Information Technology Services

Information and Cybersecurity Awareness

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UNIVERSITEIT VAN PRETORIA
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Make today matter

Replace/upgrade your device
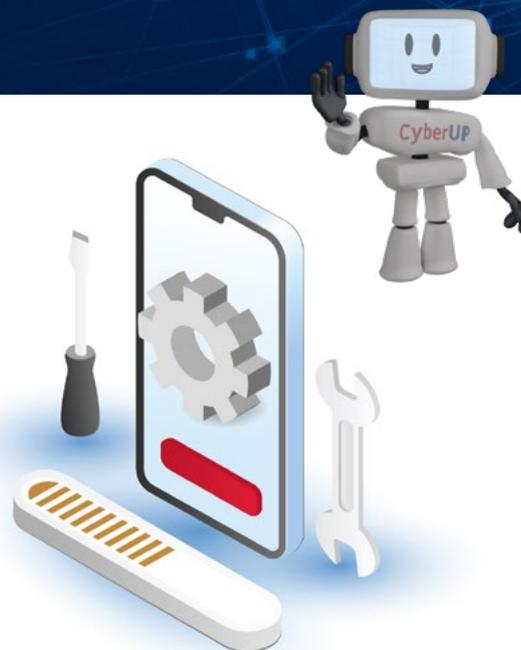*'Make your home a haven for online safety'*

If you have your eye on a new device and you're thinking of selling or giving your old device away, remember: There might be a lot of sensitive information on the old phone, like passwords, account numbers, photos and videos.

Introduction

When upgrading to a new phone, always make sure you have removed all of your personal data from the old device before you sell it or give it away.

We rely on our phones more than ever to keep track of passwords (by syncing our browsers), social media login information and financial information (think bank statements and account numbers), as well as making memories (in the form of pictures and videos).

This information can be retrieved VERY easily by an unscrupulous individual if it is not properly taken care of before you get rid of the device. Luckily, both Apple and Android make this process relatively easy and painless.

SEE MORE

▶ How to erase your iPhone

How to properly wipe any Android device

READ MORE

📖 How to reset your phone before you sell it

DO MORE

If you're unsure about your phone's specific method, try Googling the make, model and the words 'factory reset' (eg, 'Samsung S21 factory reset').

Do this first

- Make a backup of your device
- Remove any SD cards and remember to remove the SIM card after wiping the device.

iPhone

- On the home screen, tap 'Settings'.
- Tap 'General'.
- Scroll to the bottom and tap 'Transfer or Reset iPhone'.
- Then tap 'Erase All Content and Settings'.
- Now tap 'Erase iPhone'.

Once this process is done, you can sell or give your device away without compromising your data (just remember to remove any SIM or SD cards).

Android

Some devices (especially older ones) will require you to encrypt the data first.

- Go to 'Settings', tap 'Security', then tap 'Encryption & Credentials' and select 'Encrypt Phone'.
- Go back to 'Settings'.
- Tap 'System', then 'Advanced' and tap 'Reset Options'.
- Select the third option, 'Erase all data (Factory reset)'.
- On the warning screen, tap 'Reset phone'.
- If you have a PIN or other security measure set up, you'll be asked to enter it.
- When asked if you're sure, tap 'Erase everything'.

Remember to remove your SIM card and SD card before selling your phone.