

# HOW TO WIPE YOUR USED PHONE AND PREPARE IT FOR DONATION IN 4 STEPS

## 🍏 IPHONE:

### STEP 1: BACKUP YOUR DEVICE

BACKUP TO ICLOUD	BACKUP TO COMPUTER	
<ol style="list-style-type: none"><li>1. From the <b>Home</b> screen of your iPhone, tap <b>Settings</b></li><li>2. From the <b>Settings</b> menu, select <b>your name</b> at the top</li><li>3. Tap <b>iCloud</b>, then <b>iCloud Backup</b></li><li>4. If off, turn on <b>iCloud Backup</b></li><li>5. Tap <b>Back up now</b></li></ol>	<ol style="list-style-type: none"><li>1. Connect your phone to your computer with your charging cable</li></ol> <p><b>WINDOWS OR MAC WITH AN OS 10.14 OR EARLIER</b></p> <ol style="list-style-type: none"><li>2. Open <b>iTunes</b></li><li>3. In <b>iTunes</b>, click the iPhone button near the top left of the window</li><li>4. Click <b>Summary</b></li><li>5. Click <b>Back Up Now</b>, and encrypt your backup if preferred</li></ol>	<p><b>MAC OS 10.15 CATALINA</b></p> <ol style="list-style-type: none"><li>2. Open a <b>Finder</b> window and click <b>General</b> at the top</li><li>3. Select "Back up all of the data on your iPhone to this Mac"</li><li>4. To encrypt your backup data and protect it with a password, select "Encrypt local backup."</li><li>5. Click <b>Back Up Now</b></li></ol>

### STEP 2: DEACTIVATE "FIND MY IPHONE"

1. From the Home screen, tap **Settings**
2. Tap **your name** at the top
3. Tap **Find My**. If it is turned on, turn it off
4. Select **OK** to confirm
5. Enter your **Apple ID password** and select **Turn off**

### STEP 3: REMOVE YOUR SIM CARD

Remove your SIM card from the device. Gently insert a small pin or paper clip into the pinhole on the side of your iPhone until the SIM card tray pops out. Remove your SIM card and reinsert the tray.



### STEP 4: RESET YOUR DEVICE TO ITS ORIGINAL FACTORY SETTINGS

Resetting your device deletes your contacts, photos, messages and other content.

Be sure that you have successfully backed up or saved all desired content before you reset your device as this cannot be undone. To reset your iPhone to its original factory settings, follow the steps below:

1. From the **Home** screen, tap **Settings**
2. Tap **General**
3. Tap **Reset**
4. Tap **Erase all content and settings**

**YOU HAVE SUCCESSFULLY WIPED YOUR DEVICE AND PREPARED IT FOR DONATION. THANK YOU!**