

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



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



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 "

eSIM via MyJio App – Process Steps

Step 2 - Enter EID number of eSIM device



Share Confirmation On IVR

183 all U.S. F. 11:35 👘 🚰 🚳 📖 **** Q RG Jio Jio Q RG Order Confirmation **Upgrade to Jio eSIM** +91 2235072222 < 8356 \checkmark \times **eSIM Request Initiated** Please share the following detail(s) for migrating your Jio number (+91 9876543211) Upgrade the Jio To complete your eSIM request, share your to your eSIM-enabled device. confirmation on the automated call received from number to eSIM 022-35072222 on your Jio number Upon successful confirmation, you will receive an Email ID Enter the OTP sent to your Jio update on your eSIM request for your number XXXXXXXXXX via email/SMS within 10 minutes arı i@gmail.com 43211 to number +91 confirm this request. Missed the IVR call? SMS "RECALL" to 199 for a EID Number callback. In case of international roaming, send SMS to +917018899999 instead of 199 OTP \mathbf{x} 893456781234567 Date & Time Stamp Note: eSIM will get installed on the device with the EID number you have provided. Resend OTP in 00:20 What's next? You are now one step away from eSIM Verify activation. After sharing confirmation on Note: As soon as the number gets IVR call, please do the following. activated on eSIM, your existing SIM card will be permanently deactivated. Connect your eSIM device with Wi-Stranging Service MARKENSON Fi or Hotspot. Confirm Done de to any ser-You will receive IVR call from Share EID number of eSIM Share confirmation via OTP eSIM request initiated for 022-35072222, press 1 to device. To know about EID, tap validation share confirmation for eSIM sent on Jio number on "i" request

Step 3 - Confirm via OTP and Install eSIM

For IVR callback, SMS "RECALL" to 199. If you are roaming internationally, send SMS to +917018899999 instead of 199.

eSIM via MyJio App – eSIM Profile Installation Steps



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

For iOS Devices (Apple)



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)





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



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