



Steps to Disable Apple and Samsung Security Features

Before trading in an iPhone or a Samsung Galaxy Smartphone, please ensure the following security features have been disabled from your device. If not disabled, the device will not be eligible for a Trade-Up value.

iPhone

Follow the instructions below to deactivate “Find My iPhone” from your iOS device. You will need your Apple ID password.

1. From the **Home** screen, select **Settings**
2. Select **iCloud**
3. Scroll down to **FindMyiPhone**. If it is turned on, turn it off
4. Click **OK** on the confirmation screen
5. Enter your **AppleID password** then click **Turn Off**

A confirmation screen will confirm that Find My iPhone has been turned off.

Samsung

Follow the instructions below to disable the “Reactivation Lock” and the “Find My Mobile” features from your Samsung Galaxy Smartphone. This applies to Samsung Galaxy devices such as the Samsung GS5, Note 4, Note 4 Edge, GS6 and GS6 Edge and newer models.

To disable Samsung “Reactivation Lock”

1. From the **Home** screen, select **Apps**
2. From **Apps**, select **Settings**
3. Navigate to **Security** to find **Reactivation Lock**.
4. Ensure there is no green check mark.
5. You will be prompted for your fingerprint or password to finalize.

Reactivation Lock has been disabled.

To disable Samsung “Find My Mobile”

1. From the **Home** screen, select **Apps**
2. From **Apps**, select **Settings**
3. Navigate to **Security** to find **Remote Controls**.
4. You will be prompted for your fingerprint or password to finalize – enter to proceed.
5. Turn off and select **OK**

Find My Mobile has been disabled.