

Mobile Device Preparation Guide (Business Devices)

Donating Mobile Devices

When donating mobile devices to The Air Ambulance Service please log each mobile device out of all personal accounts and any MDM (Mobile Device Management) software that your company or your IT service provider has installed. Below is a quick tutorial on how to get your devices ready for donation.

Android Devices

- Disable screen lock, Steps will vary for each phone or device. On a Samsung Galaxy: Go to Settings > Lock screen and security > Screen lock type > tap None. On a Google Pixel: Go to Settings > Personal > Security > Screen lock > tap None.
- Remove your Google Account from the device. On a Samsung Galaxy: Go to Settings > Cloud & accounts > Accounts > Google > More > Remove account. On a Google Pixel or LG G6: Settings > Accounts & sync > Google > More (or three vertical dots in the upper right) > tap Remove Account. If you have multiple accounts associated with the phone, remember to remove them all.
- If you have a Samsung Galaxy, you'll also need to remove your Samsung account from the phone. Go to Settings > Lock screen and security > Find My Mobile > enter your password > tap on your account > tap More > and hit Remove account.
- Perform a Factory Reset. On most Android phones you can do this by going to Settings > Backup & reset > Factory data reset > and tapping Reset device. Samsung Galaxy are a little different: you'll have to go to Settings > General Management > Reset > Factory data reset > and tap Reset device.

Apple Devices

- Turn off Find My iPhone. Go to Settings > [Your Name] (Apple ID) > iCloud > Find My iPhone and toggle off.
- Turn off and sign out of iCloud, iTunes, and the App Store.
 - On iOS 10.3 or later you can sign out of all three at once: Go to Settings > [Your Name] (Apple ID) > scroll down and tap Sign Out > Enter your Apple ID password and tap Turn Off
 - On iOS 10.2 or earlier you have to sign out of iCloud and then iTunes and the App store separately. For iCloud, go to Settings > iCloud > Sign Out > tap Sign Out > then tap Delete from My [iPhone or iPad] and enter your Apple ID password. To sign out of iTunes and the App store go to Settings > iTunes & App Store > Apple ID > Sign Out.
- Perform a Factory Reset. On most Apple phones and iPads you can do this by going to Settings > General > Transfer or reset iPhone/iPad > and Erase all content and settings..

Note. If you wipe all the data from your phone without signing out of iCloud, it could delete all the data you've stored on iCloud too, which you don't want to do.

Unfortunately if these steps are not followed we will not be able to wipe the mobile devices that your company has donated to The Air Ambulance Service and they will have to be safely destroyed by a third party. Any items that have to be destroyed **may incur a cost of up to £2.50 per device!**