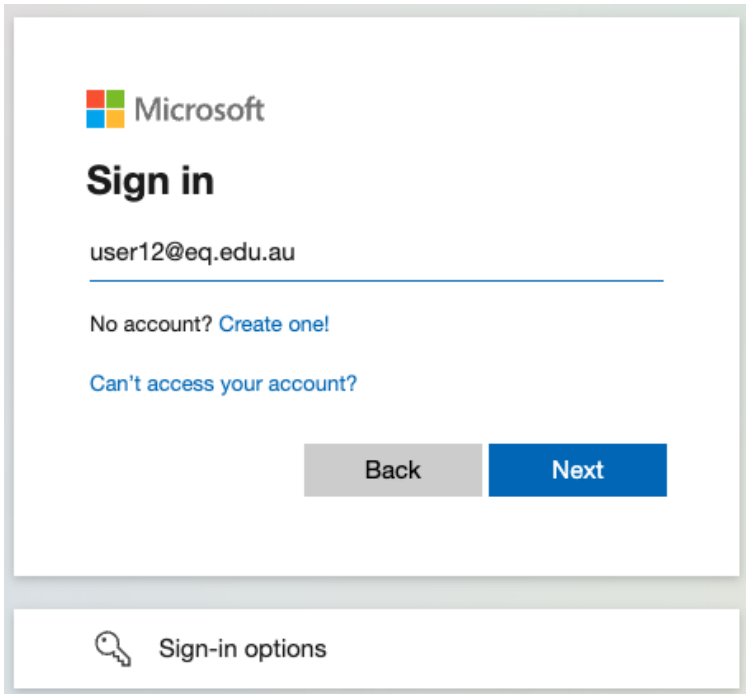


# How to clear passcode on an Intune-enrolled iPad

1. On any browser, navigate to [portal.manage.microsoft.com](https://portal.manage.microsoft.com) and log in using student credentials, make sure you add the **@eq.edu.au** at the end of your child's username.



Microsoft


## Sign in

user12@eq.edu.au

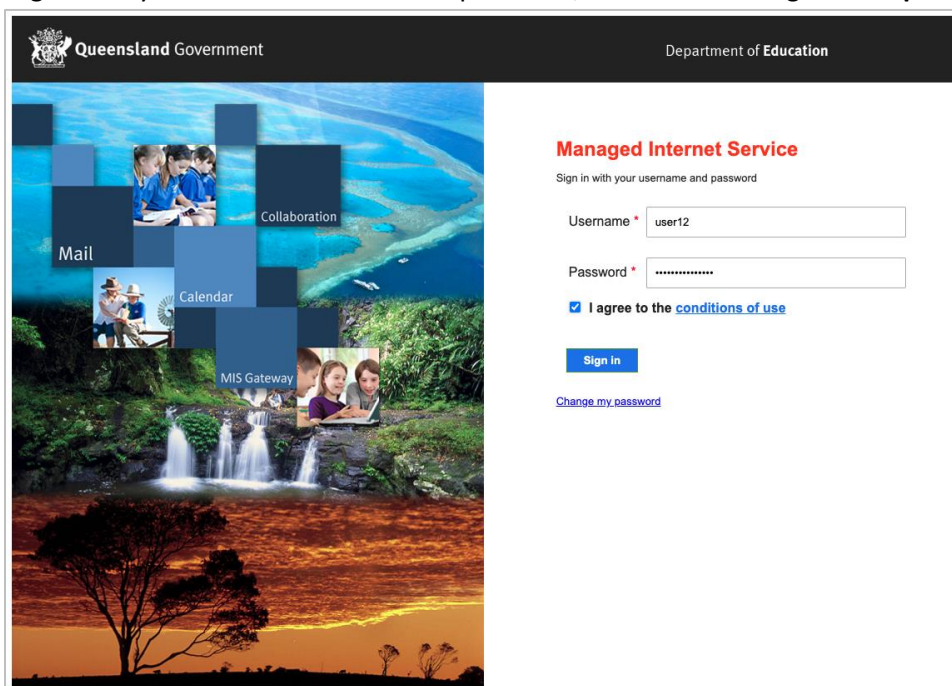
No account? [Create one!](#)

[Can't access your account?](#)

[Back](#) [Next](#)

 [Sign-in options](#)

2. Log in with your child's username and password, this time omitting the **@eq.edu.au**



Queensland Government Department of Education

### Managed Internet Service

Sign in with your username and password

Username \* user12

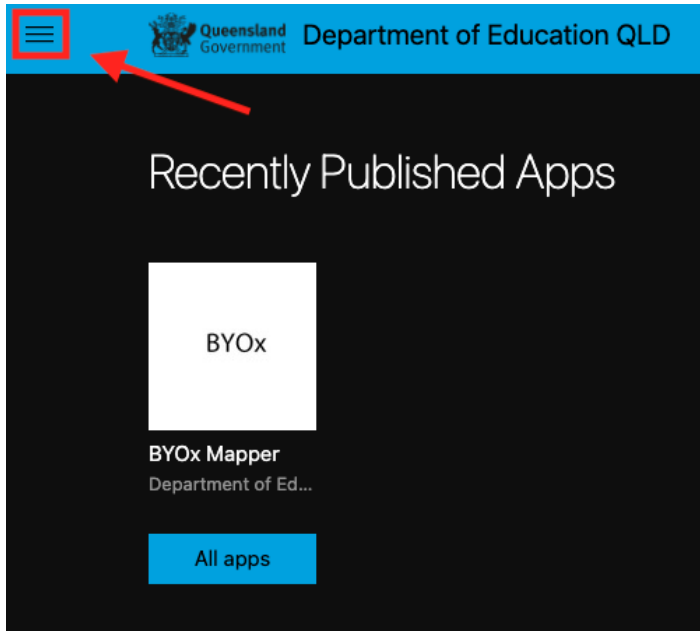
Password \* .....

I agree to the [conditions of use](#)

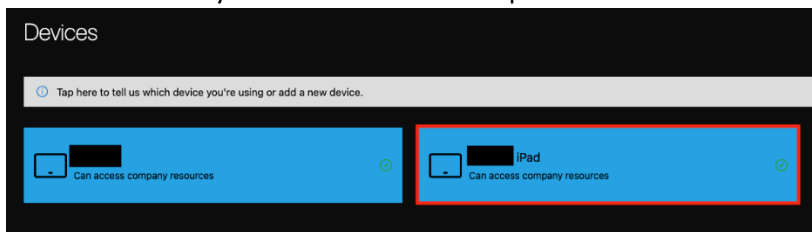
[Sign in](#)

[Change my password](#)

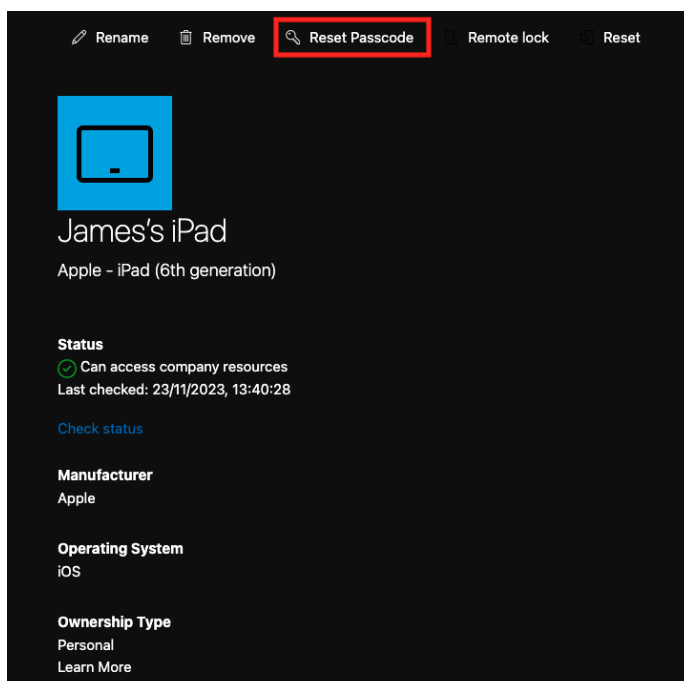
3. Click on the 3 lines at the top left of the page and select “devices”.



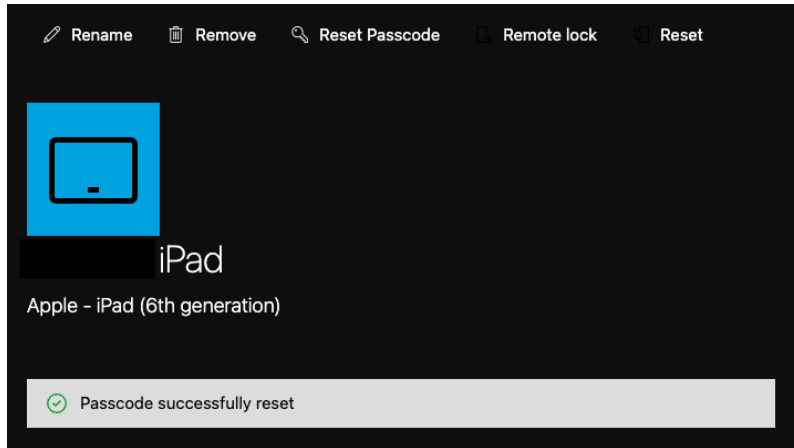
4. Select the device you want to remove the passcode from.



5. Select “reset passcode”. You may be asked to log out and back in again within 5 minutes, please follow through steps 1-4 again.



6. Observe to see if “Passcode successfully reset” message appears.



From there, try to unlock your child’s iPad and set the passcode again to something familiar. If the steps above did not work for you, please feel free to reach out to our friendly IT Techs at [tech@miltonss.eq.edu.au](mailto:tech@miltonss.eq.edu.au) !