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# HOW TO DISABLE FIND MY

## iPad, iPhone, and iPod Touch

Before bringing your iOS device in to Mad Macs for service, you need to disable Find My iPhone. This is very important, as we are **unable to repair your device if Find My iPhone is still active on your device.**

## Remove an iOS device by turning off Find My iPhone

Remove a device from Find My iPhone by turning off Find My iPhone on the device.

On an iOS device, go to Settings > iCloud, then tap to turn off Find My device.

## Remove an iOS device on which you can't turn off Find My iPhone

If you can't turn off Find My iPhone on the device, turn off the device so it goes offline, then remove it from Find My iPhone on [iCloud.com](https://icloud.com).

Note: If you have an iOS device, you can also remove your device by first erasing it—just follow the instructions below to remove a device you don't have. You can later restore the device from an iCloud or iTunes backup.

1. Turn off the device
2. Sign in to [icloud.com/#find](https://icloud.com/#find) on a computer with your Apple ID (the one you use with iCloud). If you're using another iCloud app, click the app's name at the top of the iCloud.com window, then click Find My iPhone.
3. Click All Devices, select the offline device, then click Remove from Account. If you don't see Remove from Account, click All Devices again, then click the Delete (x) button next to the device. If the device comes online again, it will reappear in Find My iPhone. To make sure your device doesn't reappear, turn off Find My iPhone on the device (follow the instructions above to remove an iOS device or Mac), or if you have an iOS device, you can erase it, then remove it (follow the instructions below to remove an iOS device you no longer have).

## Remove an iOS device you no longer have

If you no longer have the iOS device because you gave it away or sold it, you need to remotely erase it before you can remove it.

1. Sign in to [icloud.com/#find](https://icloud.com/#find) with your Apple ID (the one you use with iCloud). If you're using another iCloud app, click the app's name at the top of the iCloud.com window, then click Find My iPhone.
2. Click All Devices, then select the device.
3. Click Erase device, then enter your Apple ID password. Because the device isn't lost, don't enter a phone number or message. If the device is offline, the remote erase begins the next time it's online. You'll receive an email when the device is erased. When the device is erased, click Remove from Account. All your content is erased and someone else can now activate the device.