



Remote Wipe an Android Device

If you have [Google Sync](#) configured on an Android device with the [Google Apps Device Policy](#) app installed, you can use the Google Apps control panel to remotely wipe the device.

Use this feature when your device is lost or stolen to erase all data on the device and reset the device. Your device must already have Google Sync or Device Policy configured. **You cannot install Google Sync or Device Policy and run Remote Wipe retroactively.**

Important: A remote wipe removes all device-based data like mail, calendar, and contacts from the device, but it may not delete data stored on the device's SD card. Your Google Apps data remains available through a web browser or other authorized mobile devices.

To remote wipe a lost or stolen device:

1. Sign in to your [Google Apps control panel](#).
2. Click **Settings > Mobile**.
3. In the [Devices tab](#), hover your cursor over the device you'd like to wipe.
4. Click **Remote Wipe** in the box that appears.
5. A second box appears asking you to confirm that you want to remotely wipe the device. If you are sure you want to wipe the device, click **Wipe Device**.

Google Apps displays a message that the device has been successfully wiped. On the next sync, all content will be deleted and the settings reset to the defaults for this device. For more information about the remote wipe process, see the device's documentation.

About remote wipe on Android: Usually, the device receives the remote wipe command within a few seconds. However, sometimes the command doesn't reach the device right away, so the Device Policy app checks the server every three hours for a wipe command. Therefore, the maximum time before the device is wiped is about 3 hours, or when the device reconnects to the network.

Third-Party Remote Wipe Applications

In addition to the instructions provided for Android devices above by Google Inc., there are also a number of third-party remote wipe applications available to Android users. If you're comfortable using a third-party application to remotely wipe your device, please feel free to do so. However, **it is highly recommended that you follow the instructions provided by Google, Inc. in order to remotely wipe your device.**