

SELFm.AID

How to reset your phone properly

Having phones to distribute to people on the move is great — but ensuring that they are unlocked and properly reset is even better! We want to avoid ending up with usable phones that are locked, which could lead them to remain in storage or be used only for spare parts. Our goal is to make sure your phone is handed over in a software-ready state so that it can be reused as quickly as possible.

I don't remember the unlock code for the phone:

Don't panic! If your phone requires a code to unlock, we can handle the situation. Just do not reset the phone unless you're sure you can unlock it later. Leave the phone as is, and we'll take care of the rest.

I know the unlock code for the phone.

Perfect! You are well on your way to ensuring your phone can be reused quickly. Here is a checklist of steps to follow before giving us your phone. We will separate the instructions for Android and Apple devices.



Android Devices:

1. **Backup Your Data:** Google Drive: Go to Settings > System > Backup. Enable Google backup to store your data, contacts, apps, and more.
2. **Sign Out of Google Accounts:** Go to Settings > Accounts > Select your Google account > Tap Remove Account. Ensure all accounts (Google, Samsung, etc.) are removed.
3. **Disable Screen Lock and Biometrics:** Go to Settings > Security > Screen Lock > Turn off all types of locks (PIN, password, fingerprint, facial recognition).
4. **Perform a Factory Reset:** Go to Settings > System > Reset Options > Erase all data (Factory reset). This will wipe all personal data from the phone.
5. **Restart the Phone and perform a Few Checks:** After the factory reset, restart the phone. Make sure the device boots up to the initial setup screen, as if it were brand new. Ensure no personal accounts (Google, Samsung, etc.) are still linked to the phone. Test that the phone no longer prompts for a lock code or password upon startup.

Apple (iPhone) Devices:

1. **Backup Your Data:** iCloud: Go to Settings > [your name] > iCloud > iCloud Backup > Enable Backup. iTunes: Connect your iPhone to a computer and perform a backup through iTunes.
2. **Sign Out of Apple ID:** Go to Settings > [your name] > Scroll to the bottom and tap Sign Out. This also disables Find My iPhone and removes your iCloud account from the device.
3. **Disable Screen Lock:** Go to Settings > Face ID & Passcode or Touch ID & Passcode > Turn off the passcode.
4. **Perform a Factory Reset:** Go to Settings > General > Reset > Erase All Content and Settings. This will erase all personal data from the iPhone.
5. **Restart the Phone and perform a Few Checks:** After the factory reset, restart the phone. Verify that the phone boots to the welcome screen without asking for a passcode. Confirm that your Apple ID and Find My iPhone are no longer active.