



New & Second-hand devices

When you have a new device you will want to ensure you have everything you need from your old device, including personal data and access to accounts. You will also want to be sure that you don't bring anything unwanted from your old device to your new one, and that your new device doesn't already contain anything unwanted. This will be a particular concern in a domestic abuse situation, especially if either device was given to you by the abuser, or has been in their control.

To move from one device to another:

1. Reset your new device
2. Back up and/or transfer anything you want to keep from your old device
3. Make sure you know account details for anything you want to use on your new device
4. Set up your new device and check everything is working
5. Reset your old device

1. Reset your new device

If you acquire a second-hand device, whether bought or given to you, it is always best to perform a factory reset on it. This will remove any unwanted apps or information from the device. The exact name of this function will vary, as will the process:

- [Reset your Android device to factory settings](#)
- [Erase your iPhone, iPad or iPod touch](#)
- [Reset your Chromebook to factory settings](#)
- [Start afresh with a clean installation of Windows 10](#)
- [Restore your Mac to factory settings](#)

2. Back up and/or transfer anything you want to keep from your old device

You will also need to perform a reset on your old device, but first you will probably want to transfer some or all of your data to the new device.

Make sure you have a backup copy of all the personal data that you want to keep.



If you are keeping the same kind of device, e.g. replacing one iPhone with another, when you set up the new one you will be guided through the transfer process. You can also transfer from one kind of device to another:

- [Switch to Android](#)
- [Move from Android to iPhone, iPad, iPod touch](#)

Tracking apps and malware

There are monitoring apps designed for parental control and/or pet monitoring as well as malware specially designed to track people, record phone calls, or log online activity.

If you think you have this kind of software on your old device, you will need to control what you transfer to the new device by using a manual transfer. If you don't transfer apps to the new device, note any that you want to reinstall on the new device, and do so from scratch from the official app store for your device.

For more detail on what to do if you think you have a virus or malware on any device see [How to recover an infected device](#) from the NCSC.

3. Make sure you know account details for anything you want to use on your new device

You may use your device to log into online services, social media, smart devices etc without using a password each time. If this is the case, make sure you know which accounts you access (and the logins and passwords for each of these accounts) **before** you erase your data.

If you use your device to verify your online accounts (for example, by confirming SMS codes or using an authentication app), you'll need to make sure this works on another device. Make sure you do this (and check that it works) before you erase the data on the device that you're selling/giving away.

As long as you have login details for your email, and can verify your identity with 2SV/2FA when needed, you should be able to recover most accounts.

4. Set up your new device and check everything is working

If you have transferred automatically from the old device to the new one, check that everything you expected to transfer has done so. If you have done a manual



transfer, make sure you have the right data on the phone, and nothing you don't expect. make sure you can log into key accounts and apps.

Make your new device as secure as possible by using access controls for the device, and setting up apps to prevent misuse. See *Safeguarding Devices* and *App Protection and Settings* handouts for how to do this.

For laptops and PCs this may include installing/activating firewalls, antivirus, etc. Antivirus software is built into Windows and macOS. Make sure this built-in antivirus is switched on, and you will be much safer. There are also numerous providers of third-party antivirus software that you will need to pay for.

If you are transferring from an old laptop to a new one you should:

- Run an antivirus scan on the old laptop before transferring data
- Run a scan on the new laptop once you have transferred data across
- Make sure the antivirus is set to run routinely on the new laptop

[What is an antivirus product? Do I need one?](#)

5. Reset your old device

Once your new device is set up you can reset your old device – see the links under step 1 for how to do this. You may be given the option to keep your personal files when erasing your data. Make sure you **don't** choose this option if you're selling, trading in, or giving your device away.

Your old device should now be ready to sell or give away. If it appears to be locked to you (is not showing the initial start-up screen) you may need to remove your Apple or Android account:

- Android – [Add or remove an account on Android – Android Help \(google.com\)](#)
- Apple – [How to remove Activation Lock – Apple Support \(UK\)](#)



All URLs

Resetting your new device:

Reset your Android device to factory settings:

<https://support.google.com/android/answer/6088915?hl=en>

Erase your iPhone, iPad or iPod touch: <https://support.apple.com/en-gb/HT201274>

Reset your Chromebook to factory settings:

<https://support.google.com/chromebook/answer/183084?hl=en-GB>

Start afresh with a clean installation of Windows 10:

<https://www.microsoft.com/en-gb/software-download/windows10startfresh>

Restore your Mac to factory settings: <https://support.apple.com/en-gb/HT201065>

Swapping between Android and iPhone

Switch to Android: https://www.android.com/intl/en_uk/switch/

Move from Android to iPhone, iPad, iPod touch: <https://support.apple.com/en-gb/HT201196>

How to recover an infected device from the NCSC:

<https://www.ncsc.gov.uk/guidance/hacked-device-action-to-take>

What is an antivirus product? Do I need one? From the NCSC:

<https://www.ncsc.gov.uk/guidance/what-is-an-antivirus-product>

Resetting your old device:

Add or remove an account on Android:

<https://support.google.com/android/answer/7664951>

How to remove Activation Lock – Apple: <https://support.apple.com/en-gb/HT201441>