

# Computer & Mobile Device Cleaning Instructions

Please use the following steps to clean your devices. If there is something on the device that cannot be cleaned off using the following method, please email [helpdesk@catlin.edu](mailto:helpdesk@catlin.edu) before cleaning your device.

## Cleaning MacBooks and Other Laptops

1. Shut down the laptop completely and unplug the power adapter.
2. MacBook Air/Pro screens should only be cleaned with a soft, microfiber cloth and an appropriate cleaning solution. Do not use any abrasive cloths/sponges or powerful cleaning products on a laptop.
3. Use a 1:1 cleaning solution of distilled water and alcohol, mist/dampen a microfiber cloth and wipe down the screen, keyboard, and laptop body. Never spray directly on the screen or keyboard and especially stay away from charging ports, USB ports, and other ports.
4. Things to avoid:
  - Never use glass cleaner or ammonia-based cleaning products on your laptop.
  - If you use plain water (not an alcohol/water mix) to clean your device, only use a very small amount of distilled water on a microfiber cloth, and only on the screen. Even the tiniest amount of water in the wrong place can kill your computer!

## Cleaning iPads and other touchscreen devices (cell phones)

1. Turn off the iPad completely and unplug the charging cable.
2. Use a 1:1 cleaning solution of distilled water and alcohol, mist/dampen a microfiber cloth and wipe down the iPad case. Never spray directly on the iPad and especially stay away from charging ports.

## More Information

You can find more info about how to clean Apple products at <https://support.apple.com/en-us/HT204172>