

TECH CONNECTS

Thank you for your donation to TechConnects and for helping us to provide our communities with devices that are essential for keeping people online and connected during this time! This guide will assist you with the necessary steps for donating your device!

1. Check that the model of your ipad is suitable

TechConnects requires operational iPads in good condition (i.e. no cracked screens). Ideally, we're looking for iPads made after 2012, from the 4th Generation and above. You can identify the model of your iPad by looking up the serial number on the back of your device.

For more information: <https://support.apple.com/en-au/HT201471>

2. Note the serial number for your records

Find the serial number by following these steps: 1. Go to Settings > General and tap > About. 2. Look for the serial number. You might need to scroll down to find the IMEI/MEID and ICCID. Note the serial number for your records.

Please contact TechConnects for further assistance with this step if needed.

3. Back up your device

If your iPad is an eligible model for TechConnects, please back up any personal data you would like to keep ie photos, videos prior to resetting your device.

Backing up your data: <https://support.apple.com/en-au/guide/ipad/ipad9a74df05xx/ipados>

4. Reset your device to return to factory settings

Follow our simple instructions on how to cleanse your data and restore your iPad to factory settings.

5. Clean your iPad and charger

Clean your ipad and charger with disinfectant wipes and place in a plastic bag with gloves.

6. Complete the Donation Form

Please complete the donation form on the TechConnects website. A TechConnects representative will be in touch to arrange collection.

Thank you again for donating to TechConnects!