Use the following instructions for removing the PIN, an iTunes account and icloud for apple smart devices or a Google Account for android smart devices.

This shouldn’t take you long and will save us a lot of time and effort. It will also mean your iTunes or Google account details are protected.

There are more details (including address labels) on [how to return IT equipment](http://b-hive.barnardos.org.uk/Interact/Pages/Content/Document.aspx?id=2183http://b-hive.barnardos.org.uk/Interact/Pages/Content/Document.aspx?id=2183) in b-hive.

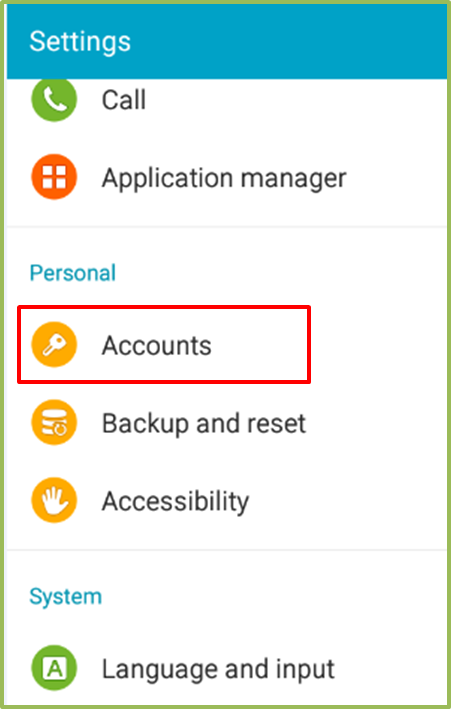
**Note: Please include the charger with your smart device**

**Steps:**

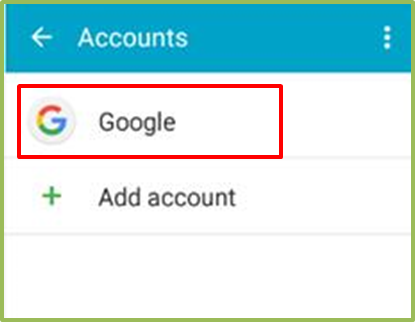
1. Remove your [iTunes](#iOS) or [Google account](#google) (the links will direct you to the instructions below)
2. Remove the pin protection from the device

**Android device – remove Google account**

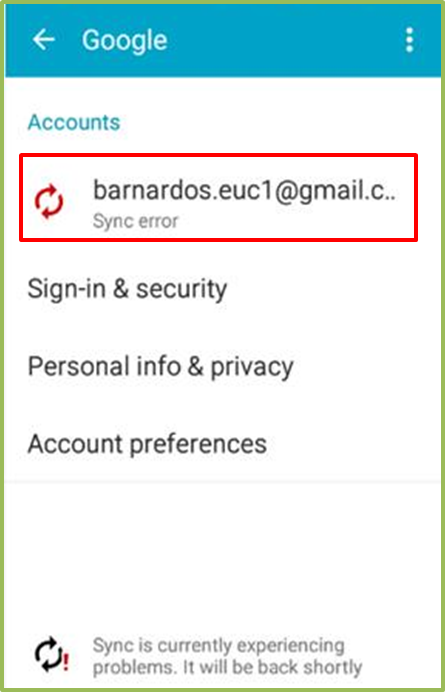
* Select **Settings** and tap on **Accounts**



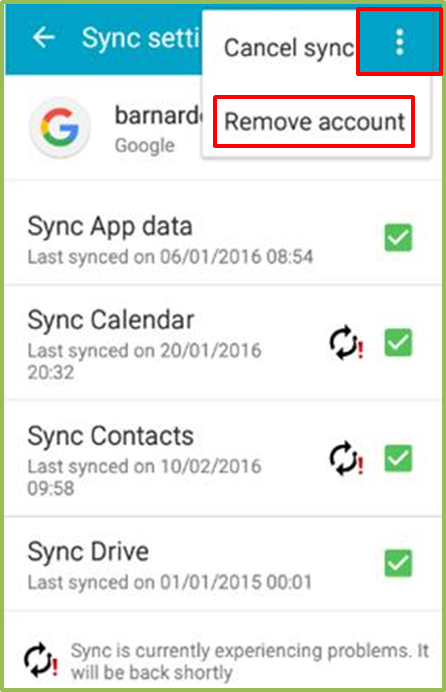
* Tap **Google**



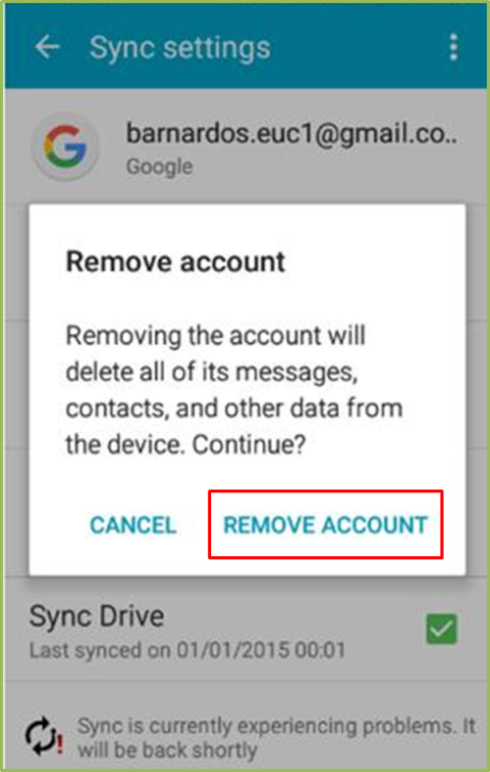
* Tap the **Barnardo’s account**



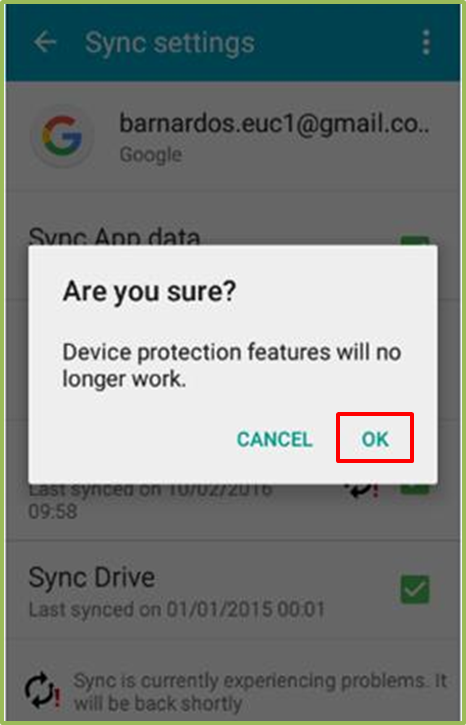
* Tap the **Menu** (3 dots top right) and select **Remove account**



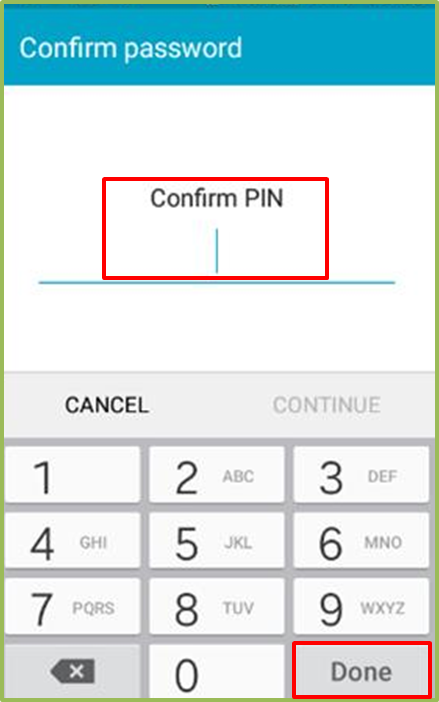
* Tap on **REMOVE ACCOUNT**



* Tap on **OK**



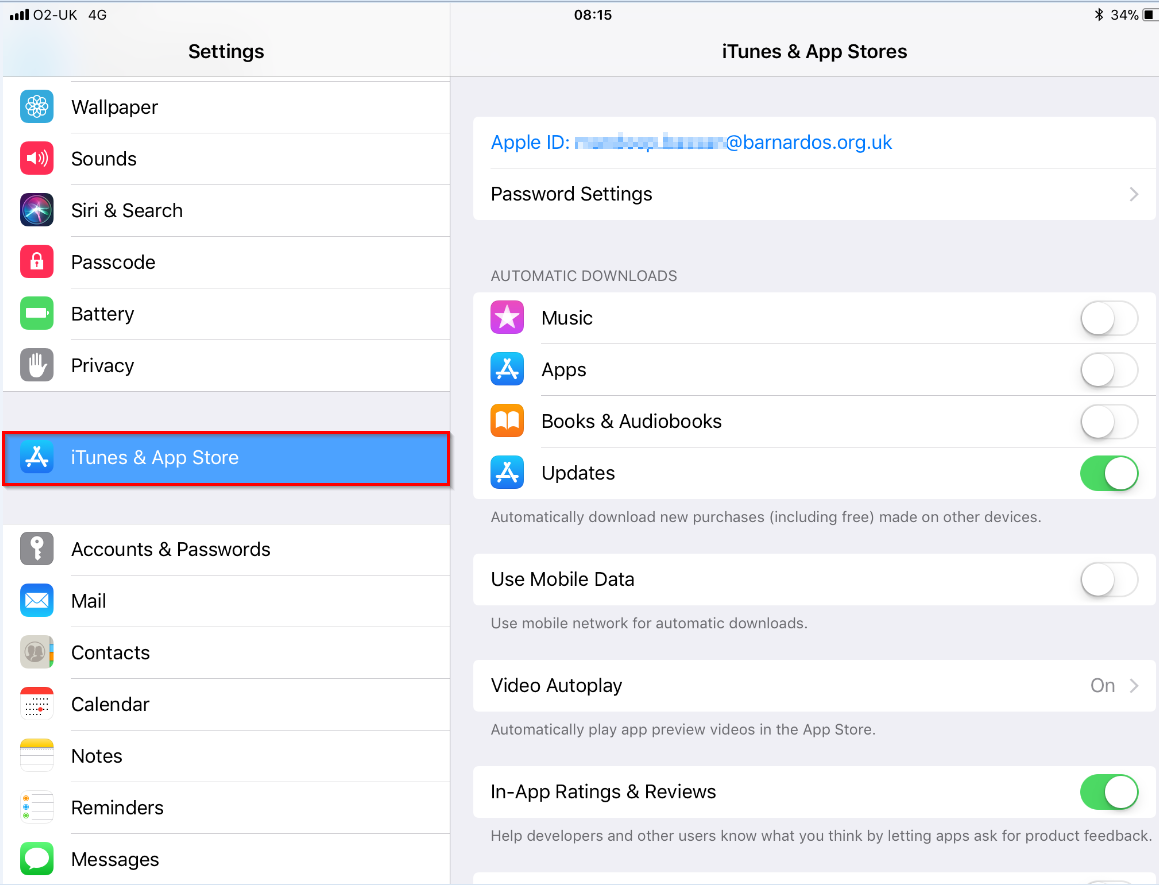
* Enter your **PIN** and tap on **Done**



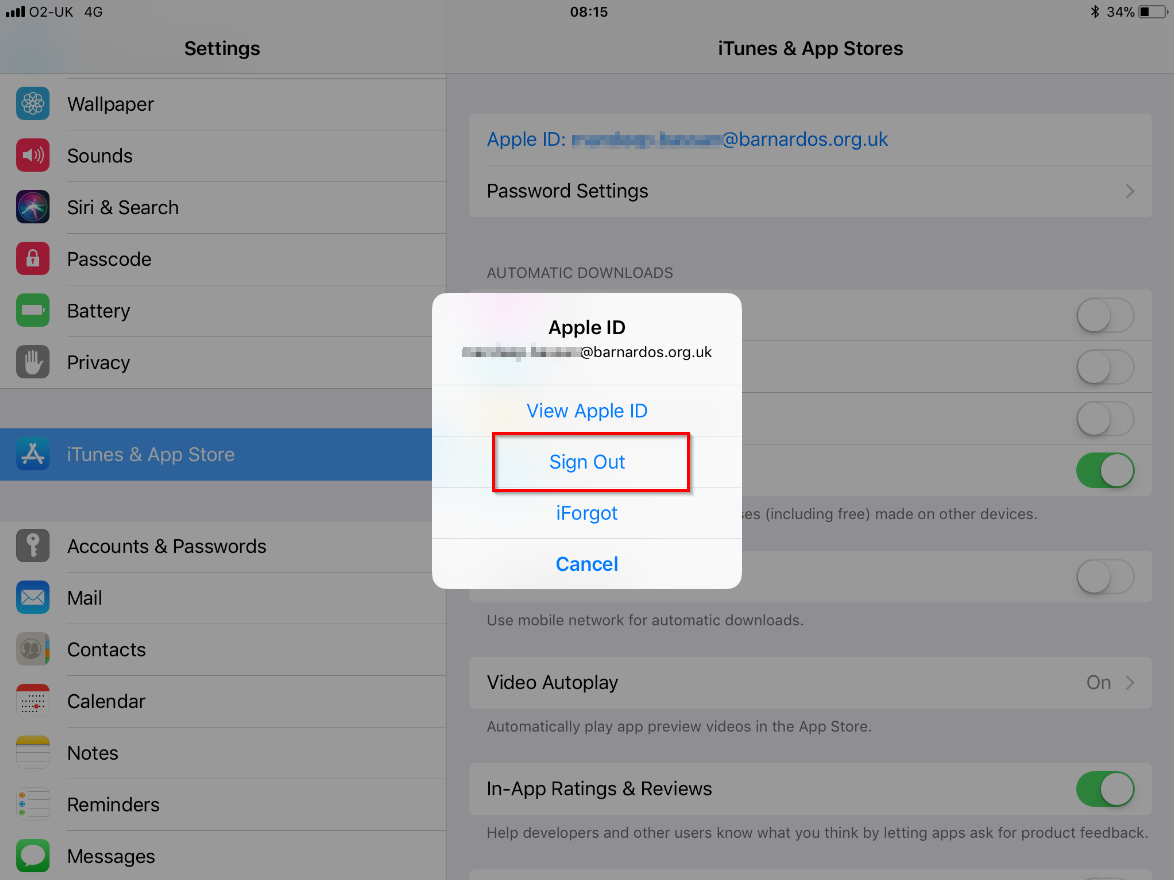
**Note:** Remember; now remove the pin protection from the device.

**iOS device – remove iTunes account**

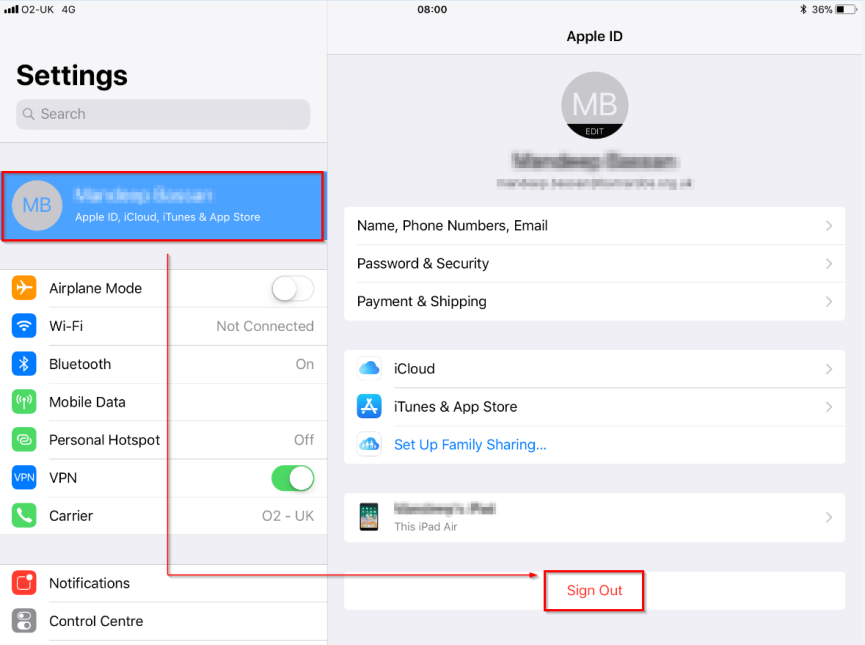
* Go to **Settings** and select **iTunes & App Store**



* Select **Sign Out** from the list

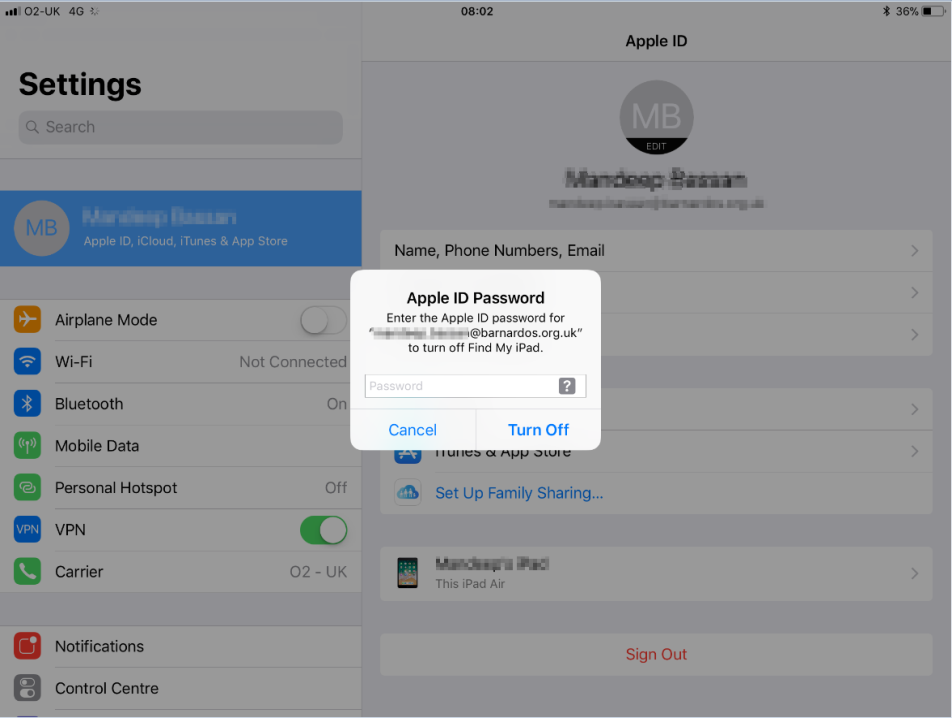


* Select your **Account** then click **Sign out**

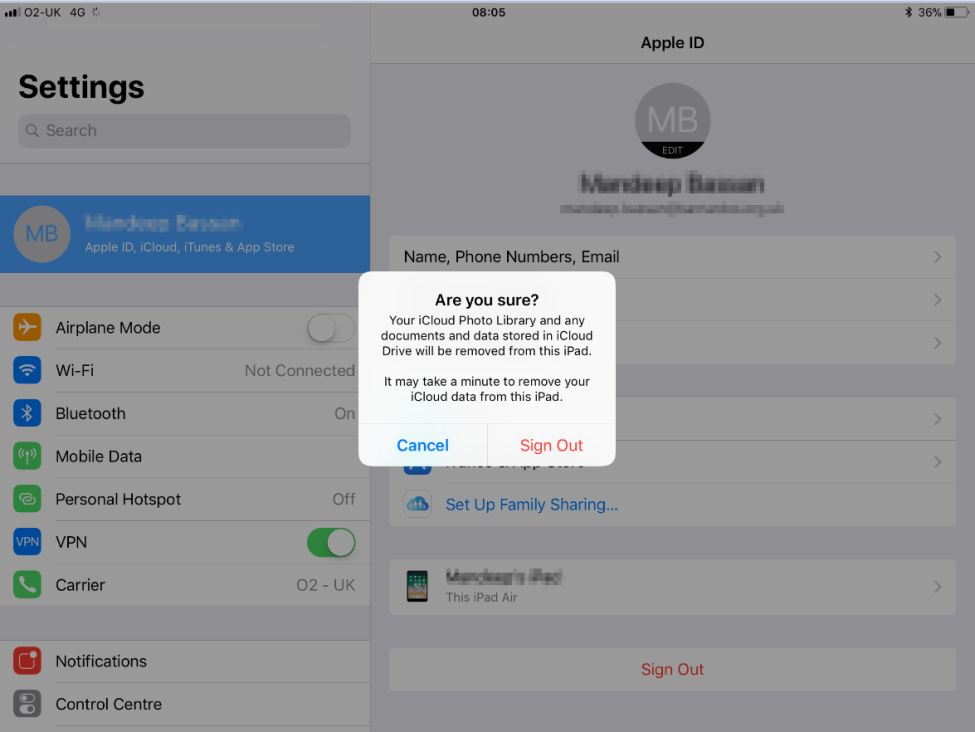


**Note:** The display for this may vary from iPad to iPhone device screen

* If the Find my Phone feature has been enabled, enter your **password** and tap **Turn Off**



* Tap **Sign Out**



**Note:** Remember; now remove the pin protection from the device.