

iPhone, iPad & Android | Advanced | 2 min read

iPhone and Android: forgot your passcode, PIN or pattern

Forgetting your passcode is stressful, but there are official ways back in. Be aware that nearly all of them will erase the phone, so any data that was not backed up may be lost.

Important first

- Stop guessing, as wrong tries lock the phone for longer and longer.
- Do not pay for third-party unlock tools or services. Many are scams or do not work.
- Have your Apple Account or Google account details ready. They are needed to prove the phone is yours.

iPhone

If you have entered the wrong passcode too many times you will see **iPhone Unavailable** or **Security Lockout**. After several tries, an **Erase iPhone** option appears in the bottom corner.

1. Tap **Erase iPhone** and follow the steps. You will be asked for your Apple Account password.
2. Afterwards, set the phone up again and restore from your backup.

If there is no Erase option, you can use a computer to put the iPhone into recovery mode and restore it, following Apple's instructions for your model. You can also erase it remotely with **Find My** on another device or at iCloud.com.

Android

The steps vary by make and version.

- **Samsung:** if you have a Samsung account with **Remote unlock** enabled, you may be able to unlock through Samsung's Find My Mobile website. Otherwise a factory reset may be needed.
- **Google Pixel and other Android phones:** Google's Find Hub can lock or erase a phone remotely, but it cannot remove the PIN without erasing the phone.
- A factory reset from recovery mode uses power and volume buttons that differ by model, so check the manufacturer's support page.

After a reset, Android requires the previous Google account details to finish setup. This is called Factory Reset Protection and is designed to stop thieves. Make sure you remember your Google password first.

When to get more help

Get help before you reset if you have important photos you have never backed up, if you cannot remember your Apple or Google account password, or if the phone belonged to someone who has passed away. Do not reset in a hurry, as there may be other options. We can walk you through the right route for your model.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.