

## How to wipe your data

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### Android phones

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1. Backup all of your data to your laptop or cloud before performing any resets.
2. Log out of all Google accounts (procedure may differ slightly from phone to phone):  
Settings > Accounts > Select Google > More > Remove account.
3. Before resetting, remove your SIM card and any memory card. If possible, make sure the phone is charged to 100% so that the phone will be powered to complete the reset process.
4. Follow the instructions below for your model of phone.

Model	Instructions
Version before Android 4.0	From the menu Home screen > Menu > Settings > Privacy > Factory data reset > Warning screen appears > Scroll down to Reset phone.
Versions Android 4.0 and later	From the menu Menu > Settings > Backup and reset > Factory data reset > Warning screen appears with a list of all the accounts the phone is currently signed in to.

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#### Disclaimer.

While we make every effort to ensure that the material and information on this website is accurate and up-to-date when published, it is general information intended as a guide only. Please keep in mind that you are responsible to ensure that any personal information has been erased from your mobile device. If needed, seek advice relevant to your mobile phone from the manufacturers.

# Apple iPhone

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1. Backup all of your data to your laptop or cloud before performing any resets.
2. Before resetting, remove your SIM card and any memory card. If possible, make sure the phone is charged to 100% so that the phone will be powered to complete the reset process.
3. Follow the instructions below for your model of phone. If your model is not listed please visit the Apple website for further information.

Model	Instructions
iPhone Phone off	<ul style="list-style-type: none"><li>● Press and hold both the Power (top right of phone) and Home (round button below screen) buttons.</li><li>● Hold for at least 10 seconds, until the Apple logo appears, then let go.</li></ul>
iPhone Phone on	<ul style="list-style-type: none"><li>● From the menu go to Settings &gt; General &gt; Reset.</li><li>● Choose an option:<ul style="list-style-type: none"><li>● Erase All Content and Settings:Your information, and settings are removed. iPhone cannot be used until it is set up again. &gt;Erase iPhone.</li></ul></li></ul>
iPhone From iTunes Phone Off	<ul style="list-style-type: none"><li>● Go to iTunes on your computer.</li><li>● Connect your iPhone to your computer.</li><li>● Hold the Power button for about 3 seconds.</li><li>● Press and hold the Power button simultaneously for about 10 seconds.</li><li>● Release the Power button only.</li><li>● When iTunes shows an alert that it has detected a device in Recovery Mode, release the Home button.</li><li>● Click OK to confirm this on iTunes.</li></ul>
Phone From iTunes Phone On	<ul style="list-style-type: none"><li>● Go to iTunes on your computer.</li><li>● Connect your iPhone to your computer.</li><li>● Click on your phone in iTunes.</li><li>● In the Summary tab for your iPhone, Back up your phone first.</li><li>● Click Restore iPhone &gt; Agree.</li><li>● Select Set up as a new iPhone.</li></ul>

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