



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

SIM Authentication and
enter EID number of
eSIM device

Step 3

Confirm via OTP and
IVR Call to activate
eSIM

Note:

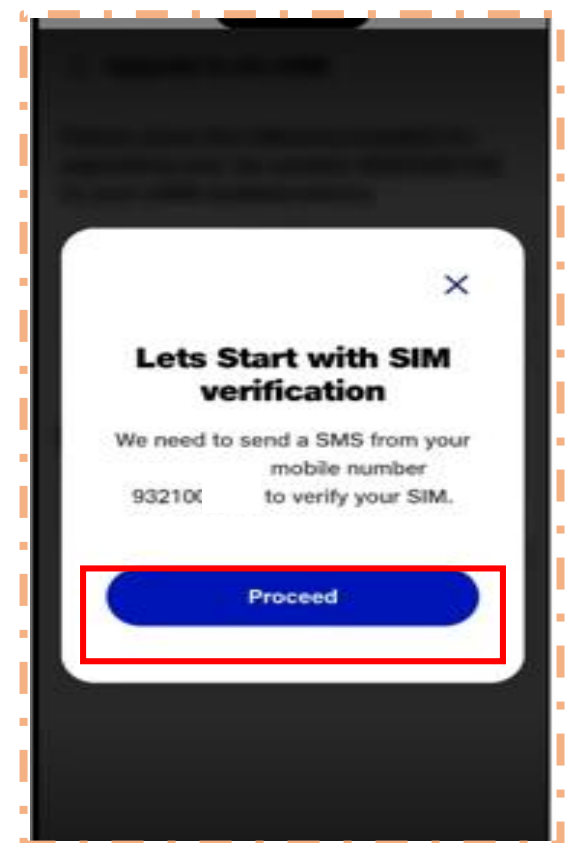
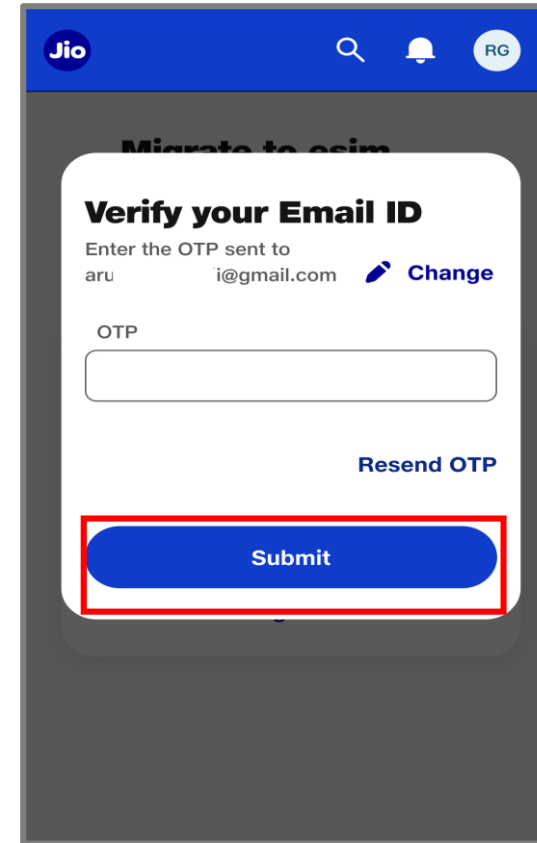
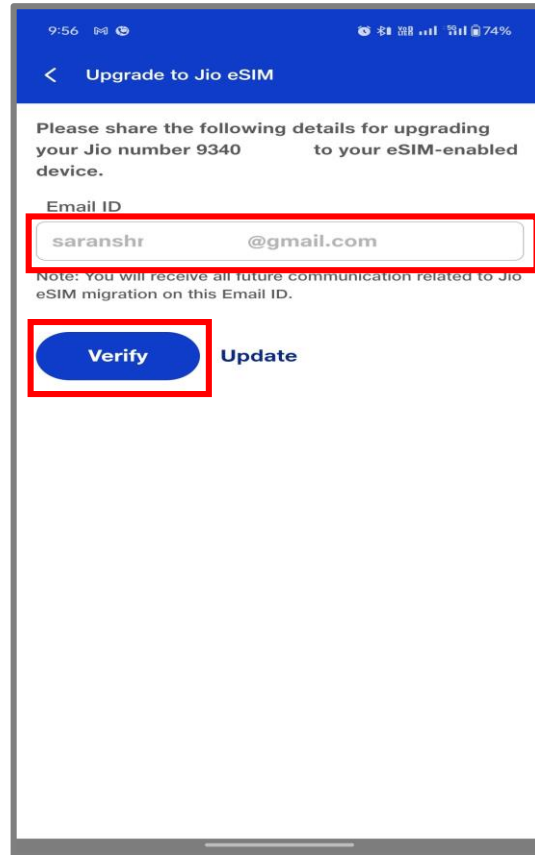
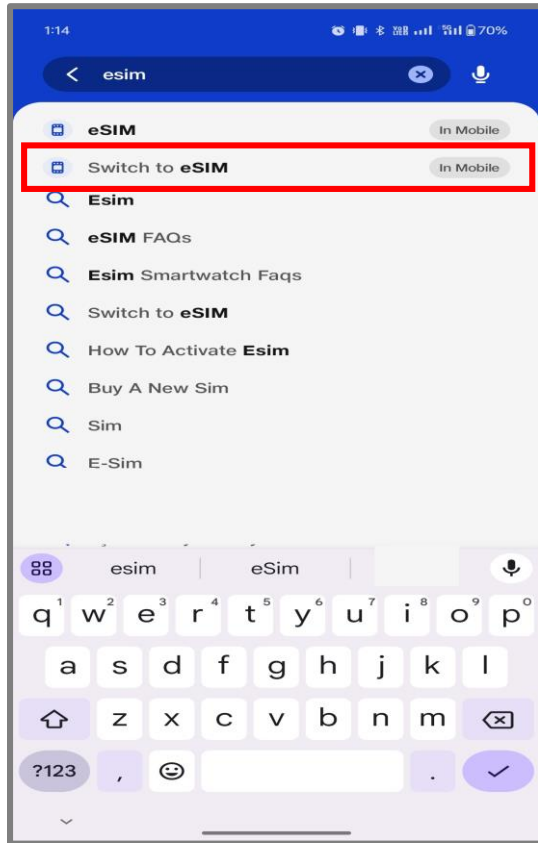
1. Make sure your SIM or eSIM is in the same device from which you are initiating the eSIM request via MyJio.
2. You can confirm option on the IVR only after hearing the entire call
3. After placing your eSIM request on MyJio, a 2-hour cooling period takes place, followed by an IVR call for confirmation of eSIM request
4. Make sure call forwarding is disabled before raising a request through MyJio.

eSIM via MyJio App – Process Steps



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

Step 2 – SIM verification and enter EID number



Login MyJio App, go to Search Field. Type “eSIM” in the Search, then tap “Switch to eSIM”

Verify eSIM request via registered email on MyJio app. Tap ‘Update’ to change email id or ‘Verify’ to proceed.

Enter the OTP received on email id and “Submit “

SIM authentication starts after email verification. Ensure the Jio SIM is in the same device before initiating the eSIM request via My Jio. Tap on “Proceed”

Note: Ensure Wi-Fi is turned off and mobile data is turned on for the Jio number while initiating the eSIM request

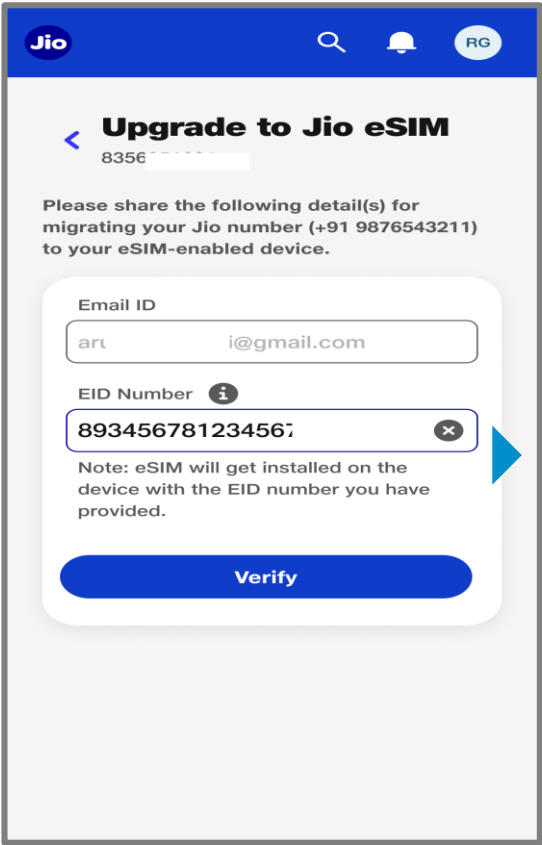
eSIM via MyJio App – Process Steps



Step 2 – SIM verification and enter EID number

Step 3 - OTP Confirmation & Cooling Period Initiation

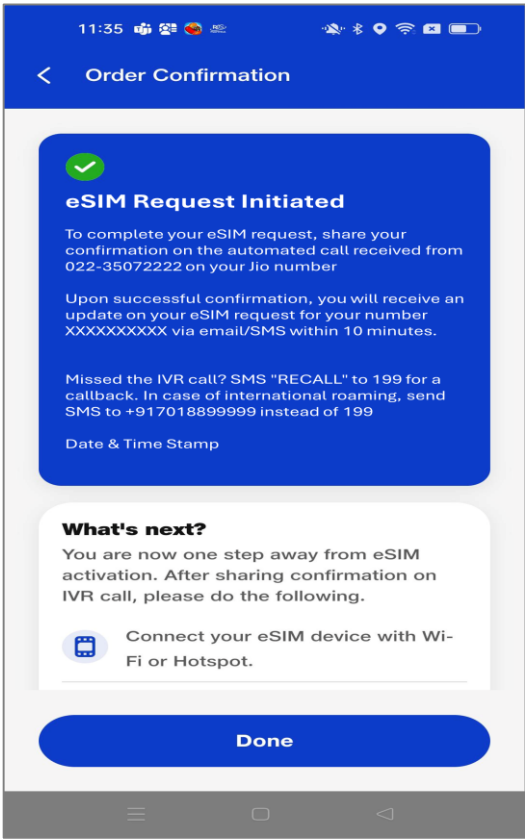
Share Confirmation On IVR and Install eSIM



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



Share confirmation via OTP sent on Jio number. Post-submission, a 2 hour cooling period will begin.



eSIM request initiated for validation; 2-hour cooling period begins



You'll get an IVR call from 022-35072222 post the cooling period is completed. Attend the IVR call, enter the number prompted on IVR call to confirm eSIM request

Note: In case you miss the IVR call, kindly SMS “RECALL” to 199. For International Roaming, SMS “RECALL” to +91 70188 99999

Please note, after the eSIM request is initiated for validation, a 2-hour cooling period takes place.

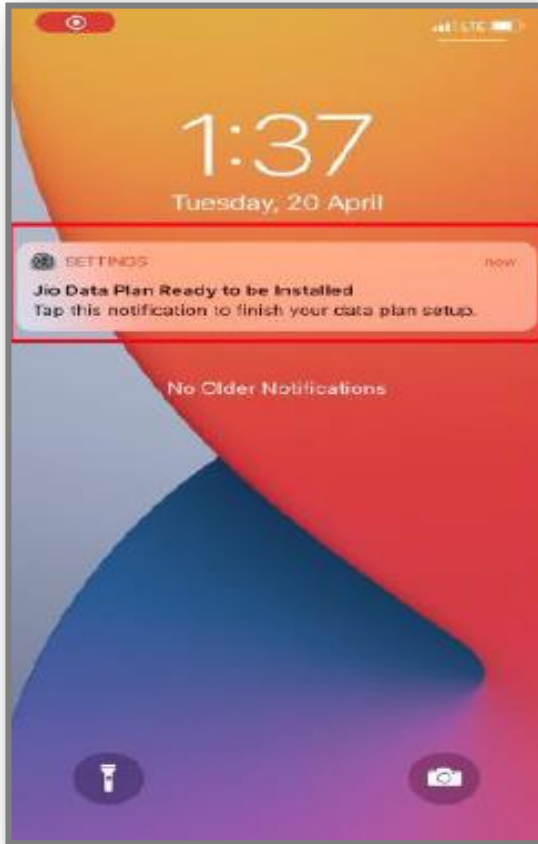
You will receive an SMS confirmation and an email from Jio once the 2 hours cooling period is completed.

During the cooling period, you can continue to use existing services on the Jio number for which the eSIM has been requested.

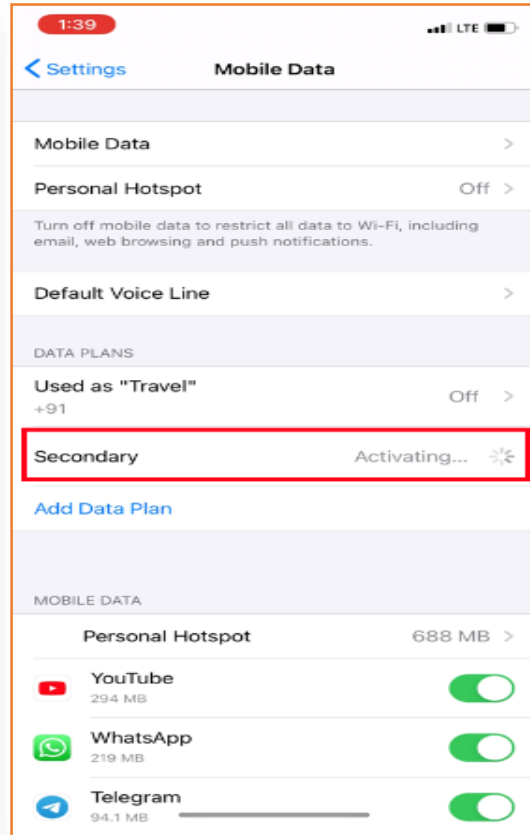


Option 1 – eSIM installation via notification (Apple and Samsung devices)

For iOS Devices (Apple)

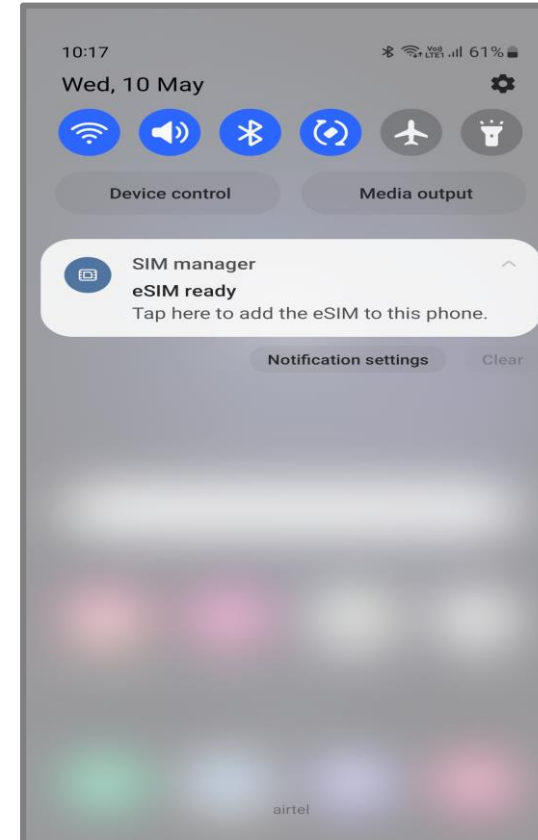


Tap on the notification received on iOS device

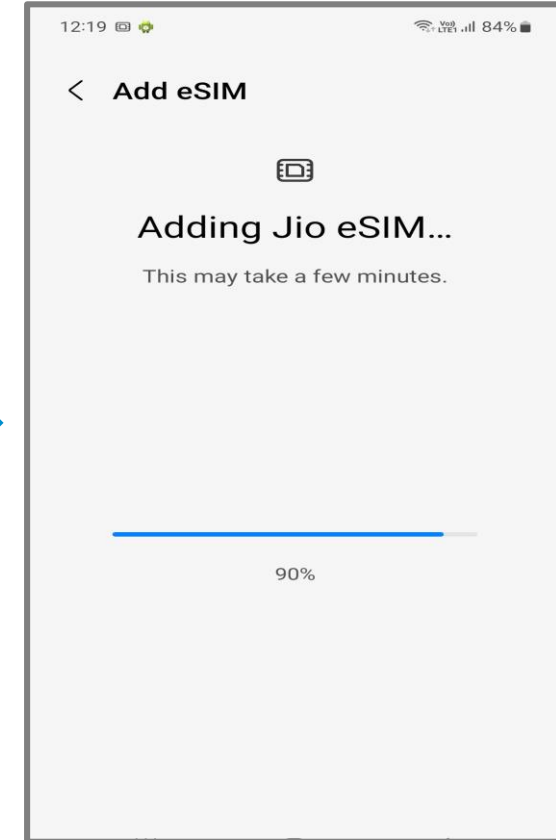


Proceed to install the eSIM

For Samsung Devices

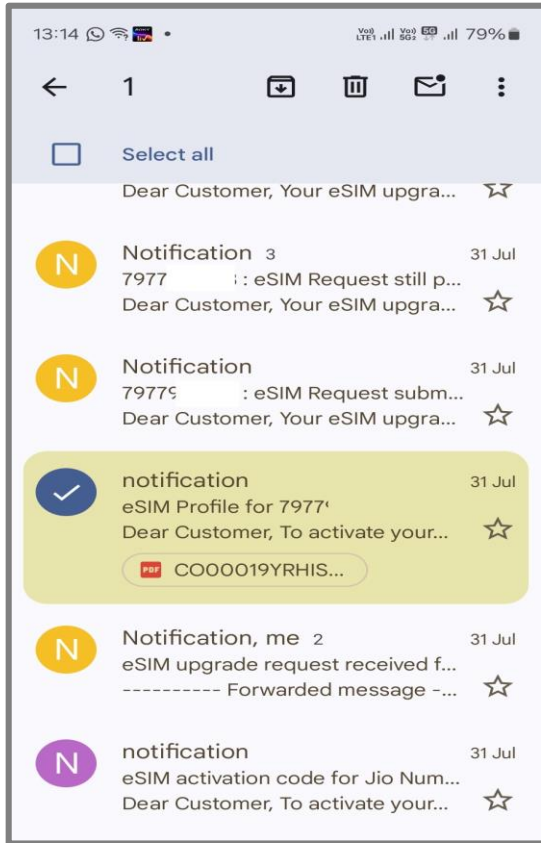


Tap on the notification received on Samsung device



Follow the instructions shown on the device to complete the installation

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



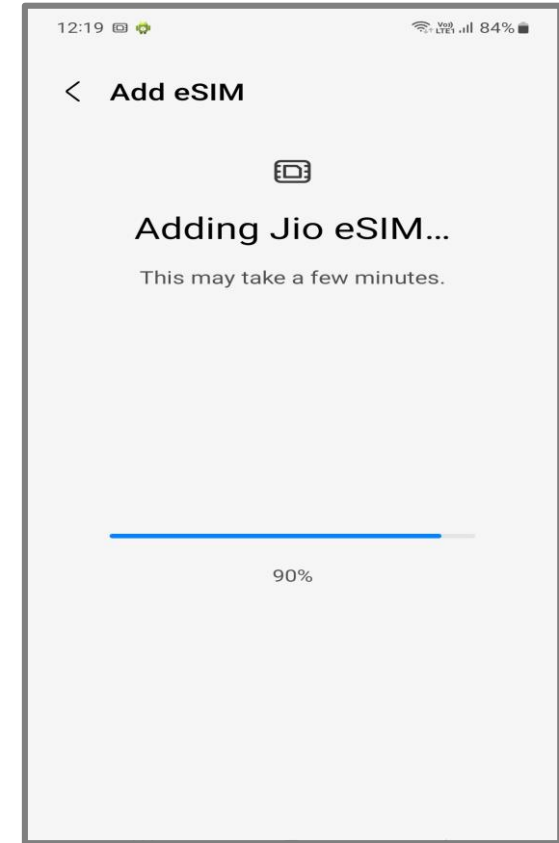
Go to your email inbox and open email from notification@jio.com



Open eSIM QR code attachment received on email



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

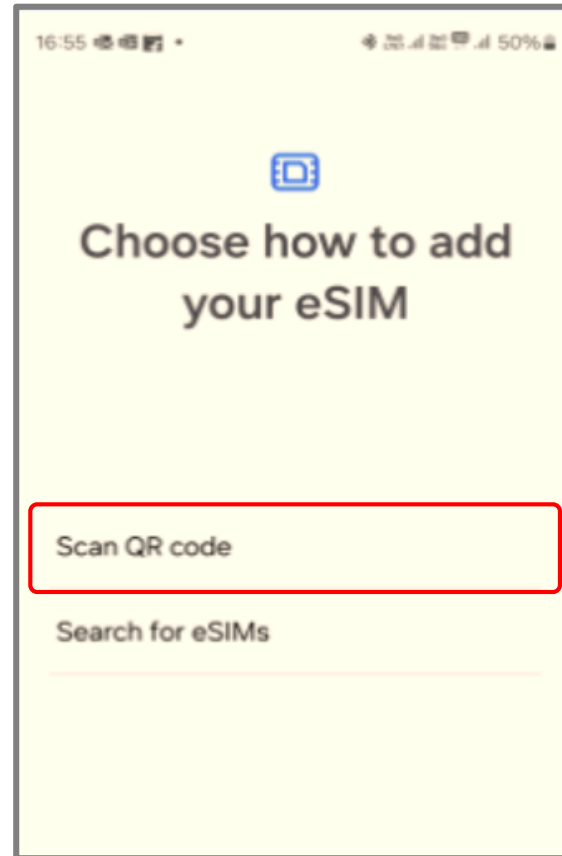


Follow the instructions shown on the device to complete the installation

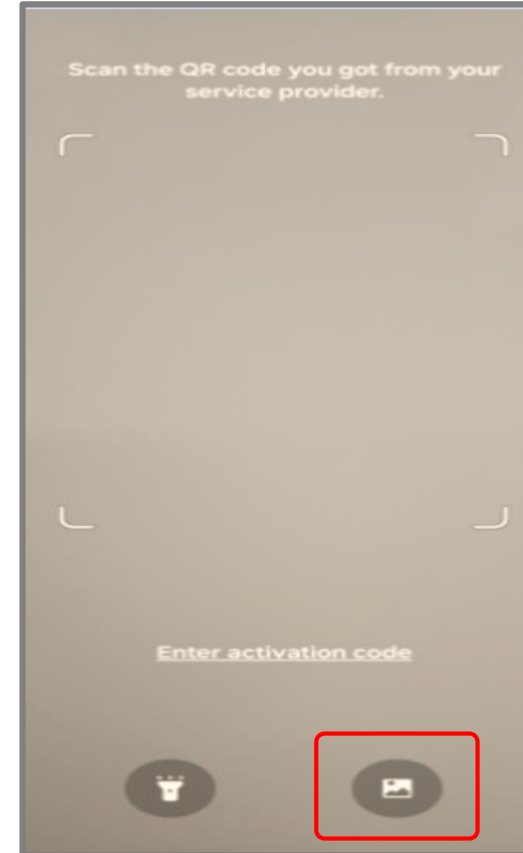
Option 2 (b) – eSIM installation via QR Code on the same device (For All eSIM Devices)



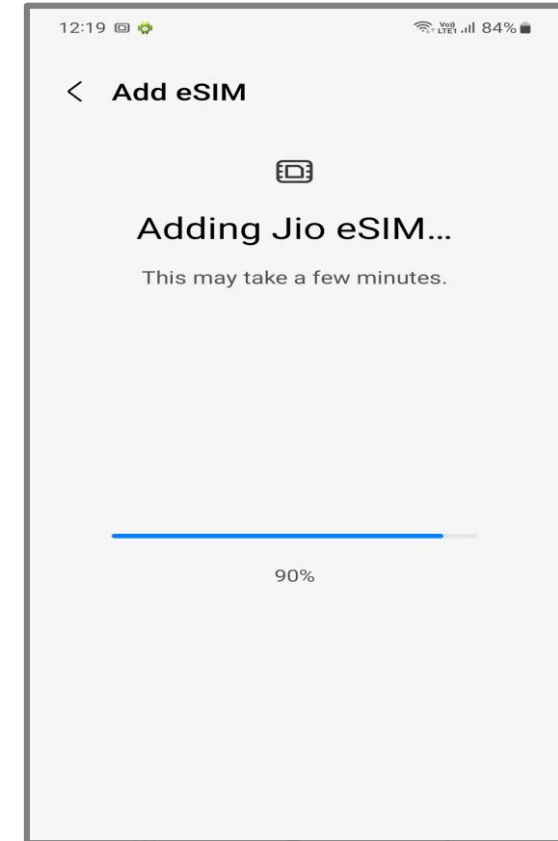
Save or store the screenshot of eSIM QR code in Gallery or Photos



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 the 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

