



MacBook Factory Reset Guide – Students



Before You Factory Reset Your MacBook – Back up files to a flash drive

After May 1 - Step 1 — Back Up Your Files

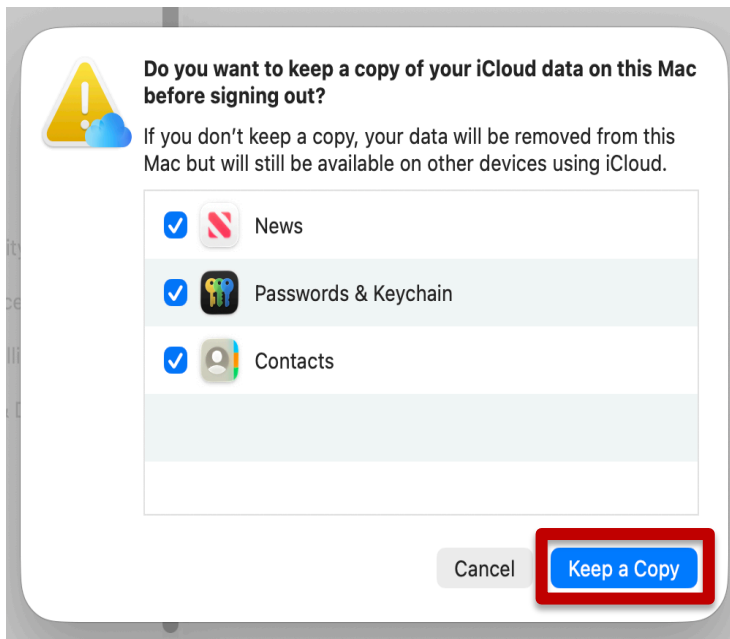
Please back up any files you want to keep to a flash drive or an external hard drive. This includes any files in the following folders: Desktop, Documents, Downloads, Pictures, Videos. Please don't forget to save Emails from Outlook and back up OneDrive files as well.

If you do not back up your files, they will be permanently deleted.

(Note - All Microsoft related files such as your email account and OneDrive will be permanently deleted by the end of July 2026.)

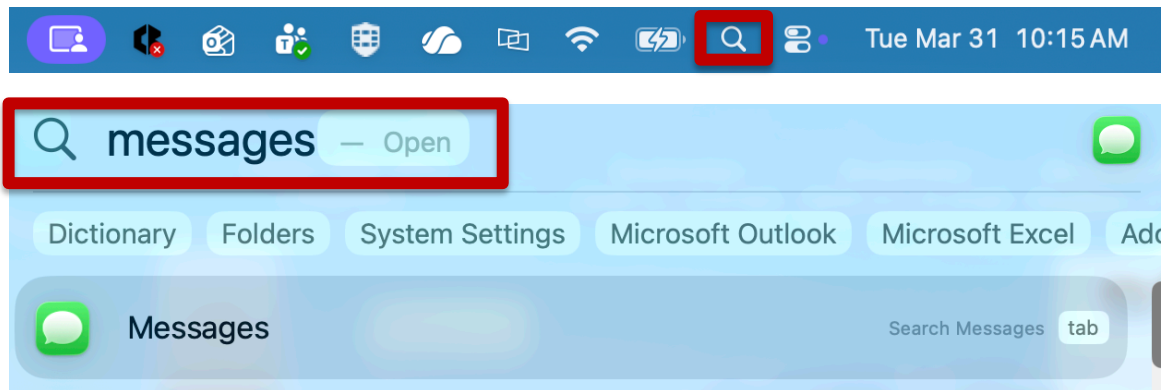
Step 2 — Sign Out of Your Apple ID - iCloud

1. Click the Apple menu at the top left
2. Click System Settings
3. Click your name at the top
4. Scroll down, click sign out and click keep a copy.

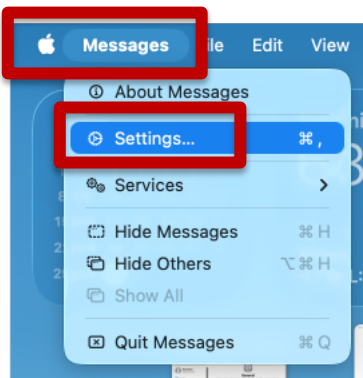


This removes your Apple ID, iCloud, Find My Mac, and Activation Lock.

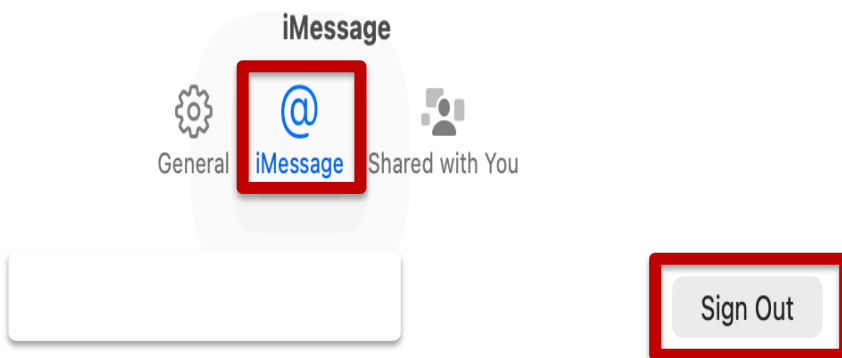
Step 3 — Sign Out of iMessage (unless already signed out.)



1. Open Messages
2. Click Messages in the top menu
3. Click Settings or Preferences



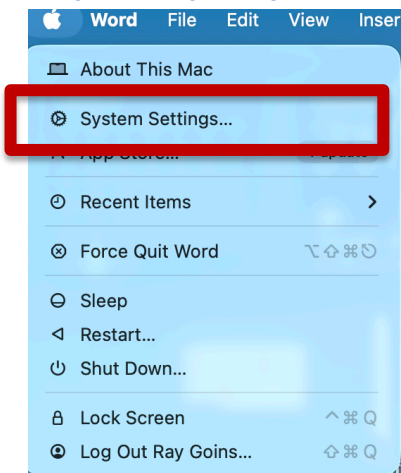
4. Click iMessage



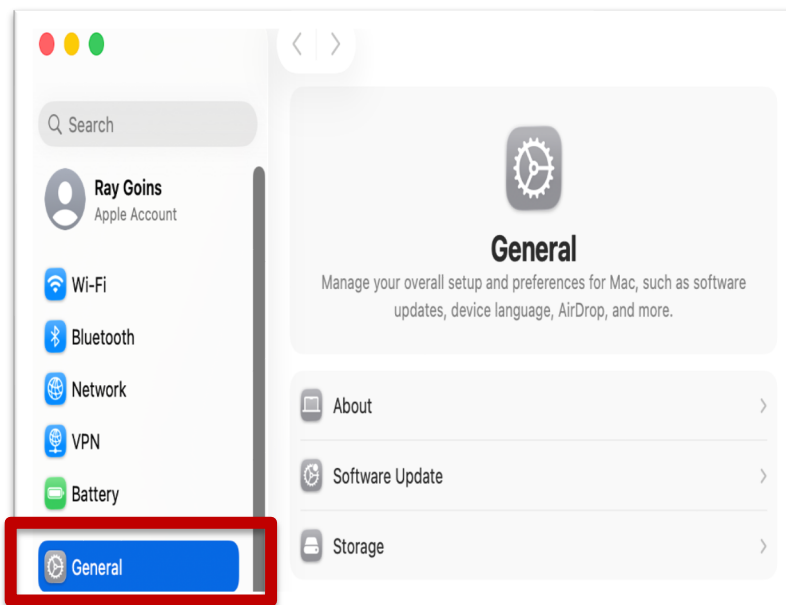
5. Click Sign Out

MacBook Air - Factory Reset Steps

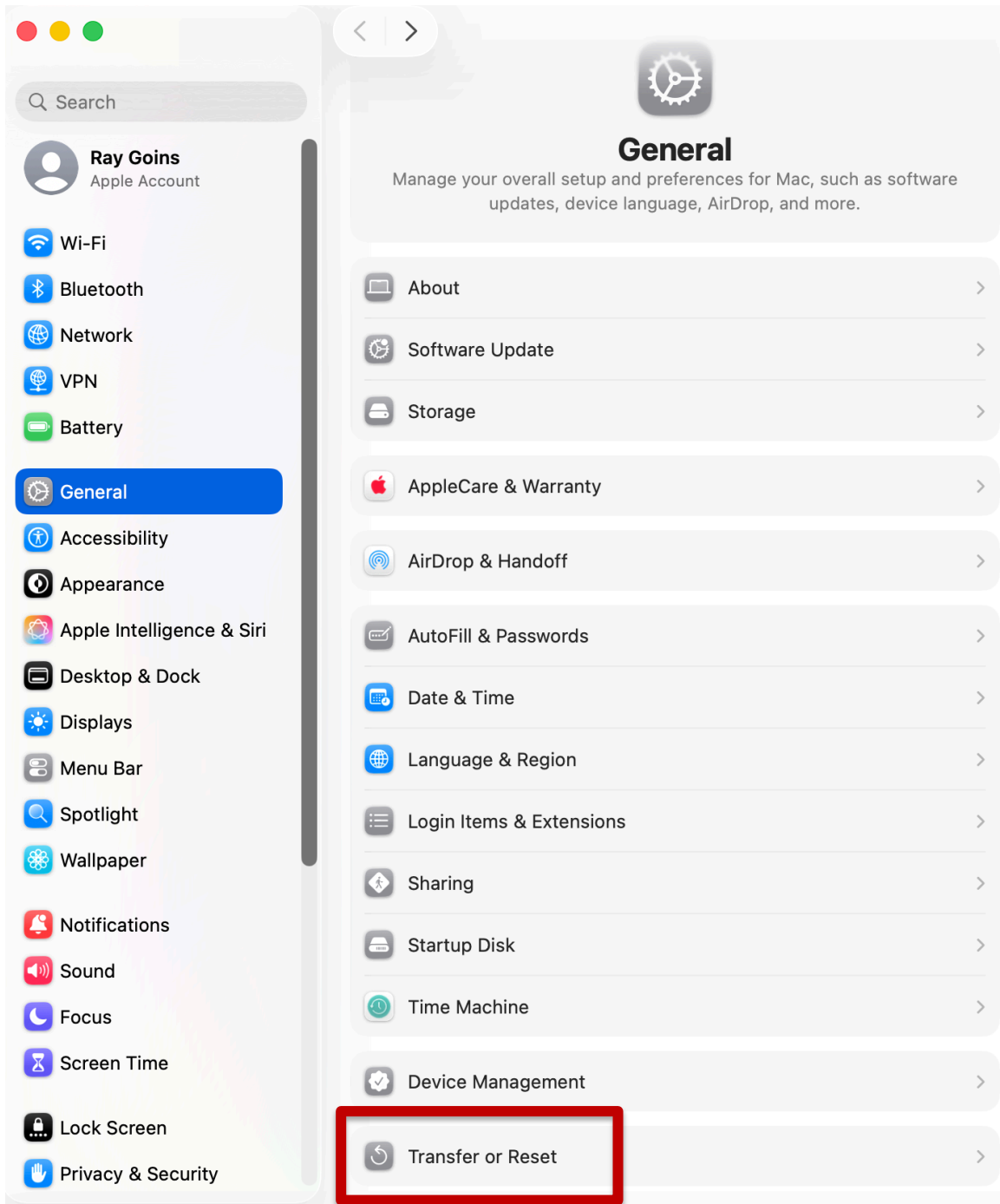
Step 4 — Open System Settings



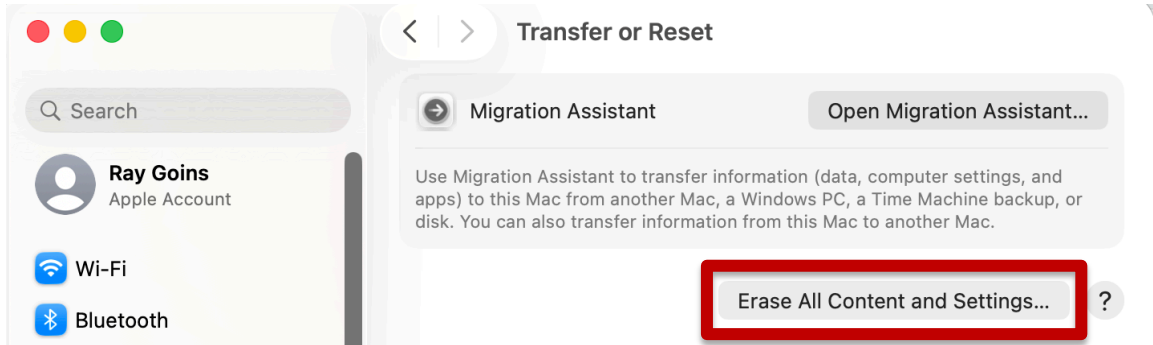
Step 5 — Click General



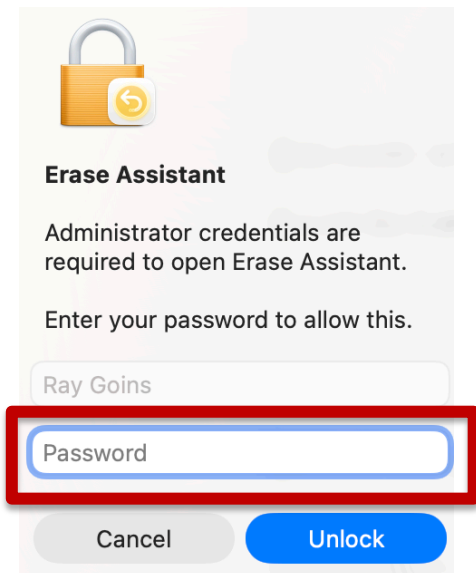
Step 6 — Click Transfer or Reset



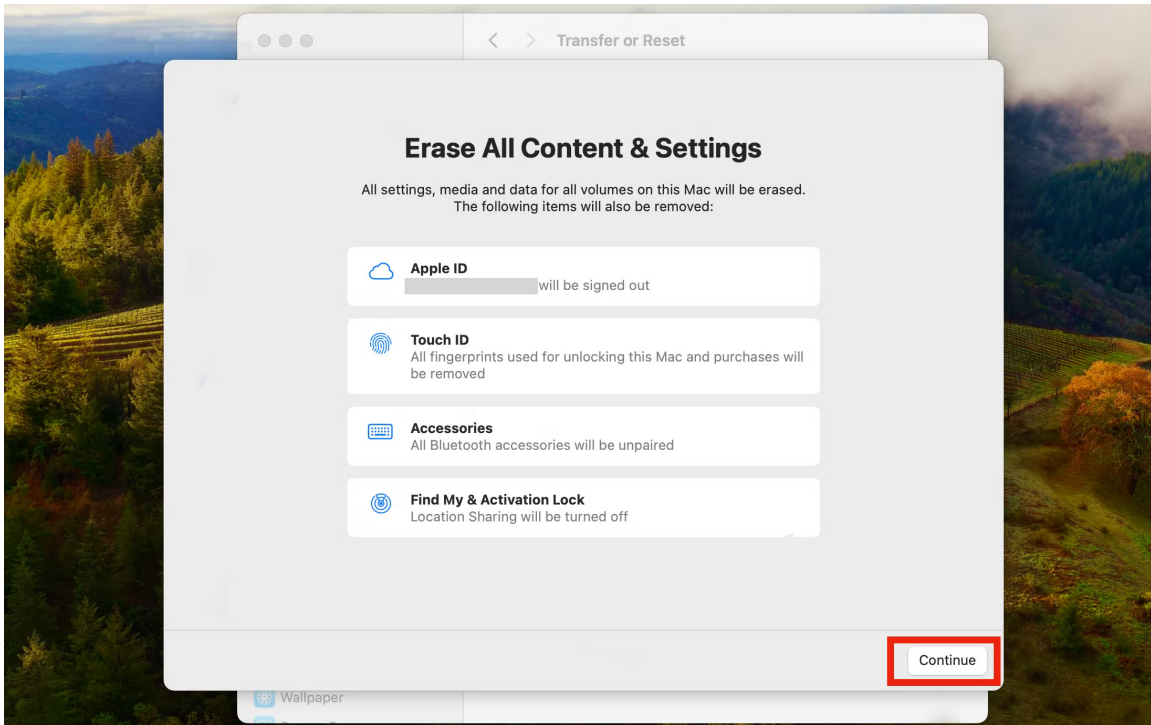
Step 7 — Click Erase All Content and Settings



Step 8 — Enter Your Password

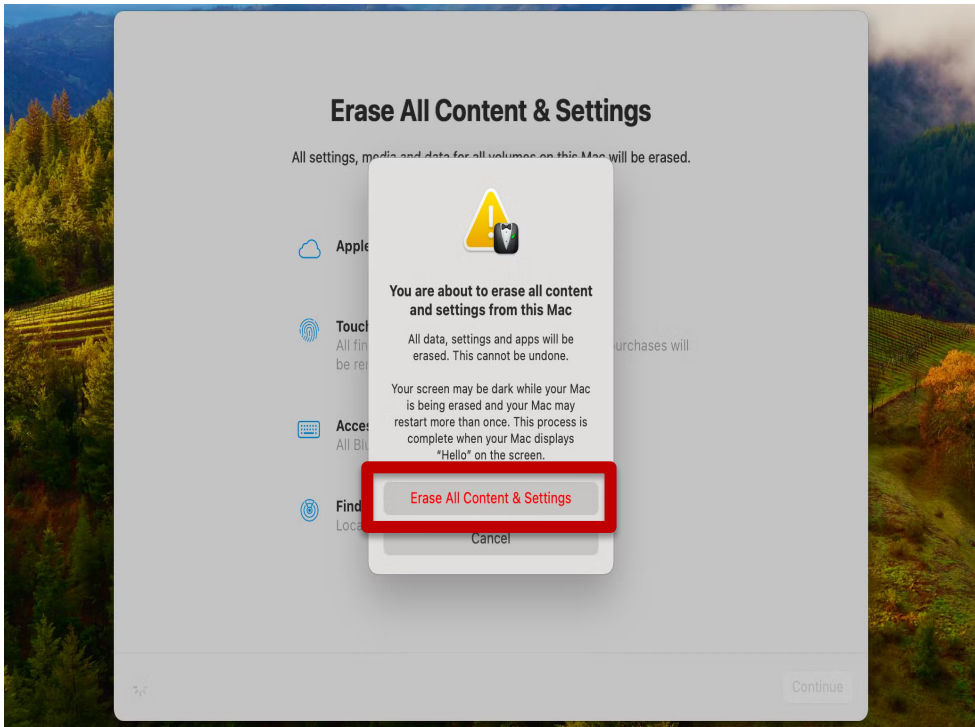


Step 9 — Review What Will Be Erased and Click Continue

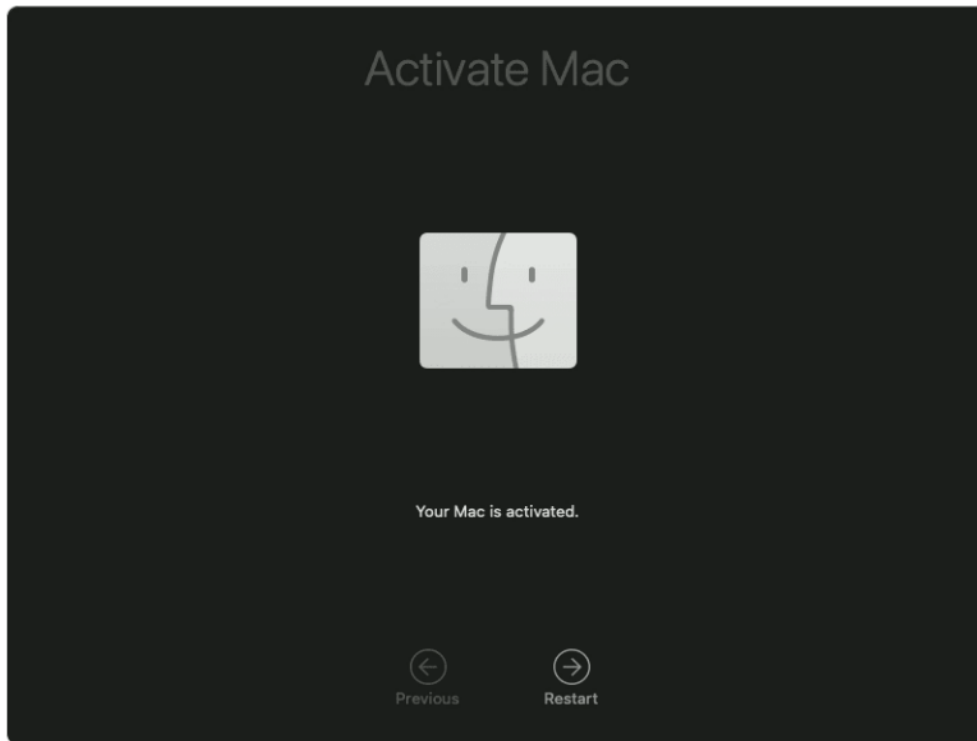


Note - You should be prompted to enter your Apple ID password again.

Step 10 — Click Erase All Content & Settings



Step 11 — Mac Restarts and Activates (At this point, you will need to connect to the Wi-Fi/network in the top right menu to start the activation process which takes a few minutes or so.)



Important Note

WARNING: This process permanently deletes all data from the MacBook Air. Please do not factory reset your MacBook until everything is backed up and it is after May 1, 2026.

If you have any issues or questions, please visit the Lourdes IT Help Desk in person, call at 419-824-3807 or email at helpdesk@lourdes.edu. We prefer you come by in person.