

IOS Data Erasure

The factory reset, device erasure instructions below will work for Apple IOS devices (iPhone, iPad).

What This Process Will Do?

The processes listed will only perform a manufacturer factory reset function. No verification or certification is provided and no guarantees. All data will be unrecoverable. Please back up any data before performing a factory reset.

Ensure you have administrator rights to the device before attempting any factory reset.

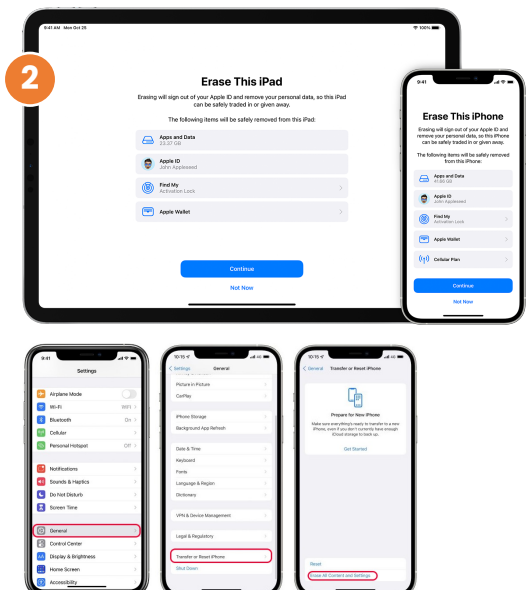
IOS

IOS

(<https://support.apple.com/en-us/HT201351>)

Preparation – What to do before you send in your iPhone, iPad, or iPod touch

1. **Before you send in your device**, you should first transfer information to your new device, then remove your personal information from your old device. You shouldn't manually delete your contacts, calendars, reminders, documents, photos, or any other iCloud information while you're signed into iCloud with your Apple ID.
 - A. Back up your device.
 - B. If you paired an Apple Watch with your iPhone, unpair your Apple Watch.
 - C. 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.
 - D. If you're switching to a non-Apple phone, deregister iMessage.
2. **Erasure – If you still have your iPhone, iPad, or iPod touch**
 - A. Go back to Settings and tap General > Transfer or Reset [device] > Erase All Content and B. Settings[SC2]. 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.
 - B. If asked for your device passcode or Restrictions passcode, enter it. Then tap Erase [device].
 - C. Remove your old device from your list of trusted devices.
 - D. Your device is now erased and ready to be shipped.



3. If you no longer have your iPhone, iPad, or iPod touch

- A. Go back to Settings and tap General > Transfer or Reset [device] > 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.
- B. If asked for your device passcode or Restrictions passcode, enter it. Then tap Erase [device].
- C. Remove your old device from your list of trusted devices.
- D. Your device is now erased and ready to be shipped.

4. If you no longer have your iPhone, iPad, or iPod touch

- A. If the steps above weren't completed and you no longer have your device, use these steps:

- 5. **If you're using iCloud and Find My [device] on the device**, sign in to [iCloud.com/find](https://icloud.com/find) or the Find My app on another device, select the device, and click Erase. After the device has been erased, click Remove from Account.
- 6. **Remove your old device from your list of trusted devices.**
- 7. **Your device is now erased.**