

Resetting your pre-owned iPad

Get your iPad ready for setup, in a few simple steps.

To begin enjoying your pre-owned iPad, you first need to perform a **Reset**. This helps make your pre-owned iPad safe to use and prepares it for setup. Once you have reset your tablet, the *Setting up your new iPad* guide will show you how to complete the set up of your pre-owned iPad.

What is a pre-owned tablet?

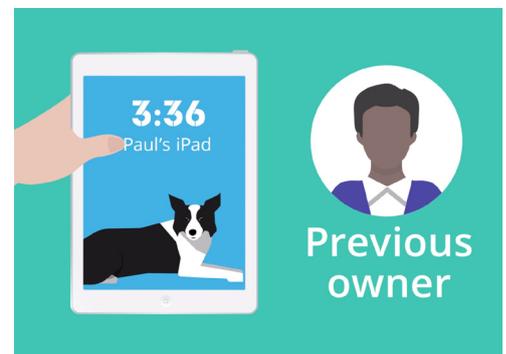
A pre-owned tablet is one that has been permanently passed on to you by a family member or friend. You will need that person to help you complete some of the steps in this guide so make sure the previous owner is close by when you're ready to get started.

What is a Reset?

A **Reset** wipes the iPad's memory, so it thinks it's a brand-new tablet. It erases the previous owner's apps, accounts and passwords, so you can safely use the tablet and make it ready for setting up.

It's important to only reset a tablet that belongs to you, not one that you've borrowed.

Of course, if you plan to pass your iPad onto someone else in the future, you should reset it to protect to security and privacy.



Your iPad's previous owner needs to help with the Reset

'A Reset wipes the iPad's memory, so it thinks it's a brand-new tablet.'

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First steps

Before you reset your iPad, make sure it is switched on and fully charged.

If the tablet is switched on but shows a black screen, the tablet is 'asleep'. To 'wake' it up, press the **Power** button or the **Home** button on your iPad.

If you see the **Hello** screen, your iPad is already prepared for setting up. You can skip the rest of this guide and go to the *Setting up your new iPad* guide to complete the setup of your pre-owned iPad.

If your iPad displays a **Lock** screen, you will need to reset the tablet. The Lock screen shows the time and date.

Performing a Reset

To open the **Lock** screen, you need the passcode of the previous owner, so make sure that person is ready to help with this. Without their passcode, you won't be able to use the tablet, or reset it either!

Once your iPad is fully reset, the previous owner's passcode will be erased, and you will be able to create your own passcode to keep the tablet and your information secure.



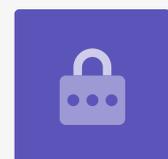
Home button

Pressing the Home or Power button wakes up your iPad



The Lock screen confirms that your pre-owned iPad needs to be reset

You shouldn't share passcodes, so for security, the previous owner of your iPad should enter their passcode onto the Lock screen for you.



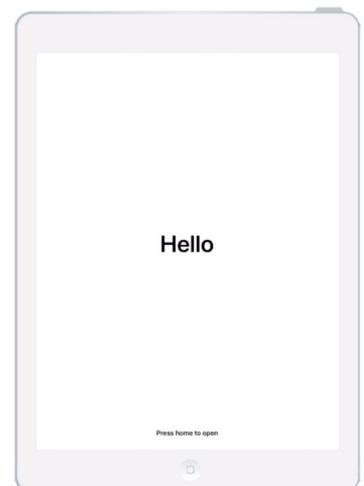
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To begin the reset process, follow these steps.

1. Have the previous owner enter their passcode onto the screen. When the tablet unlocks, you will see the **Home** screen.
2. Tap the **Settings** app on the **Home** screen to open the **Settings** menu.
3. Tap **General** from the list of options in the **Settings** menu.
4. Find and tap **Reset** from the list of options in the **General** menu.
5. Tap **Erase all content and settings** in the **Reset** menu. This will delete all the iPad's stored content and settings.
6. Tap **Erase now** to confirm you want to delete everything.
7. Next, ask the previous owner to enter the passcode they used to unlock the iPad at the beginning of this guide.
8. Once they have done this, tap **Erase**. Tap it again to confirm that it's what you really want to do.
9. Now, ask the previous owner to enter their **Apple ID password**. An Apple ID is the username for an account that lets you access Apple services. It lets you download apps, use your iPad to pay for things, back-up your photos and secure your personal details. An Apple ID is protected by a **password**, which is different to the **passcode** that unlocks the iPad.
10. Once the previous owner's Apple ID password has been entered, tap the **Erase** key. This deletes the previous owner's account from the tablet so it's safe to use.
11. Next, the iPad will restart and show the Apple symbol on the screen. This will take a few minutes.
12. When you see the **Hello** screen, you have successfully reset your pre-owned iPad.



The Home screen will appear once the previous owner has unlocked your iPad with their passcode



The Hello screen shows you have reset your pre-owned iPad

Now that your iPad is safe to use, you can move on to the *Setting up your new iPad* guide and complete the setup.