

How to remove other devices from accounts

If you are using a Samsung, BlackBerry or a Google Account you must remove the accounts from the devices before sending them to us. Below are instructions on how to remove each account type.

Samsung

Option 1 - via your device

1. Turn on your device.
2. Go to **Settings**.
3. Under the Account find and click **Samsung Account**.
4. Select the Samsung account you would like to remove.
5. On the bottom right of the opened menu, click **Remove Account**.
6. You may need to enter your password to allow process through.

Option 2 - via Samsung.com. If your device is faulty please use this Option.

1. Go to <http://account.samsung.com> and click **Sign In**.
2. Enter your Email and Password and then click **Sign In**.
3. Click **Profile**.
4. Click Delete Account and enter your password.
5. Click **Continue > I accept > Confirm > Confirm**.

BlackBerry

1. Tap the **Settings** icon and select security and privacy.
2. Select **Security Wipe**.
3. Select **Selete Data**.
4. Enter Blackberry ID credentials.
5. Accounts and protect feature will have disabled and phone will erase.

If you're unable to find the original account creation email, use the following steps:

1. Visit blackberry.com/bbid.
2. Click **Reset your password**.
3. Enter your BlackBerry ID Username and the displayed verification code.
4. Click **Submit**. ...
5. Click the Delete **BlackBerry ID Account** link displayed at the bottom.

Google

1. Go into **Apps** and then locate **Settings**.
2. Locate **Accounts**.
3. Click on **Google**.
4. Click on your Google account.
5. Confirm by clicking **Remove account**.