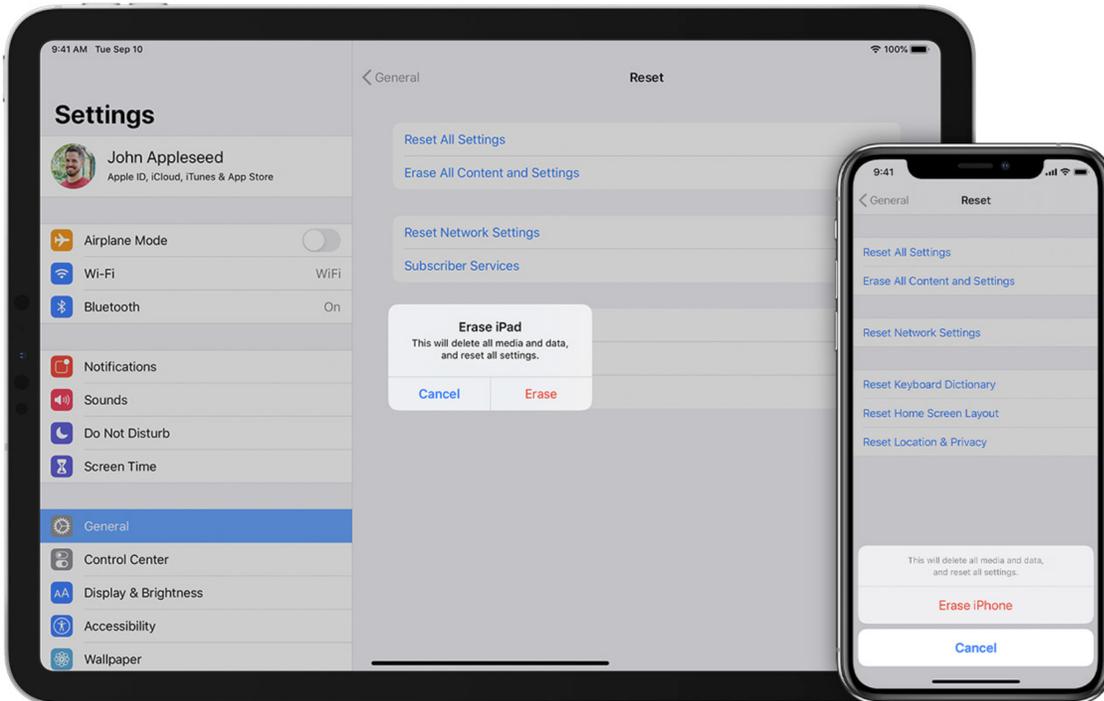


# iPhone, iPad, and iPod Reset Instructions



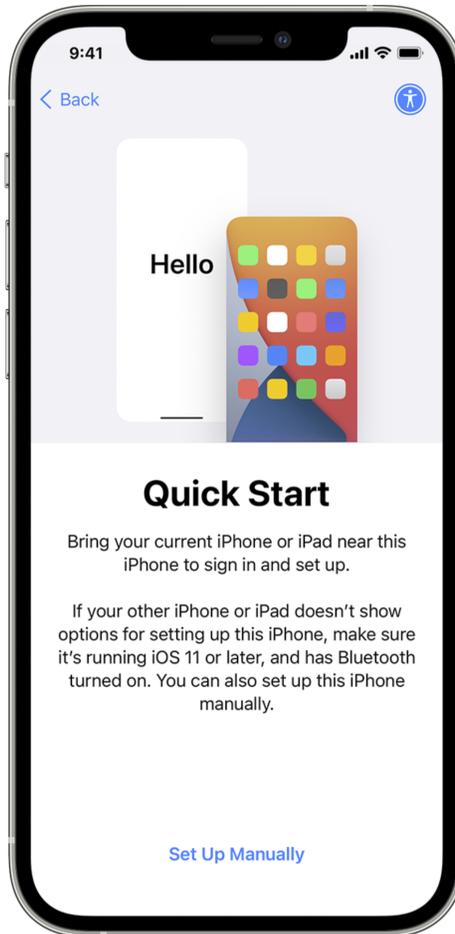
This document will explain what to do before you donate your iPhone, iPad, or iPod Touch. It will contain two sections; steps to transfer information from your old device to a new device (**Section 1**), and steps to remove all your information from the old device and reset it (**Section 2**). If you do not need to transfer information to a new device, skip ahead to **Section 2**.

## Section 1: Transfer information to your new device

Only complete this section if you want to transfer old information from the device you are donating to a new device. If you do not want to transfer your old information and just want to reset and clear the device, skip ahead to **Section 2**.

IOS 11 or later – Quick Start

Quick start occupies both devices, so make sure that you choose a time when you won't need to use your current device for several minutes.



1. Turn on your new device and place it near your old device.
2. A screen will appear on your old device that has an option of using your Apple ID to set up your new device. Make sure that it's the right Apple ID that you want to use, then tap Continue. If you don't see the option to continue your current device, make sure that Bluetooth is turned on.
3. An animation will appear on your new device (as pictured below). Hold your old device over the new one and place the animation in the viewfinder on the screen of the old device.



4. Wait for a message that says, "Finish on New [Device]". If you can't use your current device's camera, tap authenticate manually, then follow the onscreen steps.
5. When asked, enter your current device's passcode on your new device. Then follow the instructions to set up Face ID or Touch ID on your new device.
6. When you see the Transfer Data from [Device] screen, tap Continue to begin transferring your data from your previous device to your new device.
7. Keep your devices near each other and plugged into power until the data migration process is complete. Transfer time will vary depending on factors such as network conditions and the amount of data being transferred.

#### iOS 10 or earlier – iCloud, iTunes, or the Finder

##### iCloud:

1. Turn on your new device. A "Hello" screen should appear. If you've already set up your new device, you need to erase it before you can use these steps.
2. Follow the steps until you see the Wi-Fi screen.
3. Tap a Wi-Fi network to join. Follow the steps until you see the Apps & Data screen, then tap Restore from iCloud Backup.
4. Sign into iCloud with your Apple ID and password.
5. When asked, choose a backup. Make sure that it's the correct one by checking the date and size of each. Learn what to do if you're asked to update to a newer version of iOS or iPadOS.
6. If you purchased iTunes or App Store content using multiple Apple IDs, sign into each. If you can't remember the passwords, you can skip this step by tapping "Don't have an Apple ID or forget it."
7. Stay connected and wait for the restore process to finish, then complete the rest of the onscreen setup steps. If possible, keep your device connected to Wi-Fi and plugged into power after setup. This allows content like your photos, music, and apps stored in iCloud to automatically download back to your device.

##### iTunes or Finder:

1. Turn on your new device. A "Hello" screen should appear. If you have already set up your new device, you need to erase it before you can use these steps.
2. Follow the steps until you see the Apps & Data screen, then tap Restore from Mac or PC.
3. Connect your new device to the computer that you used to back up your previous device.
4. Open iTunes or a Finder window on your computer and select your device. You might be asked to trust your device.
5. Select Restore Backup; then choose a backup. Make sure it's the correct one by looking at the date and size of each. Learn what to do if asked to update to a newer version of iOS or iPadOS.
6. If you need to restore from an encrypted backup, enter your password when asked.
7. Wait for the restore process to finish, then complete the rest of the setup steps on your iOS or iPadOS device. If possible, keep your device connected to Wi-Fi and plugged into power after setup. This allows content like your photos, music, and apps stored in iCloud to automatically download back to your device.

## Section 2: Remove your personal information from your old device

This section is extremely important as information needs to be off the device and the device needs to be reset for us to be able to donate and reuse this device. If information is not properly removed, we will not be able to reuse this device and it will be recycled.

1. Sign out of iCloud and 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. If your device uses eSIM, choose the option to erase your device and the eSIM profile when asked.
3. If asked for your device passcode or Restriction's passcode, enter it. Then tap Erase [device].
4. Remove your old device from your list of trusted devices.