

Returning your school laptop

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CA Tech Support

As you are leaving CA and returning your school laptop, these are the necessary steps to clean up your history and privacy, and unlock the device for the next user.

Turn off FileVault

Open System Settings > Privacy & Security

If FileVault is on, turn it off. You will be asked to enter your password.

Turn off Find My Mac

Before you do this, check that you are connected to a Wi-Fi network with an Internet connection.

Open System Settings > Click your name at the top > Click "Show More Apps"

In the next window, if Find My Mac is on, turn it off. You will be asked to enter your Apple ID password.

Erase and Initialize Your Laptop

Lastly, open System Settings > General > Transfer or Reset

Click the Erase All Content and Settings button and enter your login password.

If you use iCloud with your Apple ID, you will be promoted to enter your Apple ID password. If two-step verification is on, you will need your mobile phone for the authentication code.

During this process, your computer will ask for reactivation. You need to connect your computer to a Wi-Fi computer to complete reactivation.

Your computer will restart with the initial Setup Assistant, like a brand-new Mac. Your computer has been completely initialized and unlocked for the next user.

Items you need to return

Your laptop (Apple MacBook Air M1 13" 16GB 256GB U.S. Keyboard, Space Gray)

Accessories: 30W Apple USB-C power adapter & USB-C charging cable

If any of the above accessories is missing, you will be charged the cost of replacement.