

From: Mobile Device Notice <Mobile_Device_Notice@epa.gov>
Sent: Wednesday, December 7, 2022 12:54 PM
Subject: New Deprovisioning Process for Mobile Device Users

Hello Mobile Device Users,

A new deprovisioning process for returning your agency iPhone is scheduled to begin on **Monday, December 12th**. In Phase 1, all mobile device (MD) customers **located in Headquarters and RTP** will be able to return their iPhone to the Enterprise IT Service Desk (EISD) when it is no longer needed (e.g., employee is departing the agency, the device broke, employee was given a replacement device, etc.). Phase 2 of this process, which will include all regions, will be announced later.

iPads are not included in this initial phase of the process. Program offices should continue to hold on to iPads for reuse.

What does this mean?

Mobile users in HQ and RTP will be able to return their devices in person at the walk-up help desk. Users who cannot physically come into the office can mail in their device. The walk-up help desk in RTP will close soon. When that happens, RTP mobile customers will contact the EISD service desk to have their device picked up. Please contact your MD Admin and supervisor to inform them that you are returning your mobile device. Your MD Admin will place a cancel order in eBusiness and you **MUST** sign the electronic MD Acknowledgement form.

Required action for MD customers

You are responsible for preserving your records and wiping the device before you return it to the service help desk. You can submit a ticket to EISD to request a wipe of your device before turning in the device. Once you have completed your device return, please update your MD Admin and supervisor.

Before returning your device, you are required to sign a form that states that you have:

1. Saved all records.
2. Wiped the device.
3. Signed the Mobile Device Acknowledgment form.

***Note: The new deprovisioning process does not include iPhone devices that must be returned to the Mobile Device Team as part of the [Intune Transition project](#). The list of mobile users that must send their old mobile device to the MD Team to have their data backed up was provided in the Intune Transition email sent by Greg Zurla on Friday, October 28.**

Additional Resources

- More information will be available soon on the [MD intranet site](#).
- [Get help](#) or [chat](#) with a technician on the [EISD Customer Portal](#); email eisd@epa.gov, or call 866-411-4372, option 3, or contact your [local helpdesk](#)

Got an IT question? Just ask EISD!

