

Before returning your Apple device, make sure you complete the steps shown below.

Please note that to protect your security, we will not be able to accept the device and will be returned to you, if the **Find My iPhone** feature is not disabled

Before returning your device, make sure you complete the following steps:

- **STEP 1.** Back up your data.
- **STEP 2.** Disable the Find My iPhone (FMI) feature.
- **STEP 3.** Erase your data on the device.
- **STEP 4.** Restore your data on a different device (optional).

**Note:** There are two ways to perform these steps on your apple device:

- Apple iCloud in your iPhone/iPad (recommended); or
- Apple iTunes on your computer.

## **STEP 1**

### Back up your data (Apple iCloud)

Back up data on your iPhone/iPad, including contacts, apps, purchased App Store content, etc.

1. Make sure your device is connected to a Wi-Fi network.
2. Tap **Settings > iCloud**.
3. Turn on **iCloud Backup** and tap **Back Up Now**. Wait until the backup process finishes.

### Back up your data (Apple iTunes)

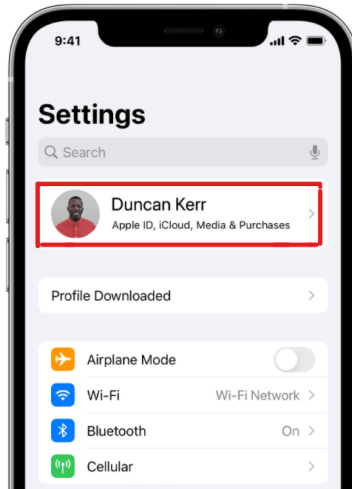
Back up data on your iPhone/iPad, including contacts, apps, purchased App Store content, etc.

1. Open iTunes and connect your phone to your computer.
2. When your iPhone appears in iTunes, you'll see a summary screen.
3. In the **Backups** section, tap **Back Up Now**. Wait until the backup process finishes.

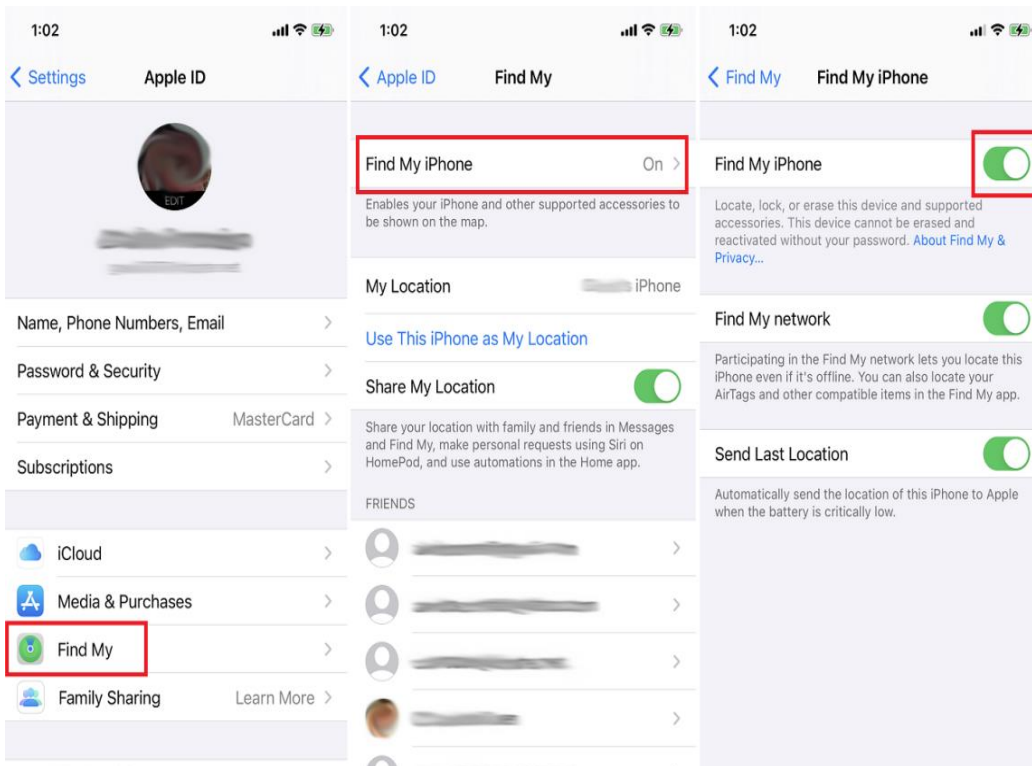
## **STEP 2**

### Disable the **Find My iPhone** feature (from iPhone/iPad)

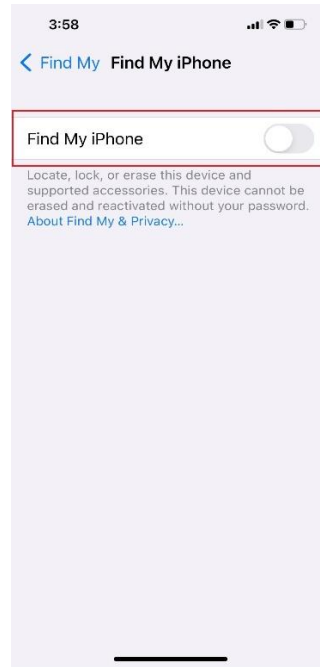
1. Go to **Settings** and tap your name (or Profile picture)



2. Tap **Find My** and it will open all **Find My** options.



3. Select first option (**Find My iPhone/iPad**) to turn it **OFF**. It may prompt for your Apple ID password.
4. Enter the password to finish the process.
5. Once the lock is removed, you will see the below screen.



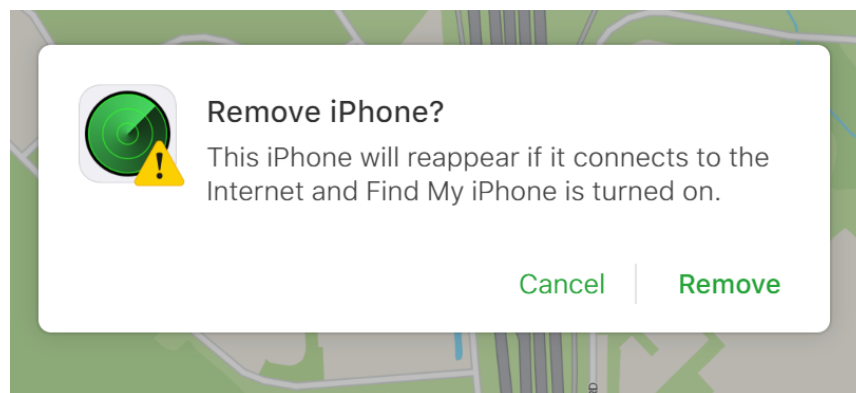
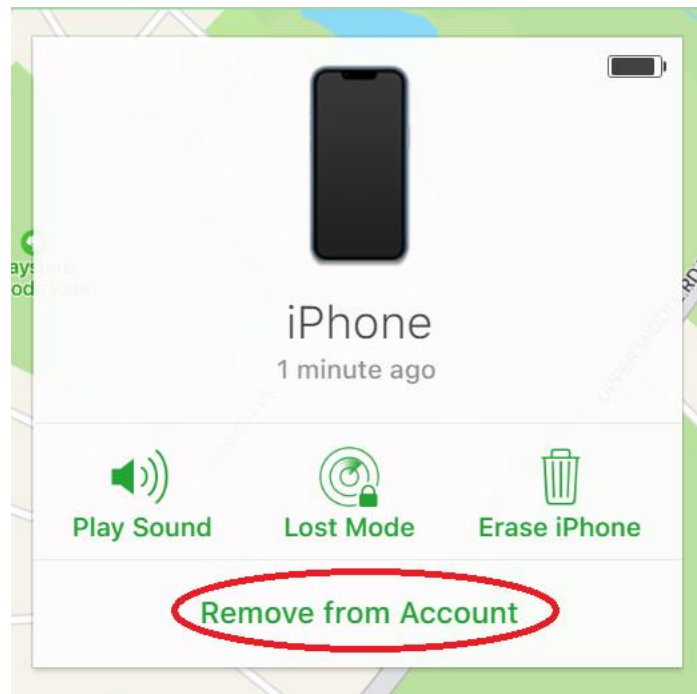
### Disable the **Find My iPhone** feature (Apple iCloud)

1. **Power off your iPhone/iPad**. Log into your iCloud account by going to [icloud.com](https://icloud.com).
2. Once logged in, click the **Find My iPhone/iPad** icon on you iCloud dashboard.



3. Click the **All-Devices** drop-down menu at the top, then select the device you will be returning to Rogers.

4. Click **Remove from Account** and follow the on-screen instructions. If you see a notification stating, “Pending Erase”, cancel it.
5. Once **Find My iPhone/iPad** is disabled, the iPhone/iPad will no longer appear in your device list.



### STEP 3

Erase your data from the device after you've backed up your data.

#### Erase through device

1. Tap **Settings > General > Transfer or Reset**

2. If asked, enter your passcode or Apple ID password.
3. Tap erase all content and settings.
4. Wait for device to erase.

#### Erase through iTunes

1. Connect iPhone/iPad and your computer with cable
2. Do one of the following:
  - If you are using MAC: **Select your phone > click General at the top of the window > then click Restore iPhone/iPad.**
  - If you are using Windows PC, iTunes app should be installed: **Click the iPhone button near the top left of the iTunes Window > click summary > click Restore iPhone/iPad**
3. Follow the onscreen instructions.

#### **STEP 4**

Restore your iPhone's data using the backup file you created in **STEP 1**. This will restore data like Contacts, Apps, and App Store purchases.

1. Once you turn on your new device, follow the onscreen setup process.
2. When you get to the **Apps & Data** screen, tap **Restore from iCloud Backup**.
3. Follow the onscreen instructions to finish restoring your phone.

If you're having trouble with any of the above steps, please contact [Apple Support](#).