

Donate your old phone to help domestic violence victims

So how do you prepare your old phone for donation?

First, and most importantly, be sure that all of the data (e.g., contacts, pictures, etc.) on the old phone that you're giving away has been successfully transferred to your new phone (and hopefully backed up). This should have been done when you acquired your new phone; however, if you have any doubts about this, do not proceed.

Second, if you're comfortable that your data is backed up and secure on your new phone, follow the directions below to fully remove all personal data. Different instructions are provided for iPhone and Android phones. Fortunately, everything stored on your old device – apps, emails, music, photos, etc. – can all be deleted in a relatively easy process.

iPhone

1. Sign out of iCloud and the iTunes and the App Store on the phone. To do this:
 - Tap **Settings** > click on **[your name]** at the top of the screen. Scroll down and tap **Sign Out**. Enter your Apple ID password and tap **Turn Off**.
2. Go back to **Settings** and tap **General** > **Transfer or Reset iPhone** > **Erase All Content and Settings**. If you turned on **Find My iPhone**, you might need to enter your Apple ID and password here. Also, if your device uses an eSIM, choose the option to erase your device and the eSIM profile when asked.
3. If asked for your device passcode or Restrictions passcode, enter it (this is the code that you use to open your phone). Then tap **Erase iPhone**.
4. At this point, your phone will spend some time removing everything, reboot and then come back to life as if it were a new device. It'll be on the introductory welcome screen that let's new users set up the phone – perfect for the new owner.

Android

While the various Android phone brands may be a bit different, the reset process for most current phones should be pretty much the same.

1. Go to **Settings** > **System** > **Reset options**
2. You will be presented with four choices. Select the last choice: **Erase all data (factory reset)**,
3. The next screen will tell you what is going to be erased, and which accounts you're signed into. Select **Erase all data**.
4. If you have a PIN or some other security setup, you'll be asked to enter it
5. You'll get another screen asking if you're sure this is what you want to do. Are you sure? Then hit the **Erase all data** button.
6. That's it! The process usually takes only two or three minutes. Your phone will reboot and begin with the usual opening questions, such as language, account, network, etc. Once you see those, you'll know that it's worked and you're ready to give it to the new user.

Sandy Neverett, IT Team