


How to Unlock your State-Issued iPhone via MobileIron/MDM Portal

1. From any PC, tablet, or phone with internet access, open up a web browser [IE, Chrome, Firefox]
2. Go to <https://mdmcore.iot.in.gov>
3. Log in using your state e-mail address for the "Username" and your Windows password for the "Password" [This is the password you use to log into your PC every morning or unlock it from the screensaver]
4. After you successfully login, you should see your iPhone listed; Click on your iPhone and the following icons should appear

iPhone 7

Company Owned




Active


18 minutes 37 seconds ago

+13175179526


Version	iOS 12.1.2
Carrier	Verizon
IMEI	359466087365979
Manufacturer	Apple
Registration Date	2018-07-19 09:05:06 AM EDT




Lock




Unlock



Locate



Retire



More

5. Click on the Unlock icon
6. After you click on the Unlock icon, you should receive the following message

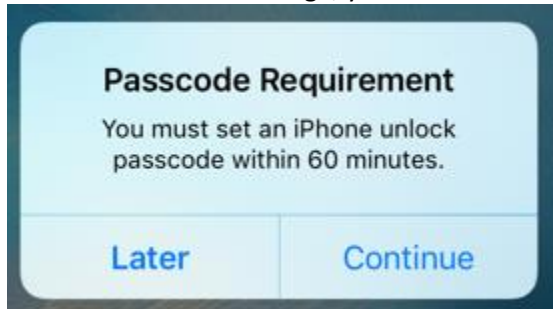
UNLOCK THIS DEVICE



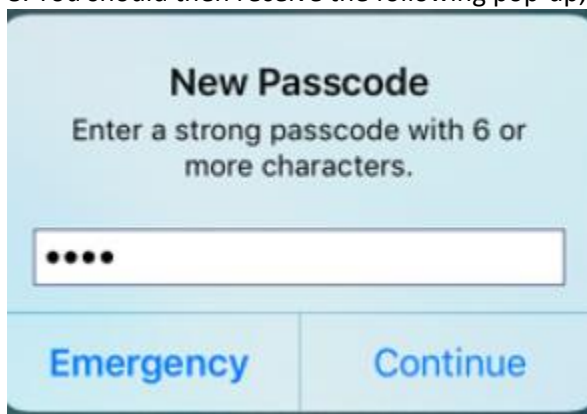
Unlock request has been sent. Your device should receive it shortly if it is on and has a data connection.

PLEASE NOTE: For encrypted Android devices, you may have to unlock your device with the following passcode: un!ockm3!

7. After the above message, you should receive the following on your iPhone; Click Continue



8. You should then receive the following pop-up; Enter your new passcode and click Continue



9. On the next screen, re-enter the new passcode and click Save

