



Before You Replace Your Phone

Protect your information and make the move less stressful.

Before You Start

Keep your device charged · Use your usual Wi-Fi · Stay signed in to your own account

- 1 Confirm that your photos, contacts, and important files have finished backing up. Open a few items from the backup to check them.
- 2 Make sure you can sign in to your Apple or Google account and that its recovery phone number and email address are current.
- 3 List anything that may need special attention, such as an authenticator app, eSIM (a digital SIM built into your phone), banking app, medical app, or password manager.
- 4 Transfer to the new phone before erasing the old one. Test calls, messages, photos, email, and the apps you use most.
- 5 Erase or trade in the old phone only after the new one works and your important information is present. Remove its SIM card if appropriate.

Official Resources: Apple - Before selling or trading in an iPhone or iPad

When to Ask for Help: Before erasing, trading in, or giving away the old phone.

Questions You Can Ask: Have my photos and contacts transferred? · Which apps need special attention? · Can I still sign in to my accounts?

NOTES TO KEEP NEARBY
