



Refurbishing devices (Instructions for donors)

Dear donors,

The Burnaby Neighbourhood House thanks you for taking the time to donate your device to another community member who can use it. You are helping to make our community more inclusive, and keeping harmful technology waste out of landfills.

To protect your privacy and to ensure that your phone or tablet will work well for a new owner, we ask that you take time to do a factory reset. We have provided instructions below. If you need help with it, our volunteers are able to help you. Please call us on 604-431 0400

**Please note that your donated devices must be in working condition, unlocked and not older than 4-5 years.

Doing a Factory Reset for Android Phone or Tablet

Source: <https://www.digitaltrends.com/mobile/how-to-wipe-your-android-phone-or-tablet/>

To do a factory reset on an Android, you will need the last Google username and password that was used when you set up the phone. You need to provide this information in order to reset the phone.

Step 1 – Back up your device and write down your Google username and password for safekeeping.

Step 2 - Disable your Android phone

Follow one of the steps given below depending on your phone:

- a. Samsung Galaxy
Go to Settings > Lock screen > Screen lock type and choose None.
- b. Huawei
Go to Settings > Security & privacy > Screen lock & passwords > Disable lock screen password.
- c. Google Pixel
Go to Settings > Security > Screen lock and choose None.

Step 3 - Remove the Google account.

- a. Samsung Galaxy
Go to *Settings > Accounts and backup > Accounts* and tap on *Google*, then tap *Remove account*.
Removing the Samsung account:



Go to *Settings > Biometrics and security > Find My Mobile*. Then enter the password, tap on the account at the top, and select *More > Remove account*.

b. Huawei

Go to *Settings > Users & accounts > Google* and tap *Remove* at the bottom.

c. Google Pixel

Go to *Settings > Accounts > Google* and tap *Remove account*. **If there is more than one Google account registered with the phone, then make sure you remove all of them.**

Once the Google and Samsung accounts have been removed, you can proceed with the factory reset.

How does a factory reset work?

- Fully charge your phone or keep it plugged into the charger while you complete the following steps, as the reset process can take several hours depending on how much data you have.

The exact method for navigating this next step will differ slightly from phone to phone. It will generally be *Settings > Security > Encrypt phone*. For Samsung Galaxy. Go to *Settings > Lock screen & security > Protect encrypted data*. You have the option to encrypt the SD card as well, but if you're passing the phone on, we would recommend removing the SD instead.

If your phone came with [Android 6.0 Marshmallow](#) or above, you can skip to the next section.

If you're unsure about which version of Android your phone is running, then take a look in *Settings > About device/phone > Software info*. Keep in mind that it will only be encrypted by default if Android 6.0 Marshmallow was installed out of the box.

Factory reset the phone

Make sure that you have anything you want to keep backed up on a cloud or google drive or a USB before you reset, because the reset will wipe all your data.

- On a Samsung Galaxy, go to *Settings > General Management > Reset > Factory data reset* and then tap *Reset device*.
- On a Huawei phone, go to *Settings > System > Reset > Factory data reset* and then tap *Reset Phone*.
- On a Google Pixel, it's *Settings > System > Advanced > Reset options > Erase all data (factory reset)* and then tap *Reset phone*.



Resetting iPhones

Remove your personal information from your old device

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

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1. If you paired an Apple Watch with your iPhone, unpair your Apple Watch.
2. Back up your device.
3. 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.
4. 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. Forgot your Apple ID or your Apple ID password?
5. If asked for your device passcode or Restrictions passcode, enter it. Then tap Erase [device].
6. If you're switching to a non-Apple phone, deregister iMessage.
7. Contact your carrier for help transferring service to a new owner. If you aren't using a SIM card with your device, you can contact them to get help transferring service to the new owner.
8. Remove your old device from your list of trusted devices.

When you erase your iPhone, iPad, or iPod touch, Find My [device] and Activation Lock are turned off.