

# How to reset an EFB to Default Settings

-For XJT Migrated Device-

## BEFORE YOU START

1. Please note – all data on the device including Documents/Pictures/etc. will be **DELETED**. if you wish to preserve that data, make sure to back it up to an external USB drive.
2. Make sure the device is connected to power supply.

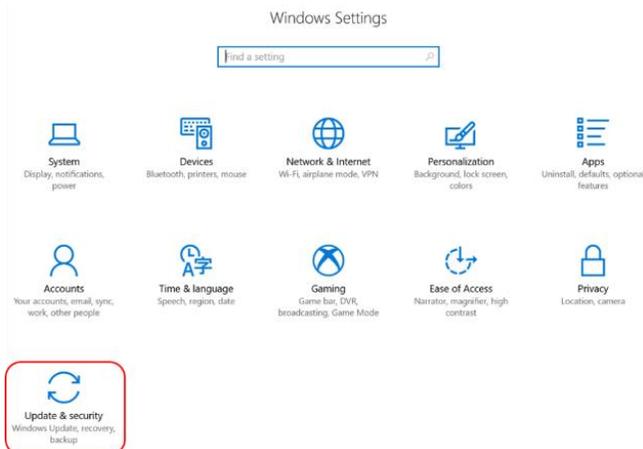
Sign into the device using local admin user: **XJTADMIN**

\*\*If the Admin user doesn't come up on the bottom left side of the screen (after signing out of your user) type the below,

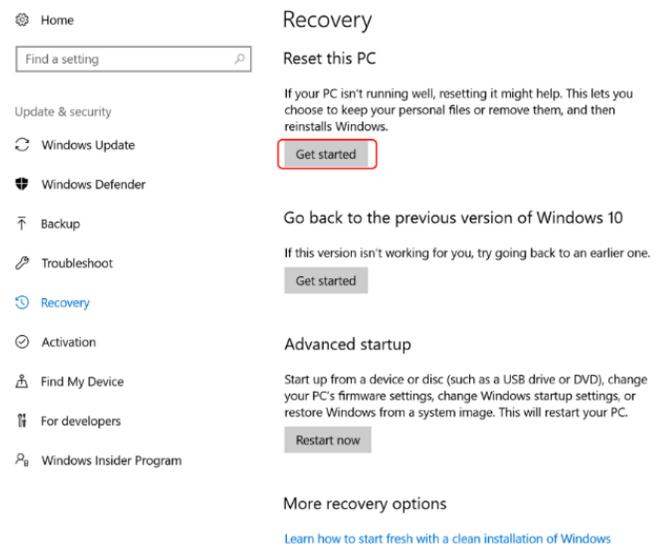
- User: **.\XJTADMIN** (Make sure you type .\)
- Password: **!Zk4tAjKp%&2T9** (Password is case sensitive)

After signing in as an Administrator,....

1. Right click (hold click) on blue/white Airwatch icon in the system tray and click "Sync" 
2. Then go to Start > Settings
3. Update & Security

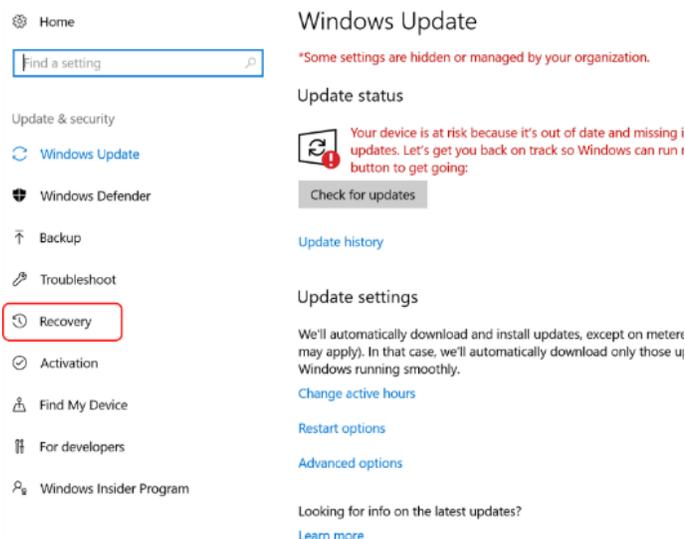


6. Reset this PC [Get Started]



4. Do **all** Windows Updates (with reboots) until there are no updates to apply.

5. Then you may proceed to the Recovery section to Reset the EFB to a base install of Windows



7. Choose an option -> Remove everything
8. Remove Files and clean the drive.
9. Ready to reset this PC -> Reset
10. Resetting this PC.....

## FAQ

1. My EFB was never migrated to XJT and the password above does not work to log into .\XJTAdmin ?
  - a. Email [helpdesk@expressjet.com](mailto:helpdesk@expressjet.com) your serial number (under the kickstand)
2. The Reset process says it has made no changes. What should I try?
  - a. Verify you are logged in as an Admin account (XJTAdmin or SkywestAdmin)
  - b. Verify you have installed all Windows Updates until there are none available while logged in as admin
  - c. You may want to look at the Microsoft Support Article.<https://support.microsoft.com/en-us/help/4023533/surface-restore-or-reset-surface>
  - d. You can Rest Windows by booting into the Recovery Partition –
    - i. Hold Shift while click Restart (Onscreen Keyboard holding shift works too)
  - e. You can try to Suspend BitLocker
  - f. You can try Removing Airwatch Workspace One
3. Do I need to Reset my EFB?
  - a. Not really. This was a suggestion to make it more clean for you. You can have a computer savvy friend help you create a local account and just start using that one.
4. How do I create a different local account?
  - a. Go into Windows Settings > Accounts > Family and Other Users > Add someone to the PC > “Add a user without a Microsoft Account” > create a Username and password you can sign in with. You may want to make that account an Administrator.
5. I am able to sign in with one of the Admin accounts, do I have everything I need ?
  - a. Yes, you have everything you need. Being logged in as a local admin, you can either create a new account on the computer, uninstall Airwatch, Reset windows if you choose to, or Reinstall windows from scratch.