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Mobile Devices and Departing Missionaries (Removing MaaS360)



English (Original) ▼

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I am getting ready to finish my mission and want to know what I need to do with my mobile device (smartphone or tablet).

Departing or Recently Released Missionaries: Follow these directions (starting with the "Before your departure" section) with your Samsung mobile device as you prepare to return home. One week prior to their departure, missionaries receive an email with these instructions. A background screen will also appear on their device after their release directing them to these instructions.

Currently Serving Missionaries (Not Soon Departing): If you are a currently serving missionary with a background screen on your device that says, "This device is registered to a released missionary," **do not remove MaaS360**. Instead, follow the steps in KB0061689 to make sure that you (and not another missionary) are signed in to Church Protections.

If you are a currently serving missionary who needs to remove Church Protections (MaaS360) from your smartphone, skip to the "Information about Removing Church Protections (MaaS360) for Currently Serving (In-Field) Missionaries" section near the bottom of this article for instructions.

Before your departure*:

1. Save or send personal files from your mobile device to another location using one or more of the following methods:
 - Back up with Google Drive (For instructions on how to do this, see this article).
 - Save to a personally owned microSD card. (Be sure to remove the SD card before your device is factory data reset, or else any files on the microSD card will also be erased.)

Note: It is your responsibility to ensure that personal files are saved. If they are not saved before your departure, they likely will be lost.

2. Input and sync any final area information into Area Book Planner.
3. Back up any teaching area-specific accounts for messaging apps (such as WhatsApp) or Samsung Contacts (if applicable/used in your teaching area) and follow your mission office's instructions to return the SIM card. (For more details on backing up these apps, see numbers 1 and 3 in this article.)

*If you are a currently serving missionary who has been authorized to remove Church Protections (MaaS360) from a device, these are the steps you would complete before doing so. Do not skip these steps.

If you own your device:

If you are a departing missionary, can manually remove MaaS360 starting the day of your release. (If you are a currently serving missionary, proceed with the following steps only after coordinating with your mission office.) **When your device is released from Church protections, it will undergo a factory data reset and all personal data will be erased. Make sure you have followed the steps 1–2 above BEFORE proceeding.**

When ready to remove MaaS360, connect your device to the internet, turn off power-saving mode (if turned on), and follow these steps:

1. Connect your device to the internet.
2. Turn off power-saving mode (if turned on).
3. Remove all Google and Samsung accounts (if any):
 - a. Go to **Settings**.
 - b. Tap **Accounts and Backup**.
 - c. Tap **Manage Accounts**.
 - d. Tap the account to be removed and then tap **Remove Account**. Repeat for each account.
 - e. Tap **OK**.
 - f. Enter the device passcode.
4. Open the device's settings app.
5. Select **General Management**.
6. Choose **Reset**.
7. Select **Factory data reset** and follow any prompts to complete removal of Church Protections.

Note for Currently Serving (In-Field) Missionaries: Mission presidents are alerted of devices that are not registered in Church Protections or have been registered recently in Church Protections.

If the Church loaned you a device:

1. Fully charge your device.
2. Follow these steps:
 - Contact your mission office and obtain the mission's established password for departing missionaries.
 - Change your backup password to match this new password:
 - Go to **Settings**.
 - Tap **Lock Screen and Security**.
 - Tap **Screen Lock Type**.
 - Verify your identity.
 - Tap **Password**.
 - Set and confirm password.
 - Remove all Google and Samsung accounts (if any):
 - Go to **Settings**.
 - Tap **Accounts and Backup**.
 - Tap **Manage Accounts**.

- Tap the account to be removed and then tap **Remove Account**. Repeat for each account.
- Tap **OK**.
- Enter your password.

3. Return the following to the mission office:

- Mobile device
- USB cable
- Power adapter
- Case
- Any other accessories that came with the device (you may keep any accessories you purchased).

If you cannot remove your Samsung account:

It is not recommended to log in to Samsung accounts on missionary devices since it can cause compatibility issues. An issue arises because a missionary can create a Samsung account with their missionary.org email, but they are not prompted to create a password, so two-factor authentication is used instead, which is blocked. If a Samsung account is present on a device, do one of the following methods to remove it:

1. Create a password on the device.
 - a. Go to **Settings > Samsung account (at the top) > Security and privacy > Password**
 - b. Go to **Settings > Samsung account (at the top) > Security and privacy > Two-step verification > Off**
 - c. If that doesn't work, try one of the following methods.
2. Create a password online.
 - a. Go on a computer to <https://v3.account.samsung.com/dashboard/security> and create a password for the account you are logged in to on your phone.
 - b. On your phone, go back to **Settings > Accounts and Backup > Manage Accounts** to remove your account. Instead of redirecting to an email link, it should ask for your password.
3. Confirm your account over email.
 - a. You should receive an email message to your missionary.org gmail app that confirms your Samsung account, but the link is blocked on missionary devices. Forward this email to a member of your mission office to promptly open the link, which expires after a short time.
 - b. **OR** Go on a computer and log in to your church account at mail.missionary.org to access your missionary.org email. There, you can receive an email with a link to confirm the removal of your Samsung account from your device.
4. Remove your device online.
 - a. Go on a computer to <https://v3.account.samsung.com/dashboard/devices>
 - b. Find your device in the list and press **Sign out**

For additional help, you may use the **Report a Problem** feature on this site.

Information about Removing Church Protections (MaaS360) for Currently Serving (In-Field) Missionaries

In-field missionaries should only remove MaaS360 from personally owned devices under the direction of their mission office, in the following cases:

- Missionaries purchased or brought a smartphone for a temporary mission assignment and need to send their phone home before traveling to an original mission assignment where personally owned phones are not approved
- Missionaries have a personally owned smartphone, are serving in a mission assignment where missionaries share one Church-owned smartphone per companionship, and have been asked to store the device with the mission office until the end of their mission
- Missionaries are having technical issues and who have been instructed by the Global Service Department technical support team to remove MaaS360 as part of the issue resolution steps

- Missionaries have purchased a new smartphone and need to remove MaaS360 from the old phone so that the phone can be sent home or repurposed for others' use.

IMPORTANT: Missionaries should not send home a personally owned device or store a device with the mission office without removing MaaS360 first, as devices in storage are unable to receive regular updates from Maas360 and could become **permanently unusable**.

Steps for Removing Church Protections (MaaS360) from an In-Field Missionary's Personally Owned Device

If you are in one of the approved scenarios listed above, then proceed as follows:

1. Notify your mission phone coordinator (in the mission office) that you will be removing Church Protections (MaaS360) and why, since mission presidents receive reports showing which devices are not registered or that have been registered recently in Church Protections.
2. Carefully follow the steps in the "Before your departure" and "If you own your device" sections above to remove Church Protections from your device.

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Recent Convert Records are Showing that Local Unit Processing Record, Even though Member Record Created

Preach My Gospel App • about a month ago • KB0159742

Unexpected background screen on missionary smartphone

Missionary Mobile Devices • 3mo ago • KB0077210

I cannot download apps that appear to be available

Missionary Mobile Devices • 3y ago • KB0105380

Releases and Maintenance

Preach My Gospel App for Missionaries – Android (6.13)

Preach My Gospel App • 25m ago • KB0161865

Preach My Gospel App for Mission Leaders – iOS (2.17)

Preach My Gospel App for Mission Leaders (iOS) • 29m ago • KB0161833	
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