

How to Change Your SIM Card PIN

What are the differences between a SIM PIN and a Device PIN?

A SIM PIN protects the SIM card from unauthorised use, requiring entry when the device is powered on or the SIM is used in another device and can be reset with a PUK code from the carrier.

A Device PIN, on the other hand, safeguards the entire device and its data, needing to be entered each time the device is unlocked. Using both provides comprehensive security for your phone.

Here's a step-by-step guide on how to get and set up your SIM PIN.

Default SIM PIN

The default PIN for most SIM cards is **0000**. It's recommended to change this default PIN to something more secure as soon as possible.

Changing Your SIM Card PIN

For iPhone:

1. **Open Settings:** Go to the Settings app on your iPhone.
2. **Cellular:** Tap on "Cellular" or "Mobile Data."
3. **SIM PIN:** Select "SIM PIN."
4. **Enable SIM PIN:** If the SIM PIN is not already enabled, toggle the switch to enable it.

5. **Change PIN:** Tap "Change PIN."
6. **Enter Current PIN:** Enter the default PIN (0000) or your current PIN. If it doesn't work, please contact us for further assistance.
7. **Enter New PIN:** Enter your new PIN, then confirm it.

For Android:

1. **Open Settings:** Go to the Settings app on your Android device.
2. **Security or Lock Screen:** Find and tap on "Security" or "Lock Screen & Security."
3. **Advanced Settings:** Scroll down to "Advanced" or "Additional settings."
4. **SIM Card Lock:** Tap on "SIM card lock."
5. **Lock SIM Card:** Turn on "Lock SIM card."
6. **Change PIN:** Tap "Change SIM PIN."
7. **Enter Current PIN:** Enter the default PIN (0000) or your current PIN. If it doesn't work, please contact us for further assistance.
8. **Enter New PIN:** Enter your new PIN, then confirm it.

What to Do If You Forget Your SIM PIN

If you enter your SIM PIN incorrectly three times, your device will lock, and you'll need to enter your PUK (Personal Unlocking Key) code to unlock it. Here's what to do:

1. **Contact Us:** Reach out to us at 1300 303 375 or click the chat icon below to obtain your PUK code.
2. **Enter PUK Code:** Enter the PUK code when prompted on your device.
3. **Set New SIM PIN:** Once your SIM is unlocked, you'll be prompted to set a new SIM PIN.

Important Notes

- **Incorrect PUK Code:** If an incorrect PUK is entered ten times in a row, your SIM is blocked permanently. In this case, you'll need a new SIM.
- **Keep PUK Code Secure:** Store your PUK code in a safe place, as you'll need it if you forget your SIM PIN again.

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