

□ IT Support

Connectivity

Cloud

HOW TO PREPARE YOUR MAC BEFORE RETURNING IT A SIMPLE GUIDE



Introduction

Before sending your Mac back to us, you will need to deactivate a few settings, including your Apple ID.

This guide will show you everything you need to do.



Step 1 - System Preferences

Start by clicking on the magnifying glass in the top right-hand corner of your Mac. A pop-up box will appear.

Type in 'System Preferences' and click enter.

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Customize your Mac with System Settings - support apple.com/trac-help/mh15217/	
System Prefences — gnustep.org/_dsystempreferences.html	
Update macOS on Mac support.apple.com/kt/3/1201541	

Step 2 - Find my Mac

Now we need to deactivate 'Find my Mac'.

To do this, head to 'Apple ID', click 'iCloud', scroll down to 'Find my Mac' and click 'Options'.

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Next, click 'Turn Off' and enter your Apple ID password if prompted



Step 3 - Signing Out

Click on the 'Overview' tab and then 'Sign Out' at the bottom-left of the screen.

If you have signed out successfully, you will see a pop-up box prompting you to sign-in with an Apple ID and your device is ready to be sent back.





In Doubt? Give Us a Shout!

If you're one of our lovely clients and you're experiencing any problems deactivating your Apple ID and Find My Mac, don't fret!

Pop one of our friendly techs an email at support@systemagic.co.uk or give us a call on 01225 426800 where we'll be happy to help.



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