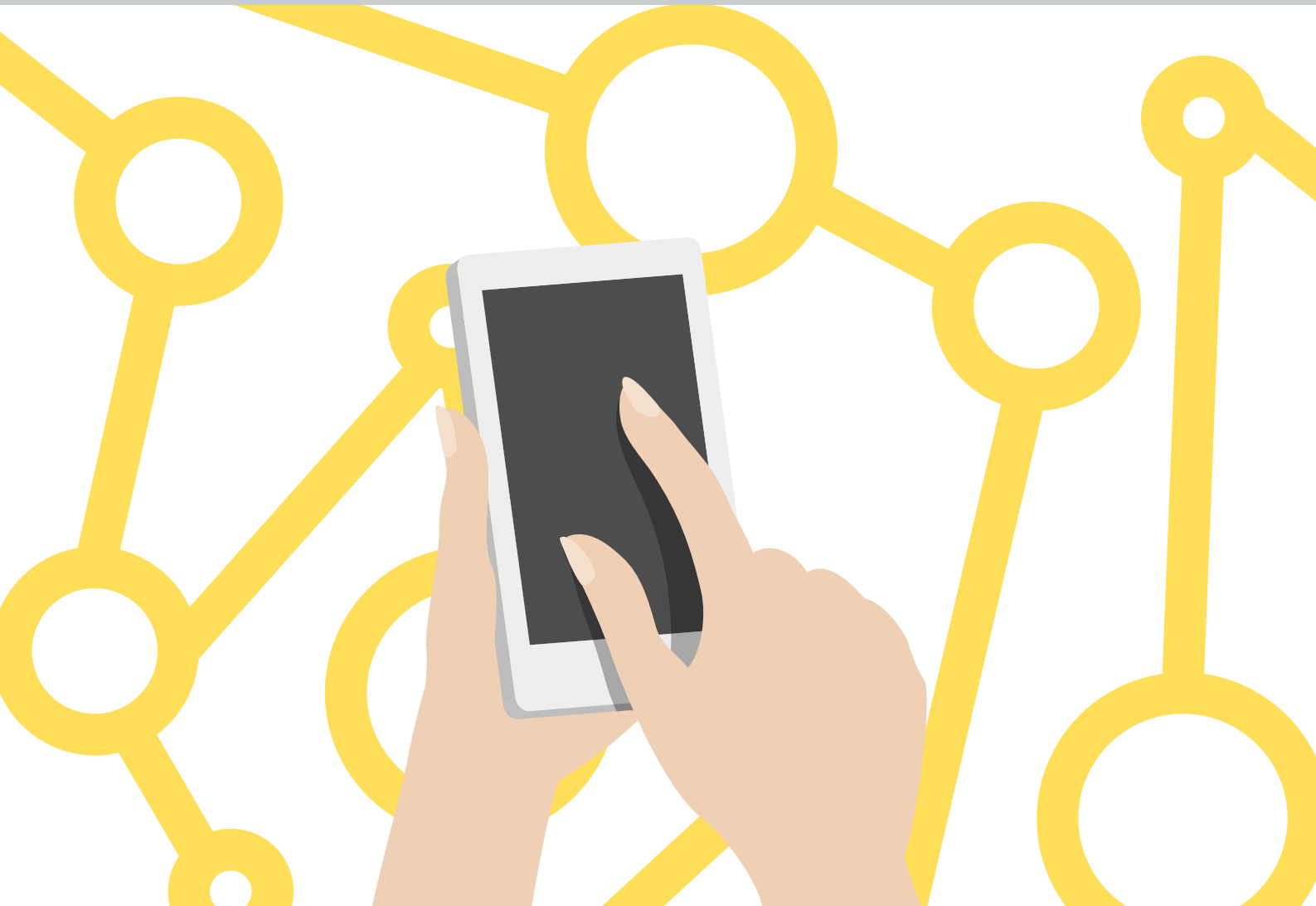





HELLO INITIATIVE.

# Factory Reset Guide

iPhone | Samsung | Google Pixel



Want to learn more? Check us out here:

  @helloinitiative  
 Hello Initiative

Have a question? We'd love to chat!

Contact Chris at  
[chris@helloinitiative.org.au](mailto:chris@helloinitiative.org.au)

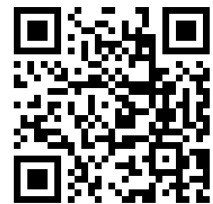
# iPhone



## STEP ONE: Backup all data

Ensure you won't lose anything important by backing up all your data right before disabling and resetting your old device!

Here you'll find some helpful instructions from Apple on how to do so.



<https://support.apple.com/en-au/HT203977>

## STEP TWO: Disable 'find my iPhone'

Follow these instructions or visit the article linked in the QR code.

1. Go to Settings.
2. Tap on your name.
3. Choose Find My.
4. Select the Find My iPhone option and toggle it off.
5. Enter your Apple ID password and tap Turn Off to confirm.



<https://setapp.com/how-to/disable-find-my-iphone-easily>

## STEP THREE: Factory reset

Completing a factory reset will ensure all your data is erased from the device.

1. Open the Settings app.
2. Select General.
3. Scroll to the bottom and select Reset.
4. Select Erase All Content and Settings.



<https://support.apple.com/en-au/HT201274>

**Have a question? Need some assistance?**

Reach out to us via our website or contact Chris at [chris@helloinitiative.org.au](mailto:chris@helloinitiative.org.au)

# Samsung

Part One

SAMSUNG

## STEP ONE: Backup all data

Ensure you won't lose anything important by backing up all your data right before disabling and resetting your old device!

Here you'll find some helpful instructions from Samsung on how to do so:



<https://www.samsung.com/au/support/mobile-devices/backup-with-smart-switch-pc/>

## STEP TWO: Remove any accounts on the device

It's important that any Samsung and Google accounts on the device have been removed before donation. You can remove these accounts by following these simple instructions or visiting the website to the right.



<https://www.samsung.com/us/support/answer/ANS00062033/>

### Removing a **Samsung** Account:

1. From Settings, swipe to and tap Accounts and backup.
2. Tap Manage accounts, and then select your Samsung account.
3. Tap Remove account, and then tap Remove account on the popup.
4. Tap Sign out. Enter your Samsung account password, and then tap OK.

### Removing a **Google** Account:

1. From Settings, swipe to and tap Accounts and backup.
2. Tap Manage accounts, and then select your Google account.
3. Tap Remove account, and then tap Remove account again to confirm.
4. If you have Google device protection features enabled, you may be asked to verify your identity before you can fully log out of your account.

**Have a question? Need some assistance?**

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# Samsung

Part Two

SAMSUNG

## STEP THREE: Factory reset

Completing a factory reset will ensure all your data is erased from the device.

Use the QR code to complete a factory reset on your device by following the instructions under the “Factory Reset through the Settings” heading.



<https://www.samsung.com/au/support/mobile-devices/factory-data-reset-samsung-phone/>

Alternatively, read below for how to complete a factory reset on Android OS Version 11.0 (R) and 10.0 (Q).

### Android OS Version 11.0 (R):

1. Head into your Settings and scroll down the page to General Management.
2. Tap on Reset.
3. Select Factory Data Reset.
4. Scroll down the page and select the large Reset button.
5. Select Delete all.

### Android OS Version 10.0 (Q):

1. Head into your Settings and scroll down the page to General Management.
2. Tap on Reset > Factory Data Reset.
3. Scroll down the page and select the large Reset button.
4. Select Delete all.

Have a question? Need some assistance?

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# Google Pixel



## STEP ONE: Backup all data

Ensure you won't lose anything important by backing up all your data right before disabling and resetting your old device!

There are lots of ways to back up data, here you'll find some helpful **instructions to back up your Google Pixel:**



<https://support.google.com/pixelphone/answer/7179901>

## STEP TWO: Remove your Google account

Follow these instructions, or visit the article linked in the QR code.

1. Open your phone's Settings app.
2. Tap Accounts. If you don't see "Accounts," tap Users & accounts.
3. Tap the account you want to remove
4. Remove account.
5. If this is the only Google Account on the phone, you'll need to enter your phone's pattern, PIN, or password for security.



<https://support.google.com/pixelphone/answer/2840815>

## STEP THREE: Factory reset

Completing a factory reset will ensure all your data is erased from the device.

1. Open your phone's Settings app.
2. Tap System > Advanced > Reset options > Erase all data (factory reset).
3. To erase all data from your phone's internal storage, tap Erase all data.

*If needed, your phone asks for your PIN. Enter your PIN and then tap Erase all data.*

4. When your phone finishes the reset, pick the option to restart.



<https://support.google.com/pixelphone/answer/4596836#zippy=>

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