

## Mobile Device Preparation Guide (Personal Devices)

### Donating Mobile Devices

When donating mobile devices (Tablets, Smart Phones, MP3 Players, e-readers etc.) to The Air Ambulance Service please log each mobile device out of all personal accounts and any MDM (Mobile Device Management) software that you may have 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 you have donated to The Air Ambulance Service and we may have to pay for them to be safely destroyed.

### **How to donate**

At The Air Ambulance Service we are committed to making donating to our charity as easy as possible, and with mobile devices there are two main ways which you can donate.

#### **In person donation**

We can accept donations at our Daventry warehouse, the address is: The Air Ambulance Service, Unit B West March Industrial Estate, Daventry, Northamptonshire, NN11 4SA. We are open Monday – Friday 9.00-17.00. Please ensure you ring the main door bell and wait for a member of staff to greet you. For safety reasons please do not enter the facility, or leave items outside.

#### **Free Post**

In a fantastic new initiative we have [joined up with ClickSit](#) to provide free returns postage labels allowing you to donate your goods without the need of coming to our stores or donation banks! After completing the steps outlined above on your mobile device simply go to the website <https://www.clicksit.com/theairambulanceservice/> to print off your label. Please add 'FAO IT Asset Reuse' to your label so it gets sent straight to our secure data wiping area. After packaging the item securely, simply pop it into your local collect+ shop. If you don't have access to a printer your local collect+ shop will be able to print it for you. You can find your nearest collect+ shop on the link below.

<https://www.collectplus.co.uk/find-a-store>

Unfortunately, as many of our stores have very limited storage and do not have a secure lockable area, we ask that you do not take your IT items into our stores, without checking with them first. If they are able to store your donation prior to transporting it to our Data Wiping facility, please ensure you box it up separately and clearly mark it 'FAO – IT Asset Reuse – Daventry'.