# Activating your GiffGaff sim and your GiffGaff account

To do this, you will need:

- The email sent to you by The Advocacy Project that gives you the details of your sim package, including your GiffGaff username (member name) and password.
- A blank GiffGaff sim, it will have arrived in a yellow envelope. They sometimes get lost or are easy to mistake for junk mail. To order another blank sim you can go to https://www.giffgaff.com/free-sim-cards and select 'No thanks, I just want a free sim' or contact The Advocacy Project.

The steps for activating the sim:

1. Go to the GiffGaff website https://www.giffgaff.com/ and click 'log in'
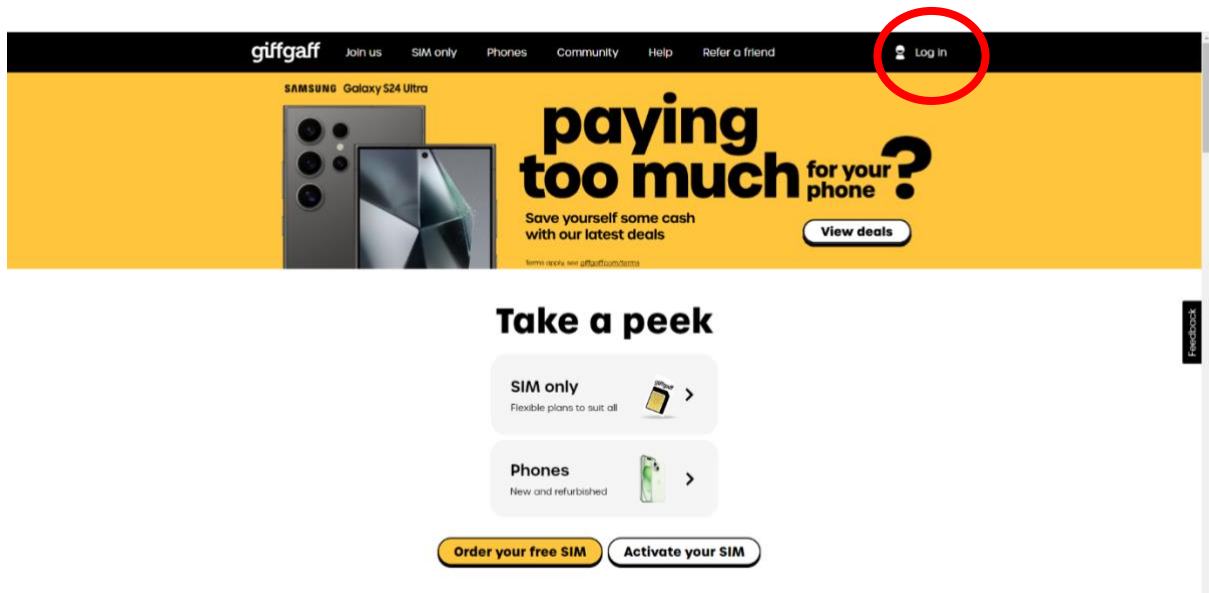
2. Enter the member name (user name) and password that The Advocacy Project sent you. Click 'log-in'.

3. You will be asked to set up a 2-step verification for extra security. You can do this now or skip this step by clicking 'Not now, thanks'. Please note you can only skip this twice. You are likely to me asked again when you next log into your GiffGaff account.
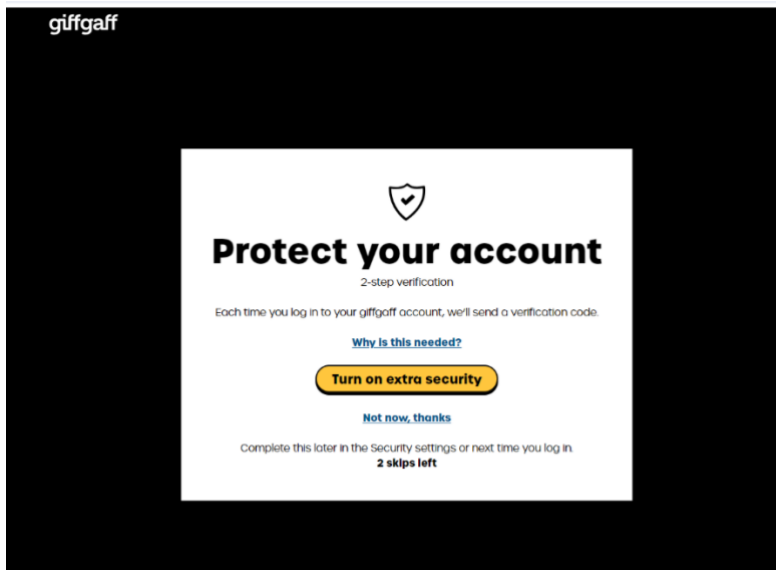

4. Click 'activate your sim'
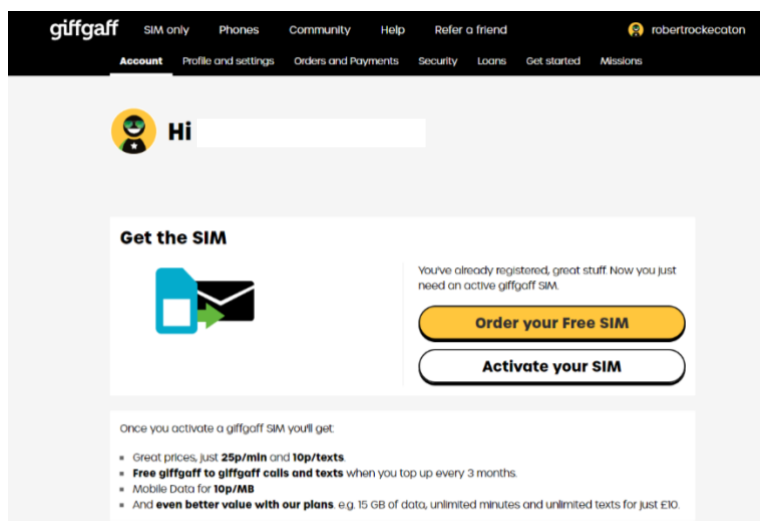
5. Take the sim out of the yellow envelope. On the front of the sim you will see 'Your Activation Code'. Enter your activation code into the dedicated box and click 'Activate your sim'.
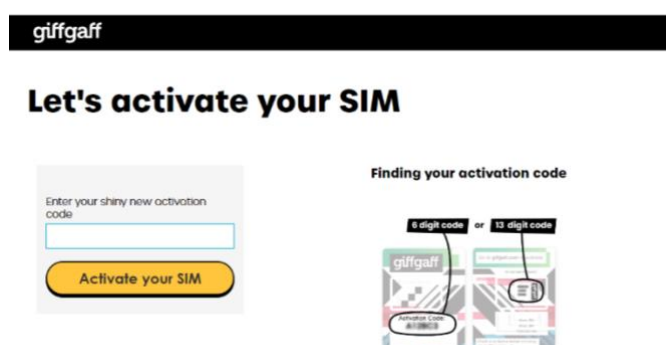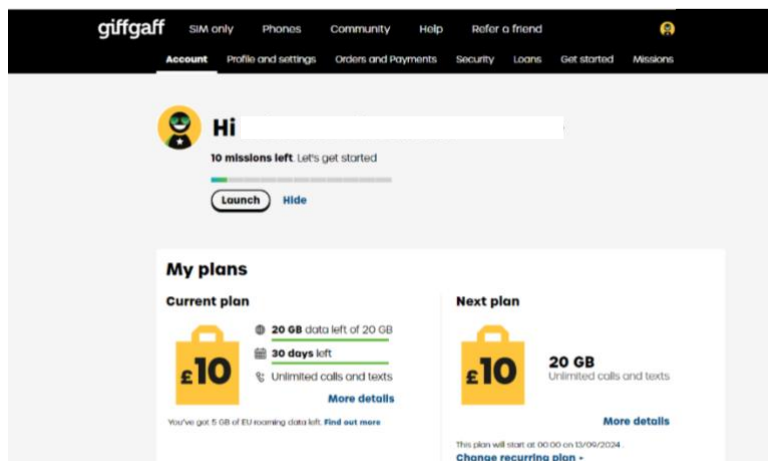
6. Your sim has been activated. The number listed is your new telephone number, make a note of what it is. Your sim is ready to use. Each month you have unlimited calls and texts as well as 20GB data.
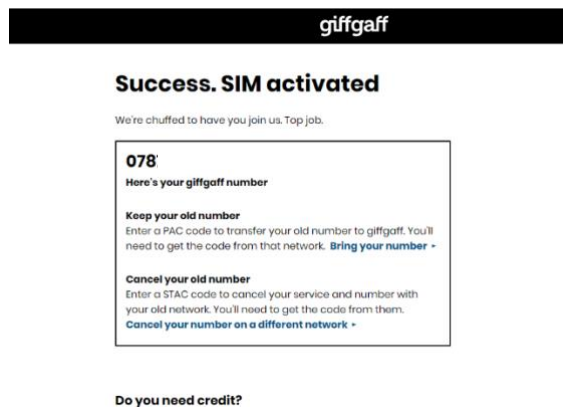

Your GiffGaff account

Your **'account'** looks like this when you log in. You will see your username and telephone number as well as your current and next sim plan.

Go to the **'Profile and Settings'** tab to transfer your old mobile number to your GiffGaff account, reset the email address linked to the account, report that your sim has been lost/stolen, change your calls, data and text settings and more.
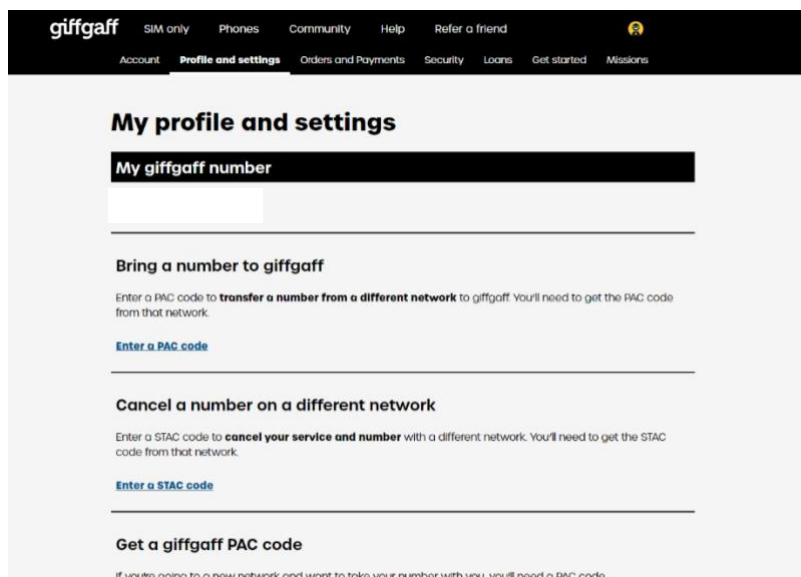
Go to the **'Orders and payments'** tab to see the details of your current plan and the date the new plan starts. The sim package is for a set amount of time. When it ends, you can choose to continue to pay the package yourself. You would click 'update card' to link the account to your own details.
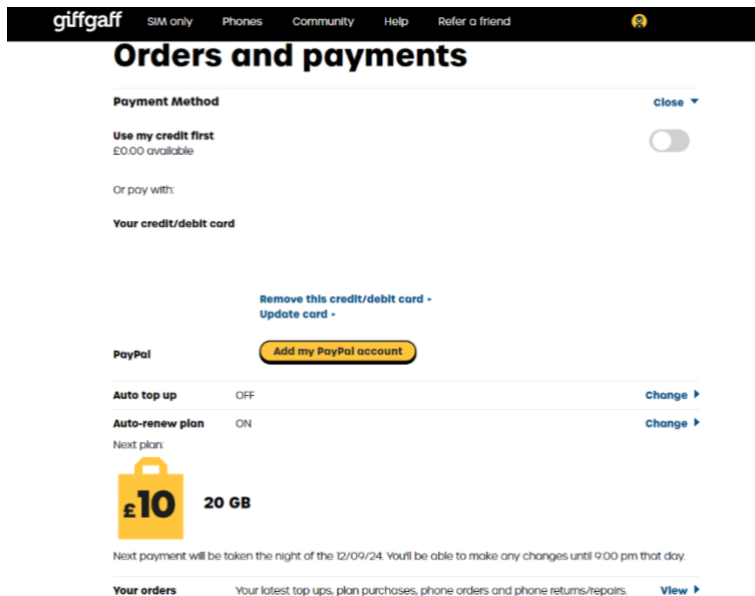
Go to the **'Security'** tab to reset your password.