**HOW TO WIPE YOUR PHONE ... the correct way**

We will ensure your phone has been erased, however it’s important that you sign out of your devices the correct way and erase your data, to save us time and give you peace of mind. Here’s the simple steps:

**iPhone:**

It’s important to sign out of accounts before you erase your iPhone, here’s the full instructions:

1. It’s important to sign out of iCloud and the iTunes & App Store.
   * If you're using iOS 10.3 or later, tap Settings >[your name]. Scroll down and tap Sign Out. Enter your Apple ID password and tap Turn Off.
   * If you're using iOS 10.2 or earlier, tap Settings > iCloud > Sign Out. Tap Sign Out again, then tap Delete from My [device] and enter your Apple ID password. Then go to Settings >iTunes & App Store > Apple ID > Sign Out.
2. Go back to Settings and tap General >  Reset >  Erase All Content and Settings. If you turned on Find My [device], you might need to enter your Apple ID and password. Forgot your [Apple ID](https://support.apple.com/en-au/HT201354) or your [Apple ID password](https://support.apple.com/en-au/HT201487)?
3. If asked for your device passcode or Restrictions passcode, enter it. Then tap Erase [device].
4. If you've switched to a non-Apple phone, [deregister iMessage](https://support.apple.com/en-au/HT203042).

**Android or Samsung Galaxy:**

It’s important to sign out of accounts and encrypt your old data before you erase your device, here’s the full instructions:

1. If you are running Android 5.0 "Lollipop" or later, you first you need to remove the screen lock. On an Android go to **Settings > Security & Location > Screen Lock** and select **None**. On a Samsung Galaxy go to **Settings > Lock Screen & Security > Screen Lock Type** and select **None.**
2. Remove your Google account (or accounts if you have multiple ones installed). On Android go to **Settings > Accounts > Google** and choose **Remove Account**. On Samsung Galaxy go to **Settings > Cloud & Accounts > Accounts** and then choose **Google**, then select **Remove Account**.
3. There's a final step on Samsung Galaxy smartphones, which is to delete the Samsung account. Go to **Settings > Lock screen & Security > Find My Mobile**. Enter your password, tap on your account, and then choose **More > Remove Account**.
4. Go to **Settings > Security > Encrypt phone** to begin the process. On Samsung Galaxy hardware, go to **Settings > Lock Screen & Security > Protect Encrypted Data**.
5. You will be guided through the process. Set a strong password. Don't bother encrypting the SD card because you can pop this out and keep it rather than wipe it. This process can take a long time, so be patient and make sure you have the time.
6. Finally, it's time to factory reset the hardware. On Stock Android you do this by going to **Settings > Backup & Reset > Factory Data Reset** and select **Reset Phone**.

**HOW TO WIPE YOUR PHONE ... the correct way**

We will ensure your phone has been erased, however it’s important that you sign out of your devices the correct way and erase your data, to save us time and give you peace of mind. Here’s the simple steps:

**iPhone:**

It’s important to sign out of accounts before you erase your iPhone, here’s the full instructions:

1. It’s important to sign out of iCloud and the iTunes & App Store.
   * If you're using iOS 10.3 or later, tap Settings >[your name]. Scroll down and tap Sign Out. Enter your Apple ID password and tap Turn Off.
   * If you're using iOS 10.2 or earlier, tap Settings > iCloud > Sign Out. Tap Sign Out again, then tap Delete from My [device] and enter your Apple ID password. Then go to Settings >iTunes & App Store > Apple ID > Sign Out.
2. Go back to Settings and tap General >  Reset >  Erase All Content and Settings. If you turned on Find My [device], you might need to enter your Apple ID and password. Forgot your [Apple ID](https://support.apple.com/en-au/HT201354) or your [Apple ID password](https://support.apple.com/en-au/HT201487)?
3. If asked for your device passcode or Restrictions passcode, enter it. Then tap Erase [device].
4. If you've switched to a non-Apple phone, [deregister iMessage](https://support.apple.com/en-au/HT203042).

**Android or Samsung Galaxy:**

It’s important to sign out of accounts and encrypt your old data before you erase your device, here’s the full instructions:

1. If you are running Android 5.0 "Lollipop" or later, you first you need to remove the screen lock. On an Android go to **Settings > Security & Location > Screen Lock** and select **None**. On a Samsung Galaxy go to **Settings > Lock Screen & Security > Screen Lock Type** and select **None.**
2. Remove your Google account (or accounts if you have multiple ones installed). On Android go to **Settings > Accounts > Google** and choose **Remove Account**. On Samsung Galaxy go to **Settings > Cloud & Accounts > Accounts** and then choose **Google**, then select **Remove Account**.
3. There's a final step on Samsung Galaxy smartphones, which is to delete the Samsung account. Go to **Settings > Lock screen & Security > Find My Mobile**. Enter your password, tap on your account, and then choose **More > Remove Account**.
4. Go to **Settings > Security > Encrypt phone** to begin the process. On Samsung Galaxy hardware, go to **Settings > Lock Screen & Security > Protect Encrypted Data**.
5. You will be guided through the process. Set a strong password. Don't bother encrypting the SD card because you can pop this out and keep it rather than wipe it. This process can take a long time, so be patient and make sure you have the time.
6. Finally, it's time to factory reset the hardware. On Stock Android you do this by going to **Settings > Backup & Reset > Factory Data Reset** and select **Reset Phone**.