Twin Cities Campus

How do I reset my personally owned SGPP online Program Ipad?

Students, alumni, of the National SGPP Online programs have the option to purchase the iPad used during the course of studies.

Once you purchase the iPad and the leasing company contacts SMUMN of the change, your iPad is now fully yours as a personal device. SMUMN no longer has the ability to support the device as it is no longer under SMUMN device management processes.

Pleae note: that you should have the device sync with your itunes account and if there are issues to contact Apple support for assistance.

The primary topic of support with these devices is the passcode. Passcodes if forgotten are subject to the device needing a factory reset.

Here are links and information for this process.

Restore device instructions: https://support.apple.com/en-us/HT201252

You can also call AppleCare for Education. The number is 1-800-800-2775 extension 3. A call representative will step you through the process of resetting the iPad to factory defaults and setup the device again. ***It is important to note that if a reset is necessary, all data on the device will be wiped, this includes documents, pictures, and additional apps beyond the initial setup.***

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