




Before resetting your Samsung device, you will first need to remove your Samsung and Google accounts from the device. To do so, please follow these instructions:

1. If necessary, make sure to back up your device's information either to the Samsung Cloud or to your Google Drive.
2. Open the settings application on your device 
3. Scroll down and click on “Accounts & Backup” and then “Manage Accounts”.
4. Here, you may see multiple accounts listed. Look for the account titled “Samsung Account” or “Google Account” and click on it 
5. Click on “Remove Account”. Do this for any Samsung or Google Accounts you may have.
6. When prompted, enter the password associated with this account.
7. Your Samsung account should now be successfully removed from the device, and you can continue with the resetting process.

To factory reset your Samsung device, please follow these instructions:

1. Open the settings application on your device. 
2. Scroll down and click on “General Management”.
3. Click on “Reset.” You will then be presented with multiple reset options.
4. Click on “Factory Data Reset” this will remove all information and settings from your device.
5. Scroll all the way down to the bottom and click the big “Reset” button.
6. When prompted, enter the code (pin, password, or pattern) used to unlock your device and then click “Delete All”.
7. Your device will then restart, and it will be successfully reset.