

**From:** [COMIS Administrator](#)  
**Subject:** CO2022: Post Graduation Technology and Accounts  
**Date:** Thursday, May 19, 2022 4:18:12 PM  
**Attachments:** [image001.png](#)  
[co2022\\_Release iPads.pdf](#)  
[Post-Grad Surface Setup.pdf](#)

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Dear Class of 2022,

We would like to share some important information with you about post-graduation changes to your Larner College of Medicine account (COMID) and LCOM-provided technology.

Attached to this email, you will find instructions for converting your LCOM Surface Pro computer into a personal computer. This largely automated process involves removing LCOM licensed software and migrating your account data. Your iPad will require a similar process, see the second attachment for instructions related to your iPad. Please be aware, this process will remove all account and application information, and reset the iPad to factory defaults. If you plan to sell or give away the iPad, this process must be done PRIOR to another person using the device.

Starting on July 1<sup>st</sup> 2022, your LCOM account will transition to “alumni” status. The account will remain active, and you will retain access to your LCOM email and educational tools (COMET/VIC portal) until July 1, 2023.

With this in mind, and as you move to your residency, you may want to redirect email addressed to your @med.uvm.edu account to a new email address. To do so, please follow the instructions below.

1. Log into <https://outlook.office.com> – be sure to use your @med.uvm.edu address.
2. Once logged in, click on the gear icon next to your profile in the upper right hand corner of the screen
3. In the Search field, type: rules
4. A new window will appear Click on “Add New Rule”
5. Name the rule
6. Select “Apply to all messages” in the condition box
7. Select “Redirect” in the Action box and type in the new address
8. You must click “SAVE” at the bottom of the screen.

All new incoming mail will be redirected to your new email account. Be sure to white-list your @med account to avoid messages being directed to spam.

If you have any additional questions, please submit a footprint or contact our service center directly at (802) 488-5553.

COMTS



**University of Vermont**  
**Larner College of Medicine**

Technology Services

LCOM Support can be reached:

- Submit a Trouble Ticket at: <https://comis.med.uvm.edu/footprints>
- Phone Support, Mon – Fri, 7:30 – 5:00 **802-488-5553**
- Online Resources: [https://med.uvm.edu/techservices/comis/remote\\_toolkit](https://med.uvm.edu/techservices/comis/remote_toolkit)

# Reset your iPad to remove UVM Management

The medical and Microsoft Office applications supplied by LCOM will be removed in this process and will not be replaced. Your data in OneDrive will not be impacted. We recommend [creating an iCloud backup](#) prior to resetting your iPad if you want to restore your iPad to it's current state.

1. If you have an Apple ID, ensure you know your Apple ID and password. To reset your password, visit <https://appleid.apple.com>.
2. Unlock your iPad. If you do not know your iPad passcode, see below.
3. Connect to wi-fi
4. Optional: Create an [iCloud or local backup](#) of your data
5. Log out of iCloud. You will need your Apple ID passcode. You can skip this step if you have not connected to iCloud services with your Apple ID.
6. Go to Settings > General > Transfer or Reset iPad and select Erase all contents and settings.
7. Follow the instructions. You will proceed through the iPad setup screens as if this were a new iPad.
8. Finish

*If you don't remember your iPad passcode, follow the instructions below.*

## Remove the passcode on an iPad that has a Home button

Instructions for "Forgot passcode on iPad"

<https://support.apple.com/en-us/HT211078>

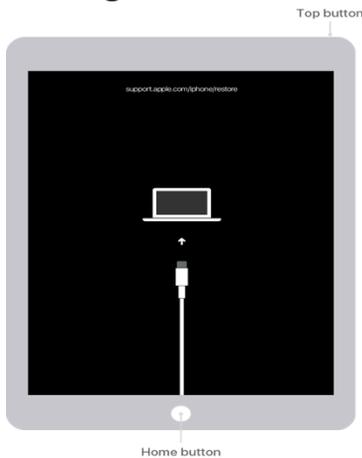
**You will need iTunes on your Microsoft Surface. Select the 64-bit version.**

<https://support.apple.com/en-us/HT210384>

**Step 1.** Make sure you have iTunes on Microsoft Surface. You can use an Apple computer as well. See the instructions linked above.

**Step 2.** Make sure that your iPad isn't connected to your computer. Press and hold the Top button until the power off slider appears. Drag the slider to turn off your iPad.

**Step 3.** Connect your iPad to your computer while holding the Home button. **Keep holding the Home button until you see the recovery mode screen.**



Step 4. in iTunes, click Restore. If your iPad needs an iOS update, it will prompt to update and restore. Do that now.

You will be told this iPad belongs to (your Apple ID). Proceed and in one of the next steps you will have to enter your Apple ID password.

**IF YOU ARE PROMPTED TO ENTER YOUR UVM CREDENTIALS FOR DEVICE MANAGEMENT, CONTACT THE LCOM SERVICE CENTER AT 802-488-5553.**

## Converting Surface Pro for Personal Use After Graduation

As we will eventually be unable to reset your LCOM password after your graduate, we strongly suggest backing up your data, wiping your Surface, and setting it back up with a personal Microsoft account. You don't need to follow these exact steps – you can use Google Drive or Dropbox if you already use those services for cloud storage, or set up the device with a local account rather than with a personal Microsoft account, etc. This seems to be the most reliable process if you have not already backed up your data and want to continue using your Surface long-term.

First, as you will lose access to your LCOM email about a year after graduation, we recommend creating a backup of your entire mailbox. The best way to handle this is to follow the steps below to export your mailbox to a .pst file. This file will contain your complete mailbox, including your email folders, contacts, calendar events, etc. and can be opened through reimporting into Outlook at a later date, even after your LCOM mailbox is disabled on our servers.

1. Open Outlook, click on Open & Export, then click on Import/Export.
2. In the resulting window, click on Export to a file, then Next. Select Outlook Data file (.pst) and click Next again.
3. Select your email address listed at the top of the folder structure to export your entire mailbox, then click Next. Choose a location for the saved .pst file (ideally your LCOM OneDrive or a place like your desktop where you can easily upload the file to your preferred cloud storage location) and then click Finish.

The second part of this process is to create a personal Microsoft account for your use on the Surface after graduation. Your LCOM account will continue to work for logging into this account for a while after graduation, but once your password expires we have no way to reset it, so if you forget the password you will be completely locked out. Rather than use your LCOM account on this device indefinitely, we strongly recommend following these steps to get a personal Microsoft account on the machine.

### Creating Microsoft Account

1. Go to <https://account.microsoft.com/account> and click on Create a Microsoft account.
2. Enter a personal email address, click Next, then create a unique password for this personal Microsoft account and click Next again. You will be using this email and password to log into your Surface once this process is complete.
3. Set your region and date of birth and click Next again. On the next screen, enter the security code that was sent to the personal email address you initially entered, and the account should be fully created after this.

The next step in this process is to move any files you need to keep from your Surface to the personal OneDrive storage that comes with this account. This personal account comes with 5 GB of storage with OneDrive for free

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and you can upgrade to 100 GB of storage for \$1.99/month. The upgraded storage may be necessary depending on how much storage you are already using in OneDrive, OneNote, and locally on your machine.

#### Purchasing More Storage for Personal OneDrive (optional but recommended)

1. Go to [onedrive.live.com](https://onedrive.live.com) and sign in with your personal email account and Microsoft account password.
2. Once signed in, click on the gear icon towards the upper right corner, then click on Upgrade.
3. If all you need is the 100 GB storage, you can click on Buy for \$1.99/month under the OneDrive only option, then click on Continue with 100 GB.
4. Proceed with checkout in the next window and you should instantly be upgraded to the 100 GB plan.

#### Signing into Personal OneDrive

1. Open OneDrive on your Surface by clicking on the blue cloud icon in the lower right taskbar – you may need to click on the up arrow to find it. When the banner opens up on the right side of the screen, click on Help & Settings at the bottom, then click on Settings in the resulting list.
2. In the small window that opens, you should see your LCOM OneDrive account listed under the Account tab. Click on Add an account.
3. In this next small window, enter the personal email address associated with your personal Microsoft account and then click on Sign In. Next, enter the password you created for the personal Microsoft account and click on Sign In again.
4. On the next screen click Next, then click on Use this folder. You do not need to purchase the premium package with Microsoft 365 unless you would like to do so, so you can click Not now to skip this step. You can always purchase the Microsoft 365 subscription at a later time if you change your mind.
5. Click Next through the next several screens, then click Later when prompted about the OneDrive mobile app. Click on Open My OneDrive Folder.
6. Now that you have both your LCOM and personal OneDrive accounts linked to your Surface, you can transfer all of your files to the personal OneDrive. The newly added OneDrive account should show up in File Explorer under “OneDrive – Personal” so you should be able to drag/drop and copy/paste files into there. Be especially sure to copy over any files from your Desktop, Documents, and other local folders, as these folders will all be erased during the wiping of your Surface. You should also be able to copy the entire contents of your LCOM OneDrive folder into the personal OneDrive folder.

The idea of this is to be able to wipe the machine, set it back up as a personal machine with your personal Microsoft account, then sign into your personal OneDrive and have all of your files there. Once you have transferred all of your data to the personal OneDrive account, you can open a web browser and sign into OneDrive at [onedrive.live.com](https://onedrive.live.com) just to confirm everything you have transferred is appearing there. Once you are sure that everything you need from your Surface has been saved to your personal OneDrive, you can follow the steps below to proceed with the wipe and set the machine back up with your personal Microsoft account.

1. Ensure your Surface is plugged into power. In the bottom left searchbar, type in “reset” and click on the search result “Reset this PC.”

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2. In the window that opens, click on “Get started” near the top, then in the smaller blue window that opens, click on Remove everything. On the next screen, click on Local reinstall, then tap Next at the bottom of the next screen, then tap on Reset.
3. The wipe/reset process will begin now. After a minute or so the device will automatically restart.
4. When the device starts back up to a blue screen, proceed through the initial setup steps by choosing English and the US keyboard layout, then click Skip on the second keyboard setup.
5. Connect to a wifi network, then click Next. Click Accept on the Windows 10 License Agreement.
6. When prompted to sign in with your work/school account, enter the email address associated with your personal Microsoft account. This will not work, but it will make the option to set up a local account appear. Click on “set up Windows with a local account” then enter your name and create a password – you should only need this password for a few minutes but make sure to write it down.
7. Choose three security questions and set answers to these questions. You likely won’t need to use these questions but will need to set this up to proceed.
8. On the face sign-in setup screen, click Skip for now in the lower left corner. You can always set this up later if you wish.
9. Set the privacy settings for your device – these selections are entirely up to you. On the next screen choose if you would like to set up Cortana. Allow the device to finish setting up.

Now that you have set this Surface back up with a personal account, the next step is to sign into your personal Microsoft account on the device in place of the local account you created during this setup process.

1. Once you reach the desktop screen, search “Account” in the lower left search bar and then click “Manage your account.”
2. In the window that opens, click on “Sign in with a Microsoft account instead.” Enter the personal email address for the personal Microsoft account you created earlier, click Next, then enter the password that goes with that account. When it asks for your current Windows password, enter the password that you created earlier for the local Windows account – this should remove that local account and replace it with the Microsoft account.
3. On the face sign-in screen, click Skip for now or set it up if you wish. On the Create a PIN screen, click Next and set a memorable PIN to use for login. You will be able to reset this if you forget at a later date using your Microsoft account login. Once you set the PIN, the account info window should show your personal email address.

The final step in this process is to sign into OneDrive so that you have access to all of the files you previously transferred to your new personal OneDrive account.

1. In the lower left searchbar, search for and click on OneDrive. In the “Set up OneDrive” screen that opens, enter the personal email address associated with your personal Microsoft account, then click Sign In.
2. Click Next and Continue through the next series of screens. If you didn’t upgrade to the 100 GB OneDrive storage earlier, you can click “Not now” when it asks if you would like to upgrade to premium.

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3. Click on "Open my OneDrive folder" at the end of these screens and then verify all of your data is showing up there.

After this you are all set! Your device and account are no longer linked with LCOM.

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