

If you find you iPad or iPhone activation being locked. You may have to remove the device from a previous owner's account or original setup account.

If you have the previous owner's Apple ID (usually an email account) and password enter these on the activation screen

If the previous owner is not present

Contact the previous owner and ask them to follow these steps to remove the device from their account:

- Sign in to their iCloud account at [www.icloud.com/find](http://www.icloud.com/find) .
- Click All Devices to open a list of devices linked to their account, then select the device to be removed. It should show a gray dot or the word "Offline" next to the device name.
- Click "Remove from Account" to remove the device from their account.

## My Easy PC we are here to help you... - Removing an Apple ID

Written by Administrator

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After the device is removed from the previous owner's account, turn the device off by pressing and holding the Sleep/Wake button located on the top-right side of the device. Then restart your device and proceed with device setup as you would normally.

For more details click [here](#) .