

iPhone, iPad & Android | Easy | 2 min read

iPhone and Android: what to do with a cracked screen

A cracked screen is very common and often fixable. The main aims are to keep yourself safe, protect your information and avoid making the damage worse.

First, make it safe

- If there are loose shards of glass, cover the screen with clear sticky tape or a screen protector. This stops glass cutting your fingers and keeps dust out.
- Do not press on the cracks, and do not use the phone with a screen that is shedding glass.

Protect your information

If the screen still works, back up now. A cracked screen can fail completely without warning.

- **iPhone:** go to **Settings**, tap your name, then **iCloud**, then **iCloud Backup** and **Back Up Now**. Alternatively, back up to a computer.
- **Android:** the path varies. On Google Pixel it is usually in **Settings** then **System** then **Backup**. On Samsung, look in **Settings** then **Accounts and backup**.

Check your options

1. Check whether you have insurance, a home contents policy, a bank account perk or a manufacturer warranty that covers accidental damage.
2. Ask the manufacturer (Apple or Samsung, for example) for a repair quote. Official repairs use genuine parts and keep water resistance as designed.
3. Independent repair shops can be cheaper. Ask what parts they use, how long the repair is guaranteed for, and whether they will need your passcode.

Before you hand it over

- Turn off **Find My iPhone** or remove your Google account only if the repairer asks and you are sure you have your passwords. Otherwise, leave it on and be ready to unlock it.
- Back up first, because repairs sometimes need the phone to be erased.
- Remove your SIM card and any memory card.

When to get more help

Get help if the touch screen no longer responds, if the screen is leaking or has dark patches, if the back glass is also cracked, or if you are unsure who to trust with the repair. We can help you back up and compare repair options.

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.