



Switch to eSIM via MyJio App

# Switch to eSIM via MyJio App in 3 Steps

1. *Upgrade your Physical SIM to eSIM on the same device*
2. *Transfer your Physical SIM or eSIM from one device to another device*

## Step 1

Initiate eSIM request  
via MyJio App and  
verify email id

## Step 2

Enter EID number of  
eSIM device

## Step 3

Confirm via OTP and  
IVR Call to activate  
eSIM

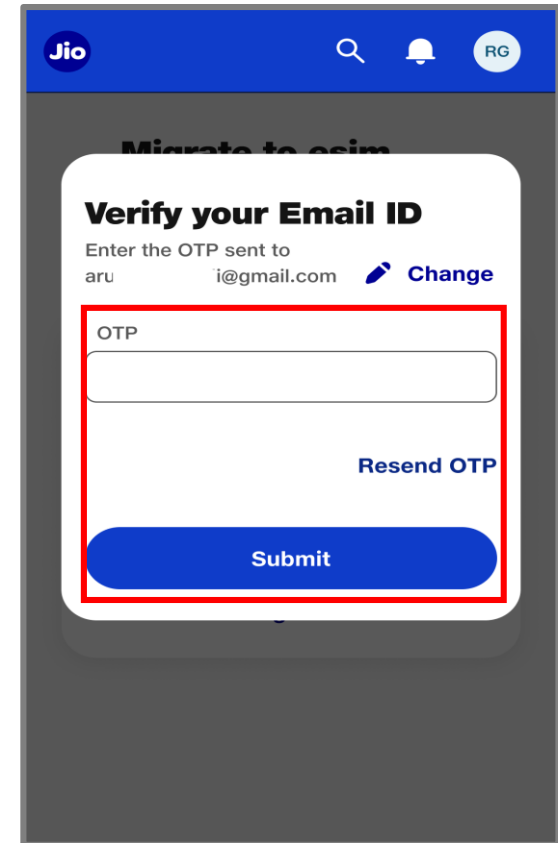
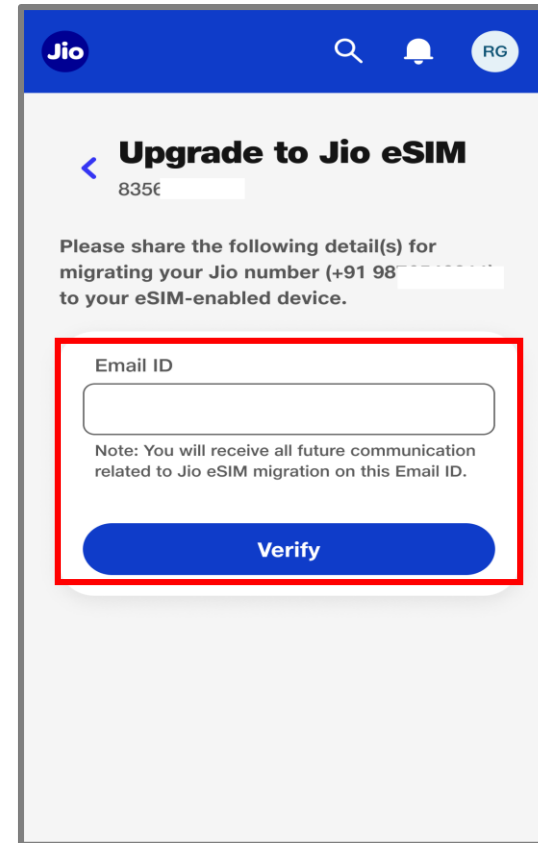
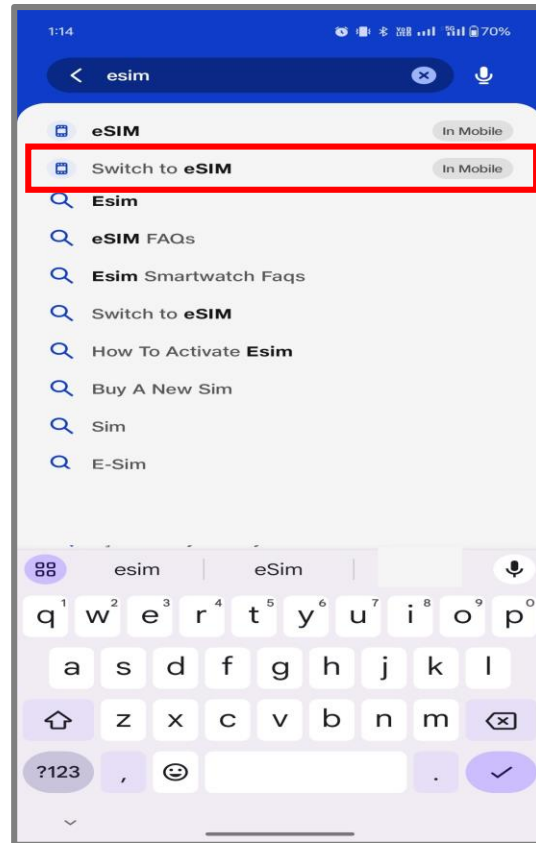
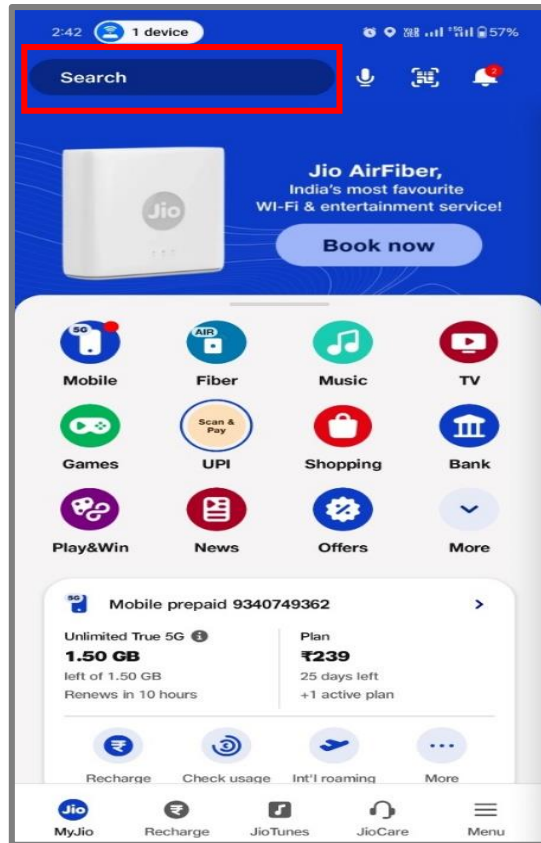
**Note:** Make sure the Jio number you wish to switch to eSIM is active and there is no request in progress



# eSIM via MyJio App – Process Steps



## Step 1 – Initiate eSIM request via MyJio App and verify email id



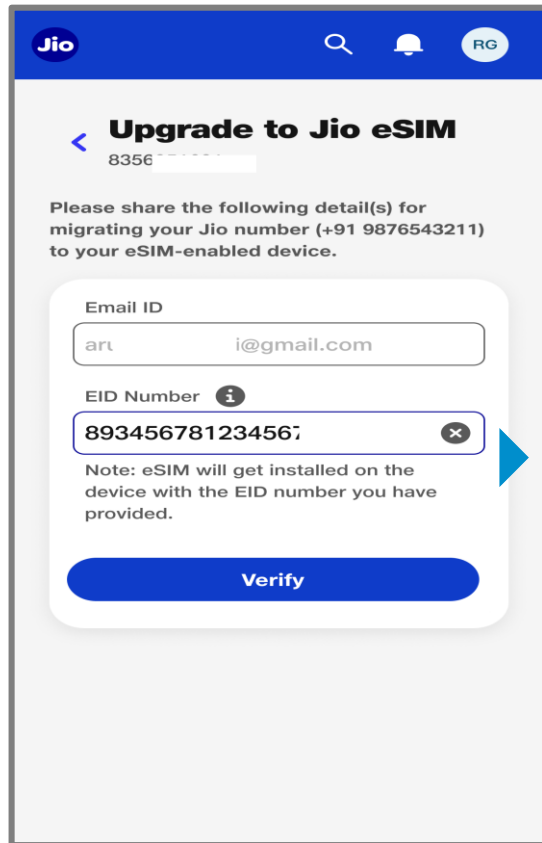
Login MyJio App, Go to Search Field

Type “eSIM” in the Search, then tap “Switch to eSIM”

Enter your email id and tap on “Verify”

Enter the OTP received on email id and “Submit “

## Step 2 - Enter EID number of eSIM device

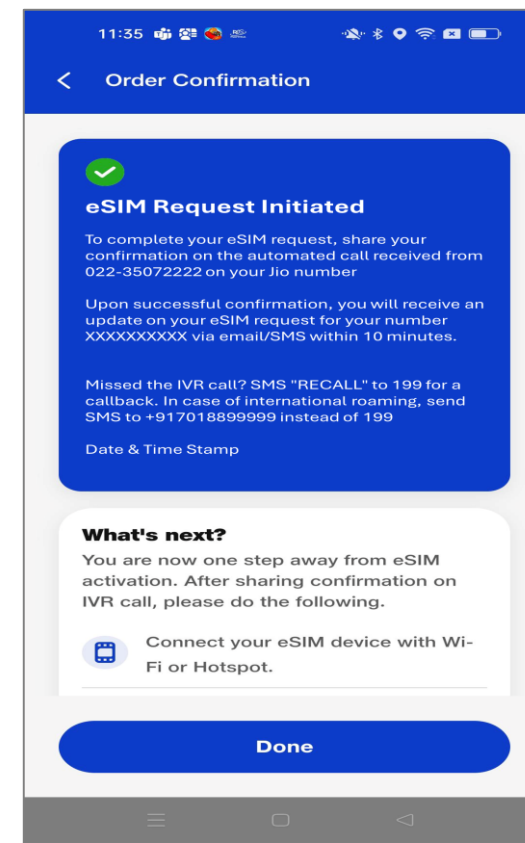


Share EID number of eSIM device. To know about EID, tap on "i"

## Step 3 - Confirm via OTP and Install eSIM



Share confirmation via OTP sent on Jio number



eSIM request initiated for validation

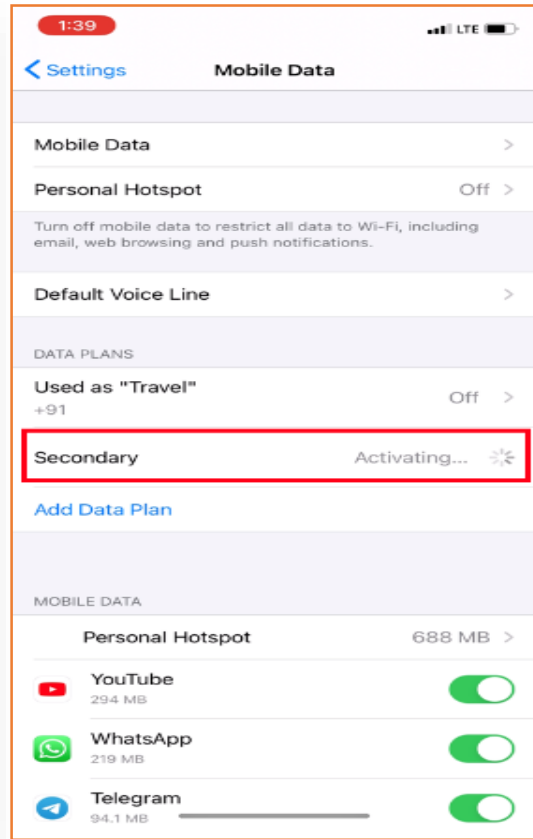
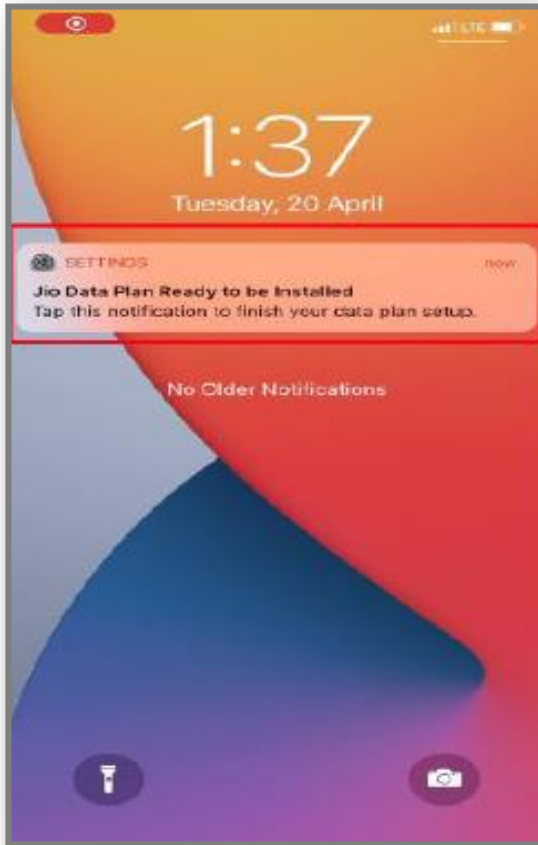
## Share Confirmation On IVR



You will receive IVR call from 022-35072222, press 1 to share confirmation for eSIM request

## Option 1 – eSIM installation via notification (Apple and Samsung devices)

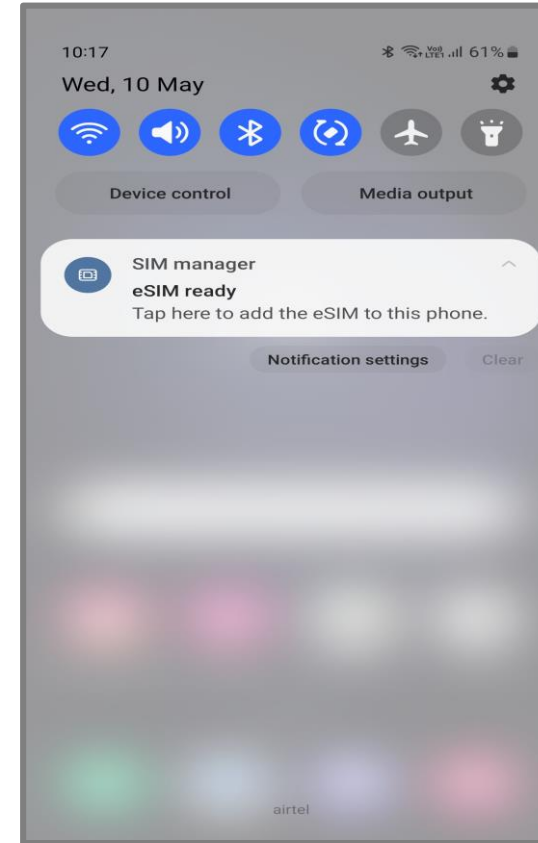
### For iOS Devices (Apple)



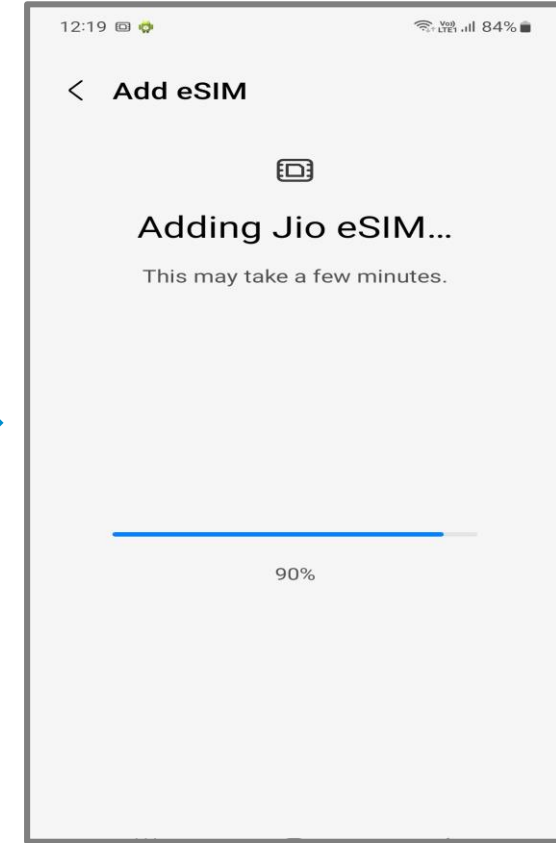
Tap on the notification received on iOS device

Proceed to install the eSIM

### For Samsung Devices

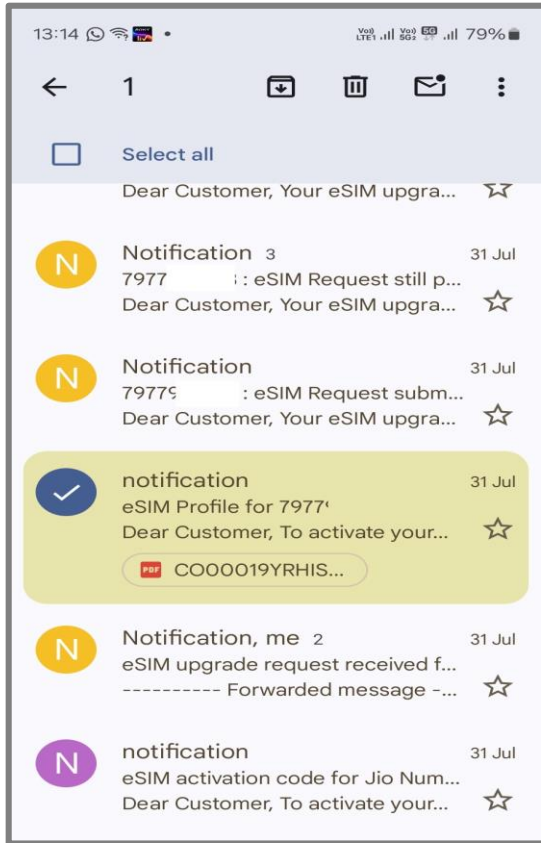


Tap on the notification received on Samsung device



Follow the instructions shown on the device to complete the installation

## Option 2 (a) – eSIM installation via QR Code (For All eSIM Devices)



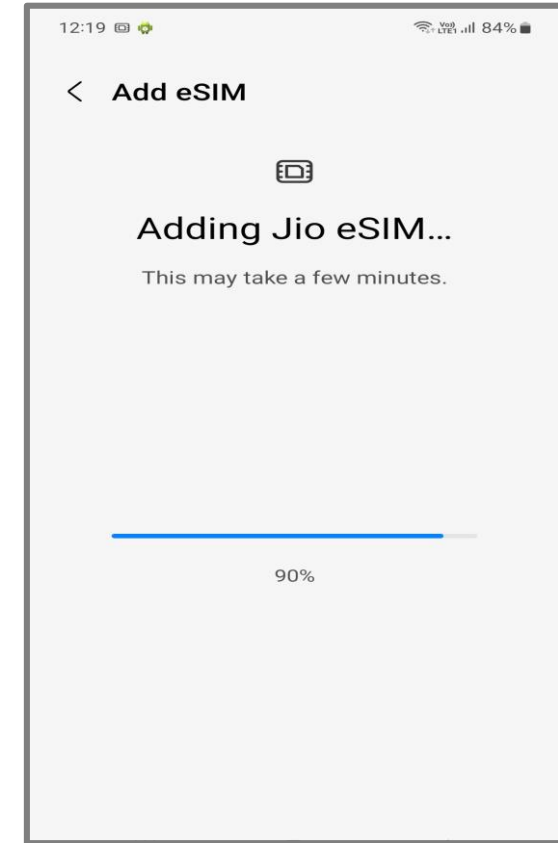
Go to your email inbox and open email from notification@jio.com



Open eSIM QR code attachment received on email



Open the camera app on your eSIM device, scan the QR code, and tap "Add Plan"

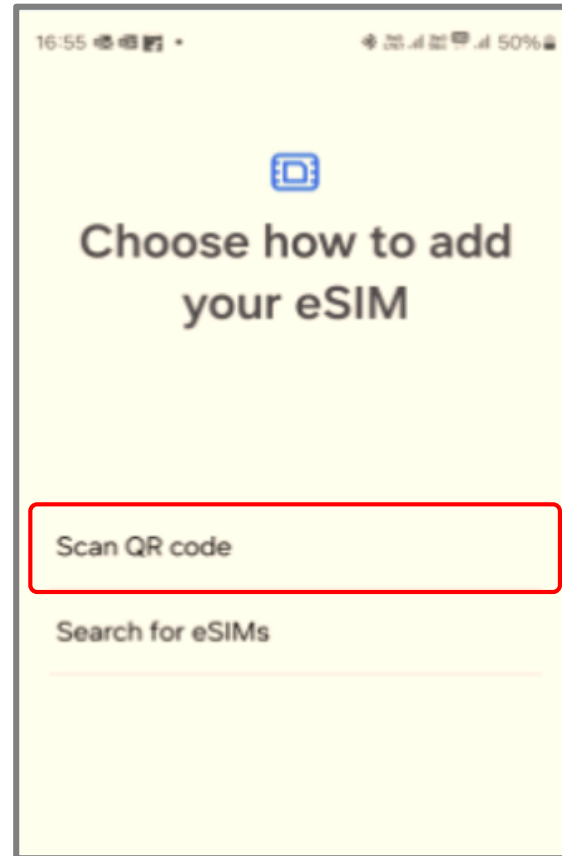


Follow the instructions shown on the device to complete the installation

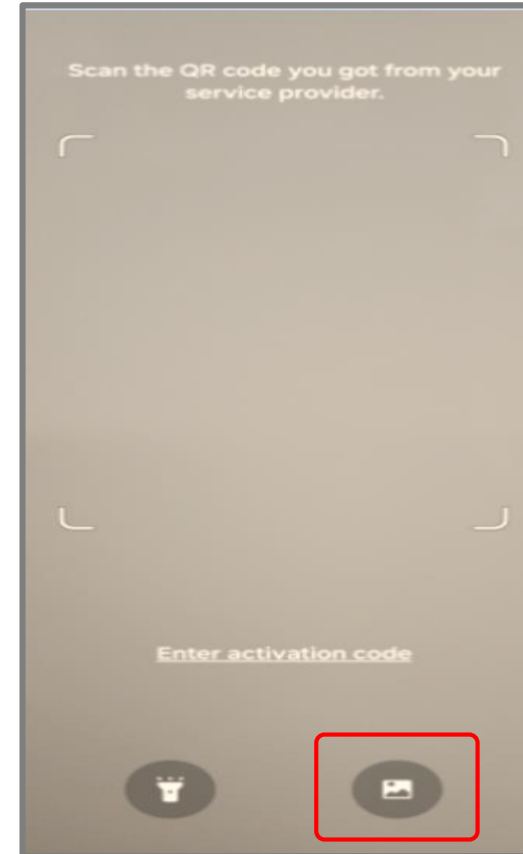
## Option 2 (b) – eSIM installation via QR Code on the same device (For All eSIM Devices)



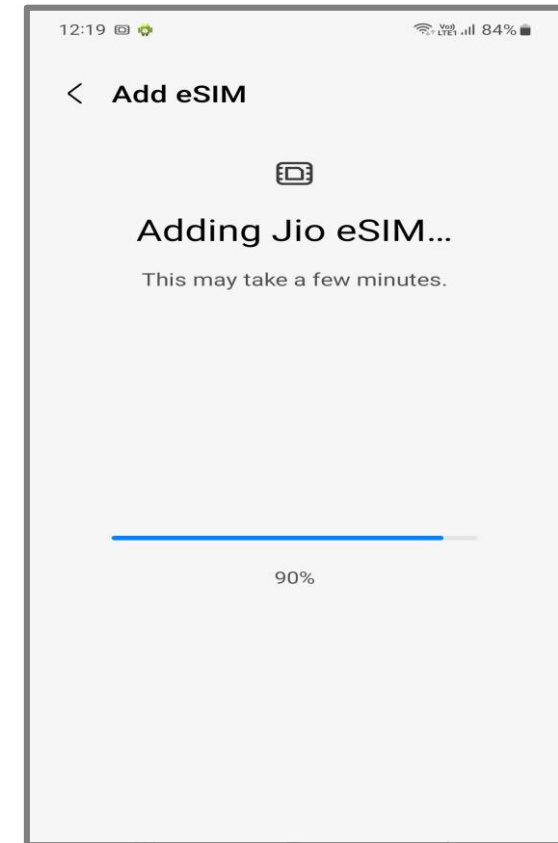
Save or store the screenshot of eSIM QR code in Gallery or Photos



Go to Settings, then SIM Manager or Mobile Network, and tap on "Add eSIM". Next, tap "Scan QR Code"



Tap on Gallery ICON and then select QR code from mobile device



Follow the instructions shown on the device to complete the installation

**Note:** Images included are for illustration only; the process may vary slightly depending on the device's make and model.

**Please note**, As per Govt. guidelines SMS services will not be available for next 24 hours after eSIM activation.

**Important Information:** Do not select "Delete or Erase eSIM" as it will permanently remove your eSIM and Jio services

**Thank You**

