TECH FOR TROOPS T4T™

STOP PAYING FOR DEVICES DONATED

WINDOWS | APPLE | ANDROID

Every enrolled device costs you money each month even if they are switched off in storage.

Every enrolled device continues generating licensing costs until it's removed from management.

MICROSOFT INTUNE

- ☐ **User-based licensing - $8.00 / user / month** - Intune Plan 1 for devices assigned to a specific employee. Often already included with Microsoft 365 Business Premium, E3 or E5, but the device still counts against management until removed.
- ☐ **Device-based licensing - $3.00–$3.50 / device / month** - kiosks, digital signs, meeting-room and other userless devices on a dedicated Intune device-only license.

APPLE MDM — WHAT EACH ENROLLED SERIAL COSTS

Platform	Per device / month	Best for
Mosyle	Free tier; paid ~$1.00–$3.00	Lightweight Apple management
SimpleMDM	$2.50	Simple, straightforward pricing
Apple Business Essentials	$2.99	Apple's in-house basic MDM
Kandji	~$3.00–$5.00 (volume)	Automation & compliance
Jamf Pro	$4.00–$10.00	Enterprise standard (Macs cost more)

THE RULES THAT SAVE YOU MONEY

- ☐ **You only pay for actively enrolled devices** - remove a retired device from the MDM roster and its fee stops.
- ☐ **Apple Business Manager itself is free** - serials of devices you KEEP can stay in ABM at no cost. Devices you sell must be RELEASED so the next owner isn't locked out.
- ☐ **Locked devices lose their value** - locked devices cannot be used to serve the Veteran community.

Unenroll before pickup, send the devices to Tech For Troops and if requested. We can provide a COD proof of a clean release and data erasure to NIST SP 800-88.R1.

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Every device is verified for Autopilot, Intune, Activation Lock, MDM, FRP, and firmware locks before receiving **certified data erasure** to NIST SP 800-88.R1.

CERTIFIED BY TECH FOR TROOPS • HARDWARE LOCK CERTIFICATE INCLUDED • TECHFORTROOPS.ORG

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DEVICE DECOMMISSIONING CHECKLIST

WINDOWS | APPLE | ANDROID

Important: Complete these steps BEFORE devices leave your hands.

Unlocked devices retain value. Locked devices become parts. Five minutes now protects thousands of dollars later.

WINDOWS PCs

- [ ] **BIOS / UEFI password** - remove it, or send it with the device (write it on the pickup manifest).
- [ ] **Remove from Microsoft Intune** - Intune admin center › Devices › All devices › select the device › Delete.
- [ ] **Remove the serial from Windows Autopilot** - Intune › Devices › Enrollment › Windows Autopilot devices › select the serial › Delete.

THE BIG ONE: an Autopilot registration survives a full disk wipe. Until the serial is deleted, the PC re-locks itself to your company on first boot, no matter who owns it.

- [ ] **Delete the device record from Microsoft Entra ID (Azure AD)** - Entra admin center › Devices › select › Delete.
- [ ] **BitLocker Enabled** - no action needed - certified erasure destroys the encrypted data.
- [ ] **Absolute / Computrace (if you use it) -** request deactivation for that serial in your Absolute console before shipping.

APPLE — Mac, iPhone & iPad

- [ ] **Turn off Find My & sign out of iCloud (removes Activation Lock)** — iPhone/iPad: Settings › [your name] › Sign Out. Mac: System Settings › Apple ID › Sign Out.

Apple Business Manager (ABM) is Apple's cloud-based platform that enables organizations to securely deploy, manage, and automate the enrollment of Apple devices through Mobile Device Management (MDM).

- [ ] **Release the serial from Apple Business Manager** - ABM › Devices › select the serial › Release from Organization (permanently removes automated enrollment for that device).
- [ ] **Unenroll from your MDM** - Jamf, Mosyle, Kandji, Intune, Apple Business Essentials. Retire/remove the device in the console, this also stops that device's monthly bill.
- [ ] **Remove Mac firmware password (if set)** - remove it, or provide it with the device.

ANDROID

- [ ] **Remove the Google account BEFORE factory reset** - prevents the Factory Reset Protection (FRP) lock.
- [ ] **Unenroll from your MDM before factory reset** - unenroll from your MDM first, then reset.