

Before we can reuse an Apple device, we need it removed from your iCloud account. There are a couple of ways you can do this:

You can use the Find My iPhone app on an iOS device.

1. Sign in with your Apple ID
2. Select the device that you donated
3. Tap *Actions* (if you are not taken straight into *Actions*)
***Note: Skip straight to Step 6 if the device has already been erased, or if the device is listed as "Offline" in the list.
4. Tap *Erase iPhone* and tap *Erase iPhone* again
5. Tap *Erase* and confirm
6. Tap *Remove from Account* and confirm again.

You can use [iCloud.com/find](https://www.icloud.com/find) on a Computer

1. Navigate to [iCloud.com/find](https://www.icloud.com/find) on a computer and sign in with your Apple ID
2. Click *All Devices* at the top of the screen
3. Select the device that you have donated
***Note: Skip straight to Step 5 if the device has already been erased, or if the device is listed as "Offline" in the list.
4. Click *Erase iPhone* and confirm action
5. Click *Remove from Account* and confirm.

You can also find the instructions on Apple's website here:

<https://support.apple.com/en-us/HT201441>

If the device still appears in your device list, it is still activation locked and we are unable to reuse it. Please make sure the device no longer appears in your device list.

Thank you so much for your donation, your time, and your willingness to help the community.