

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

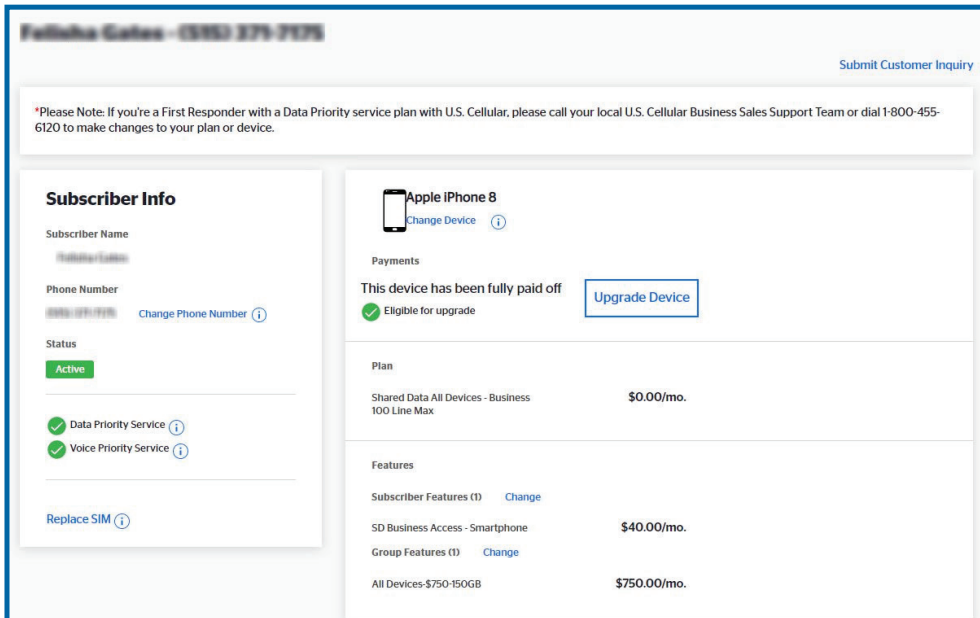
Accounts **Subscribers** [Activate an Ordered Device/SIM](#)

Search by Subscriber

OR

Mobile Phone Number

- 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.”**



Felisha Gates - (385) 379-7175 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
Felisha Gates

Phone Number
(385) 379-7175 [Change Phone Number](#)

Status
Active

- Data Priority Service
- Voice Priority Service

[Replace SIM](#)

Apple iPhone 8

[Change Device](#)

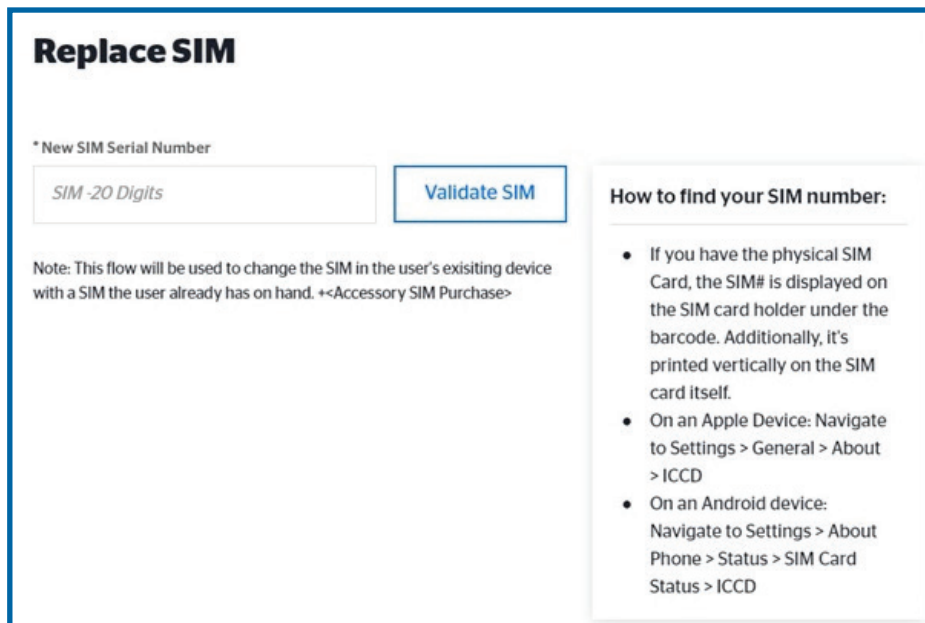
Payments
This device has been fully paid off [Upgrade Device](#)
 Eligible for upgrade

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

Features

Subscriber Features (1) Change	
SD Business Access - Smartphone	\$40.00/mo.
Group Features (1) Change	
All Devices-\$750-150GB	\$750.00/mo.

- 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

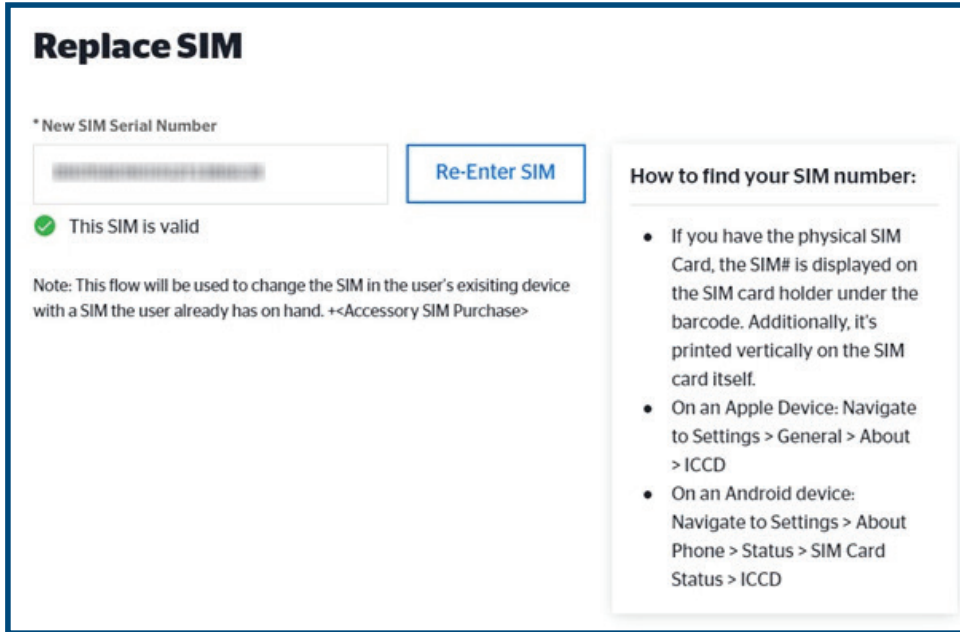
[Validate SIM](#)

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>

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- 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 #:

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