

Barnardo's Smart Device Management Factory Reset on Smartphones and Tablets

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children



Before returning your smartphone or tablet, please use the following instructions. These instructions will take you through the steps to wipe your device; known as a Factory reset for android and a reset on iOS.

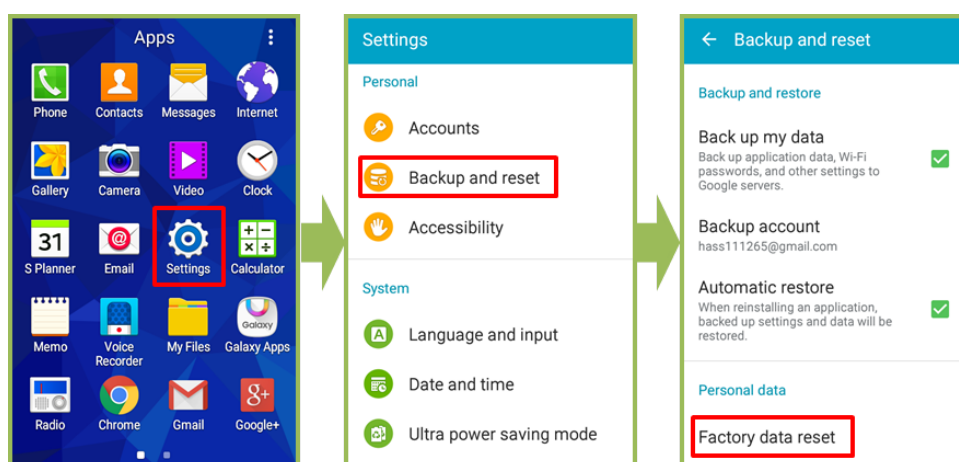
Note: The Factory reset will remove everything from your smartphone or tablet, including the PIN and any Google/iTunes account. You will not lose your Google/iTunes account it is just removed from the device.

There are more details (including address labels) on [how to return IT equipment](#). This information is in b-hive and located in Resources >> My equipment >> How to return equipment.

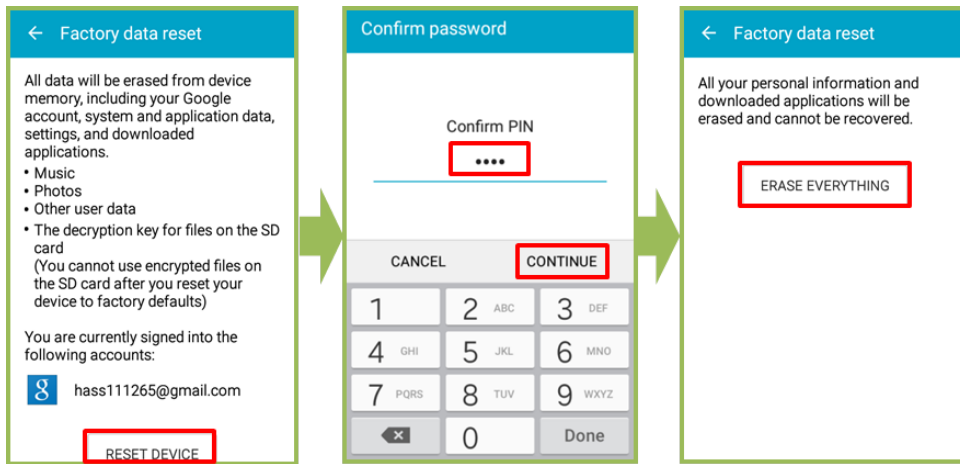
Note: As part of the factory reset process, you may be prompted for your PIN or other information relating to your setup. Please follow all steps in order to reset your device correctly.

Android device – Factory reset

- Tap **Settings** >> **Backup and reset** >> **Factory data reset**

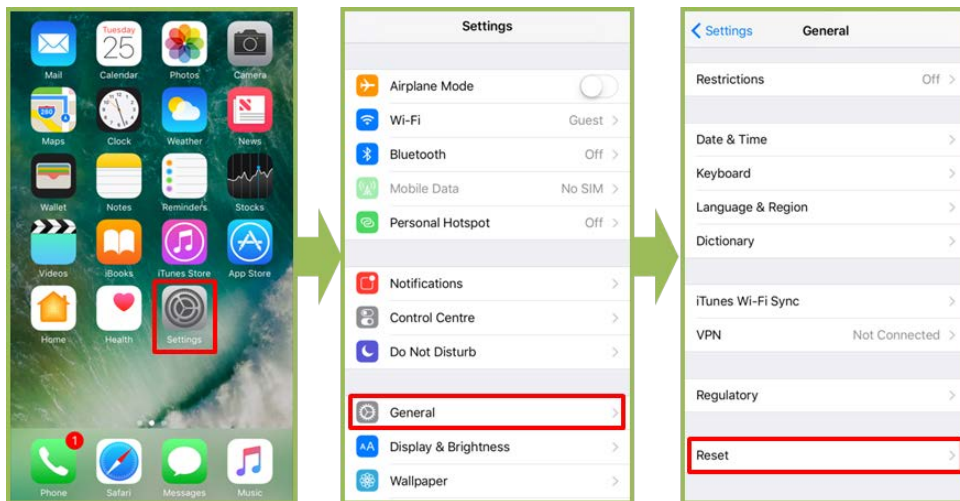


- Tap **RESET DEVICE** >> Enter **PIN** >> **CONTINUE** >> **ERASE EVERYTHING**



iOS device – Factory reset

- Tap **Settings >> General >> Reset**



- Tap **Erase All Content and Settings >> Enter your passcode >> Erase iPhone >> Erase iPhone (again)**

