

CHANGE YOUR DEVICE'S SIM CARD

This guide walks through the process of replacing a SIM card in your device through the **My U.S. Cellular Business Account** portal.

Please note:

- This process provides you with a way to change an existing SIM card only.
- Your subscriber phone number remains the same.

- 1** Log into your **My U.S. Cellular Business Account** with the login credentials provided to you by your Business Sales Support Specialist.
- 2** On the portal landing page, click "**Subscribers**" and search by phone number or by the name of the line's owner.

Search

To get started, search for an Account or Subscriber

[Accounts](#)[Subscribers](#)[Activate an Ordered Device/SIM](#)

Search by Subscriber

OR

Mobile Phone Number

- 3** If more than one subscriber fits the criteria entered, locate and click on the correct subscriber. You will be directed to the Subscriber Dashboard. Under Subscriber Info, you will see a link to **"Replace SIM."**

[Submit Customer Inquiry](#)

*Please Note: If you're a First Responder with a Data Priority service plan with U.S. Cellular, please call your local U.S. Cellular Business Sales Support Team or dial 1-800-455-6120 to make changes to your plan or device.

Subscriber Info

Subscriber Name
[Edit Subscriber Info](#)

Phone Number
[Change Phone Number](#)

Status
Active

☒ Data Priority Service
☒ Voice Priority Service

[Replace SIM](#)

Apple iPhone 8
[Change Device](#)

Payments
This device has been fully paid off
☒ Eligible for upgrade
[Upgrade Device](#)

Plan
Shared Data All Devices - Business
100 Line Max
\$0.00/mo.

Features
Subscriber Features (1) [Change](#)
SD Business Access - Smartphone
Group Features (1) [Change](#)
All Devices-\$750-150GB
\$750.00/mo.

- 4** A **"Replace SIM"** Dialog box appears, enter the number of the new SIM card you would like to replace in your device. Instructions are provided to find this number. Click the **"Validate SIM"** button to confirm this number is available for use and not tied to another line of service.

Replace SIM

* New SIM Serial Number

[Validate SIM](#)

Note: This flow will be used to change the SIM in the user's existing device with a SIM the user already has on hand. +<Accessory SIM Purchase>

How to find your SIM number:

- If you have the physical SIM Card, the SIM# is displayed on the SIM card holder under the barcode. Additionally, it's printed vertically on the SIM card itself.
- On an Apple Device: Navigate to Settings > General > About > ICCD
- On an Android device: Navigate to Settings > About Phone > Status > SIM Card Status > ICCD

- 5 After validation, please click on the **"Replace SIM"** button at the bottom of the dialog box to complete the order.

Replace SIM

* New SIM Serial Number

Re-Enter SIM

This SIM is valid

Note: This flow will be used to change the SIM in the user's existing device with a SIM the user already has on hand. +<Accessory SIM Purchase>

How to find your SIM number:

- If you have the physical SIM Card, the SIM# is displayed on the SIM card holder under the barcode. Additionally, it's printed vertically on the SIM card itself.
- On an Apple Device: Navigate to Settings > General > About > ICCD
- On an Android device: Navigate to Settings > About Phone > Status > SIM Card Status > ICCD

- 6 If your SIM change was successful, you will see a message at the top of the Subscriber dashboard with instructions on how to complete your device activation.

Note: A confirmation email will also be provided that will list the details of your order and a copy of these instructions.

Replace SIM order was successfully submitted.
SIM ID:
Order #

<SIM Activation instructions placeholder... Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean euismod bibendum laoreet. Proin gravida dolor sit amet lacus Aenean euismod bibendum laoreet. Proin gravida dolor sit amet lacus accumsan et viverra justo commodo. Proin sodales pulvinar sic tempor. Sociis natoque >