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Wipe device data

This article is for Chrome Devices for Work and Education *administrators.*

You can clear all the local user data stored on your Chrome device by switching to developer mode and switching back to normal mode. This is useful if you want to re-enroll a Chrome device after a user signs into it.

To manage the device in your domain, you must enroll a Chrome device   first before *any* user signs in to the device, including you as the administrator. If a user signs in before you enroll the Chrome device, your Google Apps account policies and preferences will not apply, and you need to wipe the device to restart the enrollment process.

All account information and data stored on the Chrome device that isn't synced with Google Chrome Sync, such as photos, downloaded files, and saved networks, is deleted during a wipe. After you've wiped the device, to manage it in your domain, you need to enroll the Chrome device   .

Wipe a Chromebook

1. Press **Esc +** **+ Power**. The screen displays a yellow exclamation point (!).
2. Press **Ctrl + D** to begin dev mode, then **Enter**. The screen displays a red exclamation point.
3. Press **Ctrl + D**. The Chromebook deletes its local data, returning to its initial state. The deletion takes approximately 15 minutes.
4. When the transaction completes, press the spacebar, then press **Enter** to return to verified mode.

   If Forced re-enrollment is enabled for the device you are attempting to wipe, the deletion process is shortened and the device will reboot into stable mode without needing to complete this step.

5. Enroll the Chromebook before signing in to it.

Wipe a Chromebox

1. Turn off the Chromebox.
2. Put a paperclip (or pushpin) into the recovery button hole. Here is where they are on Asus and Dell Chromebox models:

3. Press down the recovery button with a paperclip while turning on the device.
4. Press **Ctrl + D**.
5. Press the recovery button with the paperclip again.
6. The device will reboot and the screen will display a red exclamation mark.
7. Press **Ctrl + D.** The Chromebox will reboot and start the transition to developer mode. This clears all local data.

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The deletion takes approximately 10 minutes.

8. After this process is completed, press the spacebar at the bootup screen. Press **Enter** to return to verified mode. The device will reboot and re-enter verified mode.

> If Forced re-enrollment is enabled for the device you are attempting to wipe, the deletion process is shortened and the device will reboot into stable mode without needing to complete this step.

9. If you're using a managed Chromebox for your school or business, follow these steps to enroll the device. If you're using a Chromebox for Meetings, see Wipe and re-enroll a device   instead.

Device-specific wipe instructions

If your Chrome device is listed below, the wipe process is unique for that device. Please follow the device-specific instructions below:

Lenovo X131e Chromebook

1. Turn off the device and remove from AC power
2. Remove the battery for 5 seconds and then reinsert
3. While the device is still off hold **Esc +** **+ Power**. After a few seconds the screen will display a yellow exclamation point (!).
4. Press **Ctrl + D** to begin dev mode, then **Enter**. The screen displays a red exclamation point.
5. Press **Ctrl + D**, then **Enter**. The Chromebook deletes its local data, returning to its initial state. The deletion takes approximately 15 minutes.
6. When the transaction completes, press the spacebar, then press **Enter** to return to verified mode.

> If Forced re-enrollment is enabled for the device you are attempting to wipe, the deletion process is shortened and the device will reboot into stable mode without needing to complete this step.

7. Enroll the Chromebook before signing in to it.

Samsung Series 5 Chromebook

To enroll a Samsung Series 5 Chromebook after a user has signed in:

1. Turn off the Chromebook.
2. Locate the black cover with a SIM card icon, on the right side of the device next to the USB port.

3. Open the black cover and *gently* move the switch underneath it to the right (toward the USB port) using a paper clip or a pen tip. Moving the switch to this position puts the Chromebook into Developer mode.
4. Start the Chromebook. The screen displays a sad face icon rather than starting up immediately.
5. Press **Ctrl + D** to begin the wiping process. If you don't press **Ctrl + D**, the process starts automatically after 20 seconds. The Chromebook begins returning to its initial internal state. The process takes about 5 minutes. ***Do not turn off the Chromebook during the wiping process.***. The sad face icon appears again when the process is complete.
6. Press **Ctrl + D** again, or wait for 20 seconds. The initial sign on screen appears.
7. Turn off the Chromebook.
8. Return the switch from step 3 to its original position (away from the USB port, which is normal mode) and close the black cover.
9. Start the Chromebook.
10. Enroll the Chromebook before signing in to it.

Samsung Series 5 550 Chromebook

To enroll a Samsung Series 5 550 Chromebook after a user has signed in:

1. Turn off the Chromebook.
2. Locate the Kensington lock port, on the right side of the device next to the USB port.

3. *Gently* move the switch held within the lock port to the right (away from the USB port and towards the monitor) using a paper clip or a pin. Moving the switch to this position puts the Chromebook into Developer mode.
4. Start the Chromebook. The screen displays a sad face icon rather than starting up immediately.
5. Press **Ctrl + D** to begin the wiping process. If you don't press **Ctrl + D**, the process starts automatically after 20 seconds. The Chromebook begins returning to its initial internal state. The process takes about 5 minutes. ***Do not turn off the Chromebook during the wiping process.***. The sad face icon appears again when the process is complete.
6. Press **Ctrl + D** again, or wait for 20 seconds. The initial sign on screen appears.
7. Turn off the Chromebook.
8. Return the switch from step 3 to its original position (towards the USB port, which is normal mode).
9. Start the Chromebook.
10. Enroll the Chromebook before signing in to it.

Samsung Series 3 Chromebox

1. Turn off the Chromebox.
2. Locate the Kensington lock port, on the back of the device next to the power port.

3. *Gently* move the switch held within the lock port away from the power port using a paper clip or a pin. Moving the switch to this position puts the Chromebox into Developer mode.
4. Start the Chromebox. The screen displays a sad face icon rather than starting up immediately.
5. Press **Ctrl + D** to begin the wiping process. If you don't press **Ctrl + D**, the process starts automatically after 20 seconds. The Chromebox begins returning to its initial internal state. The process takes about 5 minutes. ***Do not turn off the Chromebox during the wiping process.***. The sad face icon appears again when the process is complete.
6. Press **Ctrl + D** again, or wait for 20 seconds. The initial sign on screen appears.
7. Turn off the Chromebox.
8. Return the switch from step 3 to its original position (towards the power port, which is normal mode).
9. Start the Chromebox.
10. If you're using a managed Chromebox for your school or business, follow these steps to enroll the device. If you're using a Chromebox for Meetings, see Wipe and re-enroll a device   instead.

LG Chromebase

1. Turn off the Chromebase.
2. Put a paperclip (or pushpin) into the recovery button hole on the back of the device.

3. Press down the recovery button with a paperclip while turning on the device.
4. Press **Ctrl + D**.
5. Press the recovery button with the paperclip again.
6. The device will reboot and the screen will display a red exclamation mark.

7. Press **Ctrl + D.** The Chromebase will reboot and start the transition to developer mode. This clears all local data. The deletion takes approximately 10 minutes.
8. After this process is completed, press the spacebar at the bootup screen. Press **Enter** to return to verified mode. The device will reboot and re-enter verified mode.

> If Forced re-enrollment is enabled for the device you are attempting to wipe, the deletion process is shortened and the device will reboot into stable mode without needing to complete this step.

9. If you're using a managed Chromebase for your school or business, follow these steps to enroll the device.

FAQ

My device says it has been marked for enterprise management. What do I do?

A message stating that "This device has been marked for enterprise management by domain.com" means that the device is configured for Forced re-enrollment by the administrator of that domain.

If you are a member of this organization, enter your credentials on this screen to enroll the device.

If you are seeing this enrollment screen and your device does not belong to an organization (for example, you purchased it online and haven't enrolled it), visit this page for instructions.

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