



Apple Security Checklist

Please complete the steps below to ensure the Find My iPhone/iPad security feature is deactivated prior to sending your Apple devices to e-Cycle.*

Recycling a Samsung device? Please see page 2 for the Samsung Security Checklist.

Turn Off Find My iPhone/iPad

Follow these steps:

1. Go to the Settings app on your device
2. Select iCloud
3. Select Find My iPhone/iPad in the menu and then toggle the button to the Off position
4. Enter Apple ID password and turn off Find My iPhone
5. Find My iPhone functionality is now disabled and your device is ready to be sent to e-Cycle

Device Reset: You can also disable Find My iPhone/iPad by resetting your device through the Settings app > General > Reset > Erase All Content and Settings.

IMPORTANT: Do NOT remotely wipe, lock or mark your device as lost or stolen using iTunes or iCloud.

Not sure if Find My iPhone/iPad is deactivated?

Visit www.icloud.com/activationlock and enter the device IMEI or Serial Number. Activation Lock should read Off.

Already Shipped Your Device?

Follow these steps:

1. Sign in to your Apple iCloud account: www.icloud.com/#find
2. Click the All Devices link at the top of the page
3. Click on the device you would like to deactivate (the device may appear as Offline)
4. Click Remove from Account at the bottom of the page
5. Click Remove when prompted
6. Your device can now be processed by e-Cycle



Samsung Security Checklist provided on page 2.

Do you have questions or need assistance? Contact the e-Cycle support team at GoGreen@e-Cycle.com or 1.855.329.2536 (855.ECYCLE.NOW).

*Failure to deactivate the Apple Find My iPhone/iPad or Samsung Find My Mobile security feature on devices prior to sending to e-Cycle will result in a considerable delay in processing and may result in significant reduction or forfeiture of payment. These devices will not be returned.



Samsung Security Checklist

Please complete the steps below to ensure the Find My Mobile Reactivation Lock is deactivated prior to sending your Samsung devices to e-Cycle.*

Turn Off Find My Mobile Reactivation Lock

Below are the most common paths for deactivating the Find My Mobile Reactivation Lock on Samsung devices. If the steps in the first option do not apply to the menu selections available on your device, please try the second option.

Option 1:

1. Access the Settings app on your device
2. Select Security
3. Scroll to Reactivation Lock (under Find My Mobile) and tap the check box to uncheck
4. If a disclaimer pops up, select OK to accept; Otherwise, proceed to step 5
5. Enter your Samsung account password and select Confirm
6. Reactivation Lock is now disabled and your device is ready to be sent to e-Cycle

Option 2:

1. Access the Settings app on your device
2. Select the Personal menu tab along the top
3. Select Lock Screen and Security
4. Select Find My Mobile (under Security)
5. Scroll to Reactivation Lock and toggle the button to the OFF position
6. Select OK to accept the disclaimer
7. Enter your Samsung account password and select Confirm
8. Reactivation Lock is now disabled and your device is ready to be sent to e-Cycle

IMPORTANT: Do not wipe your device without first disabling the Reactivation Lock.

Already Shipped Your Device?

Please Note:

The Find My Mobile Reactivation Lock is a device-based security feature. Samsung offers an online deactivation tool, but it does not guarantee your device(s) will be properly unlocked for e-Cycle processing.

Use the online steps provided on the right only when your device(s) could not be deactivated following the device-based instructions provided above.

Follow these steps:

1. Sign in to your Samsung account at: <http://findmymobile.samsung.com>
2. Click the Display Registered Devices button (top left)
3. Select the device you would like to deactivate from the Registered Devices displayed
4. In the menu bar on the left, select Unlock My Device, then Disable Reactivation Lock
5. Enter your Samsung account password and select Unlock

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Apple DEP Disown Checklist

Please complete the steps below to ensure your Apple devices are permanently disowned from the Device Enrollment Program (DEP) prior to sending them to e-Cycle.*

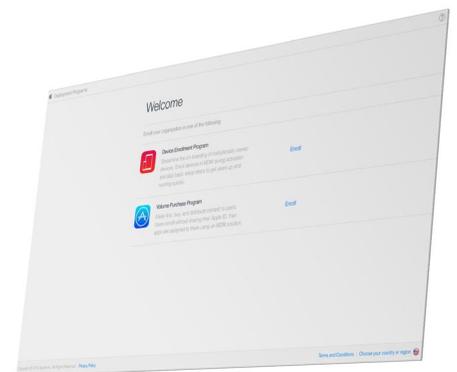
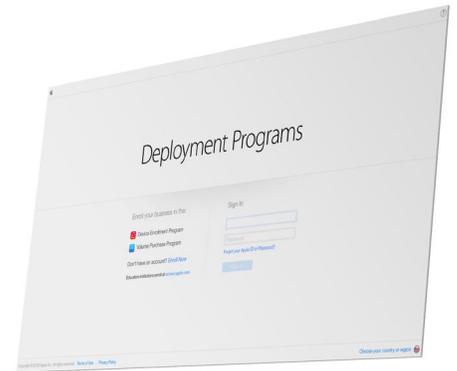
Further detail can be found at Apple's Deployment Program Help page <https://help.apple.com/deployment/business/#/tesec4d28461>

[Click here to view our instructional video](#)

To disown your devices:

Please work with your MDM to ensure the Find My iPhone/iPad security feature is deactivated prior to disowning your devices from Apple's DEP. Simply disowning the device does not deactivate the Find My iPhone/iPad security feature as Apple considers these 2 separate programs.

1. Go to Apple Deployment Programs, <https://deploy.apple.com>, sign in using your Apple ID, then follow the two-step authentication process.
2. Select Device Enrollment Program in the sidebar.
3. Select Manage Devices in the sidebar and choose the method for device disownment.
 - a. If you choose Serial Number, enter each Serial Number separated by a comma.
 - b. If you choose Order Number, the quantity and type of devices are shown.
 - c. If you choose Upload CSV File, you also upload a comma-separated value (CSV) file that contains a list of device Serial Numbers.
Please use the CSV file provided by e-Cycle.
4. Choose Disown Devices from the Action pop-up menu, then click OK.
5. Carefully read the "Disown these devices?" dialog. Select "I understand that this cannot be undone," then click Disown.
6. Click OK.
7. You will receive a message stating "Operation Successful."
Didn't receive a success message? See page 2 for next steps.
8. Repeat steps 3-6. If all of your devices were successfully disowned in step 7, you should now receive a CSV file listing every serial number as "NOT_ACCESSIBLE" (column B).
e-Cycle requires that you send a copy of this final CSV file as proof of disownment. We will not process or pay for your devices until proof has been received.



Do you have any questions or need assistance? Contact the e-Cycle support team at GoGreen@e-Cycle.com or 1.855.329.2536 (855.ECYCLE.NOW).

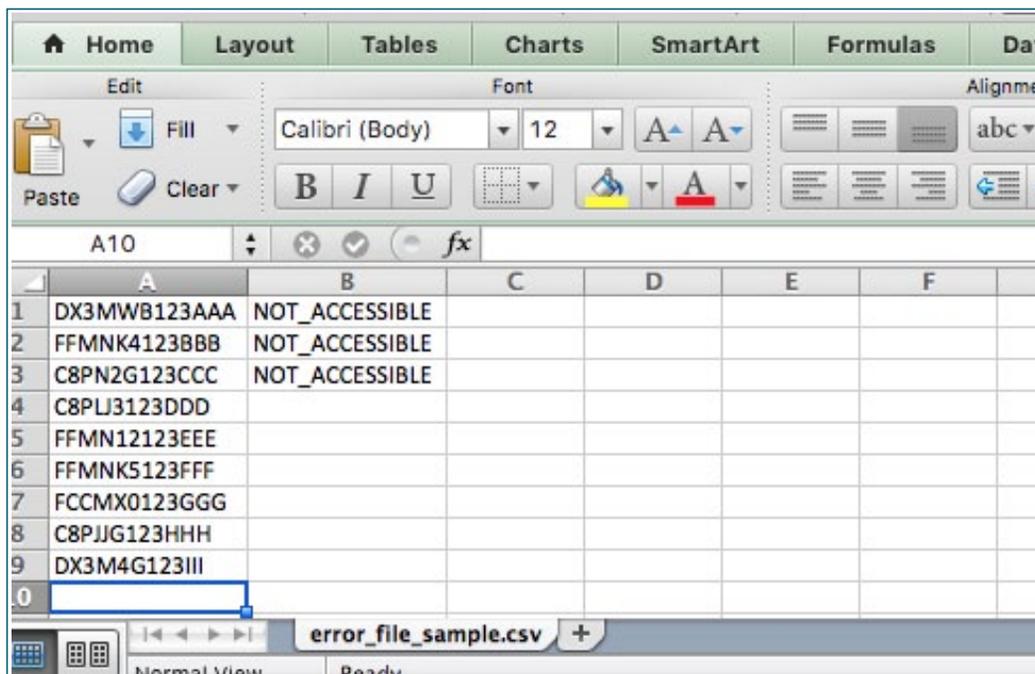
* Under the terms and conditions of the DEP, you are legally required to disown any devices you no longer own. Failure to permanently remove the DEP from these iOS devices prior to sending to e-Cycle will result in a considerable delay in processing and may result in significant reduction or forfeiture of payment. These devices will not be returned.

Apple DEP Disown Checklist

If you attempted to upload a CSV but received an error file, you must complete the following steps to ensure your devices have been disowned.

What to do if you didn't receive an "Operation Successful" message:

1. Open the "error_file_" document you received.
2. Delete the rows which contain a Serial Number (column A) followed by "NOT_ACCESSIBLE" (column B). ***If 100% of your Serial Numbers (column A) are followed by "NOT_ACCESSIBLE" (column B), then your phones have already been disowned. Please skip to step 8 on p1.***
3. You should be left with a list of Serial Numbers only.
4. Choose Disown Devices from the Action pop-up menu, then click OK.
5. Save as a new CSV file and complete steps 3-5 on p1 again.



	A	B	C	D	E	F
1	DX3MWB123AAA	NOT_ACCESSIBLE				
2	FFMNK4123BBB	NOT_ACCESSIBLE				
3	C8PN2G123CCC	NOT_ACCESSIBLE				
4	C8PLJ3123DDD					
5	FFMN12123EEE					
6	FFMNK5123FFF					
7	FCCMX0123GGG					
8	C8PJG123HHH					
9	DX3M4G123III					
10						

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