password:
  - a. Go to **Settings**.
  - b. Tap **Lock screen and security**.
  - c. Tap **Screen lock type**.
  - d. Verify identity.
  - e. Tap **Password**.
  - f. Set and confirm password.
3. Remove all accounts on your tablet:
  - a. Go to **Settings**.
  - b. Tap **Accounts**.
  - c. Tap the account type (e.g., Google).
  - d. Tap the account name (e.g., myldsmail.net).
  - e. Tap **MORE**.
  - f. Tap **Remove account**.
  - g. Tap **REMOVE ACCOUNT**.
4. Fully charge the Tab S2.

5. Return the following to the mission office:

- Tab S2
- USB cable
- Power adapter
- Case
- Any other accessories that came with the tablet

You may keep any accessories you purchased.

## If you are authorized to keep your tablet

Keep the Tab S2 and any accessories you purchased.

Protections and monitoring will be removed from your Tab S2 within 10 days of your release when connected to the internet. If the protections and monitoring have not been removed from your tablet within 10 days of your release and it has an internet connection, please contact the Global Service Center Mission Support Team using the Mobile Device Support app, or email them at [mssandroidsupport@ldschurch.org](mailto:mssandroidsupport@ldschurch.org).

## Resetting Tablets (for Mission Office Only)

After a departing missionary returns a Church-owned tablet to the mission office, the tablet will need to be reset before it can be reissued to another missionary.

### Follow these steps to reset a tablet:

1. Verify that all accounts have been removed from the tablet (see step 3 in the first column).
2. Obtain the serial number from the back of the tablet.
3. Ensure that power and Wi-Fi are connected.
4. Using a mission office email address, send the request to reset the tablet to the Mission Support Team at [mssandroidsupport@ldschurch.org](mailto:mssandroidsupport@ldschurch.org). Include the tablet serial number in your request.
5. You will receive an email response once the reset command has been sent. When the "Welcome" screen appears, the tablet can be reissued.