



## - ATTENTION APPLE USERS -

**Here's how to remove donated devices from Apple ID using an iPhone or iPad:**

1. Go to **Settings** and tap on your name.
2. Scroll down to your list of Apple ID devices.
3. Tap on the name of the device you want to remove.
4. Tap **Remove from Account**.

That's it! You have removed your device from your Apple Account.

**To remove iCloud activation ID/Activation Lock on the web if a device is offline or after donating to C2K:**

1. Go to [www.iCloud.com/find](http://www.iCloud.com/find).
2. Sign in with your Apple ID and password.
3. At the top, click **All Devices**.
4. Select the device that you want to remove from iCloud.
5. Click **Remove from Account**.

**Congratulations!**



## - ATTENTION ANDROID USERS -

**To remove Samsung activation lock from the device before donating:**

1. Go to **Settings**.
2. Tap **Lock screen and security** -> **Find My Mobile**.
3. Enter your Samsung account password and tap **Confirm**.
4. Disable **Reactivation Lock**.
5. Review the **Turn off Reactivation Lock** warning and tap **OK**.
6. Enter Samsung account password and tap **Confirm**.

**To remove Samsung activation lock from the device after donating to C2K:**

1. Go to [account.samsung.com](https://account.samsung.com) and sign in with your account credentials.
2. Click on **Profile** and you will see the **Delete Account** option.
3. Delete your account entirely from the Samsung server.
4. Deleting the account is the only way to remove the activation lock remotely.

**To remove the Google Account Lock/Android Activation Lock account on your device before donating:**

1. Navigate to **Settings** app
2. Scroll down, and tap on **Accounts**
3. Tap on the **account you wish to remove**; For example: tap on Google, and then select your email address, i.e. janedoe@gmail.com
4. Select **More** in the top right corner of the screen or the '**three dots**' icon
5. Tap on **Remove Account**
6. **If you have donated your device and we find it is Google Account locked, the only way to remove the account is to login using your account details. Please get in contact with Computers 2 Kids to facilitate this. We guarantee your information will be destroyed after we unlock your device.**

**Congratulations!**