



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:

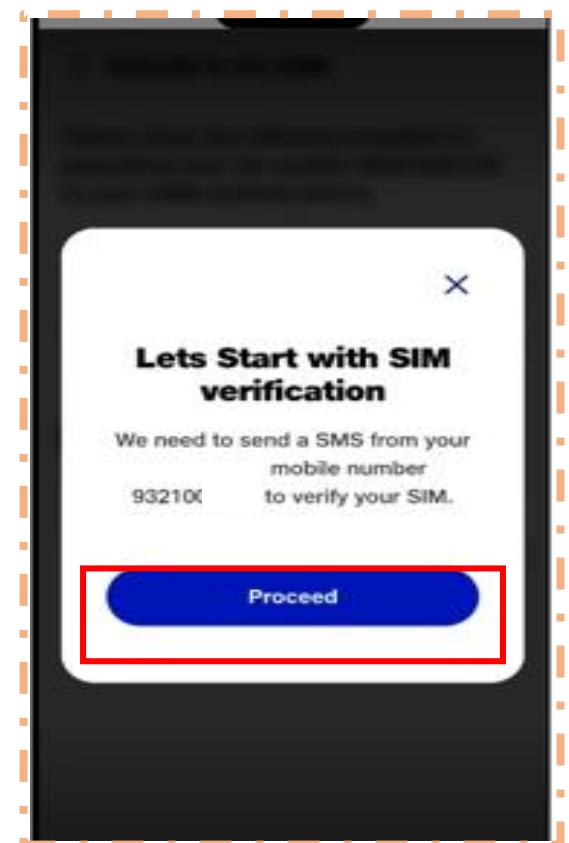
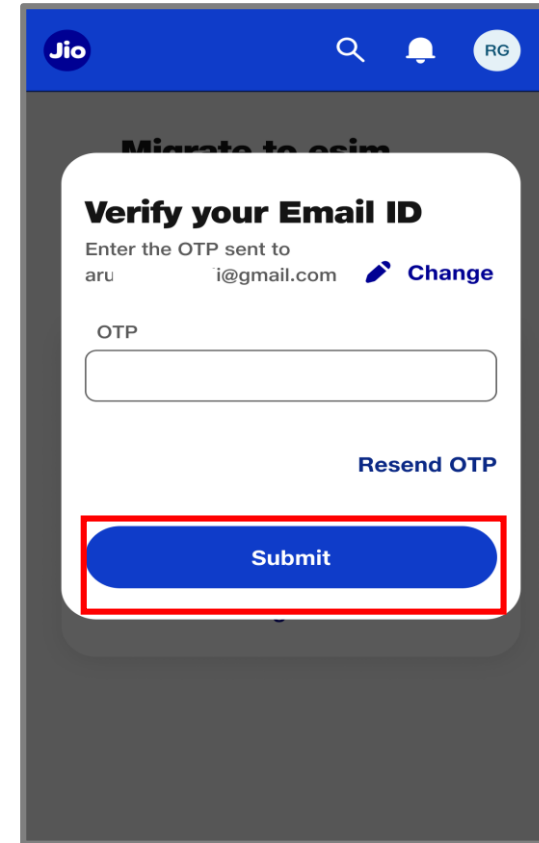
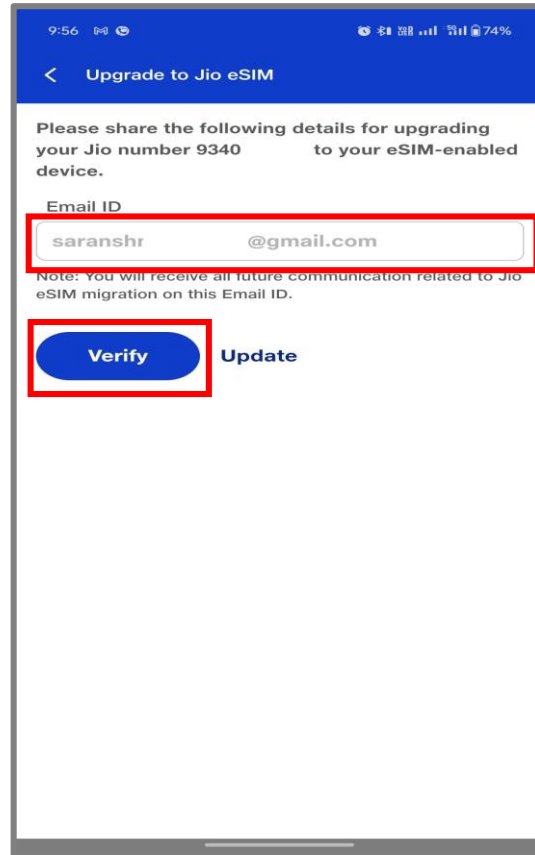
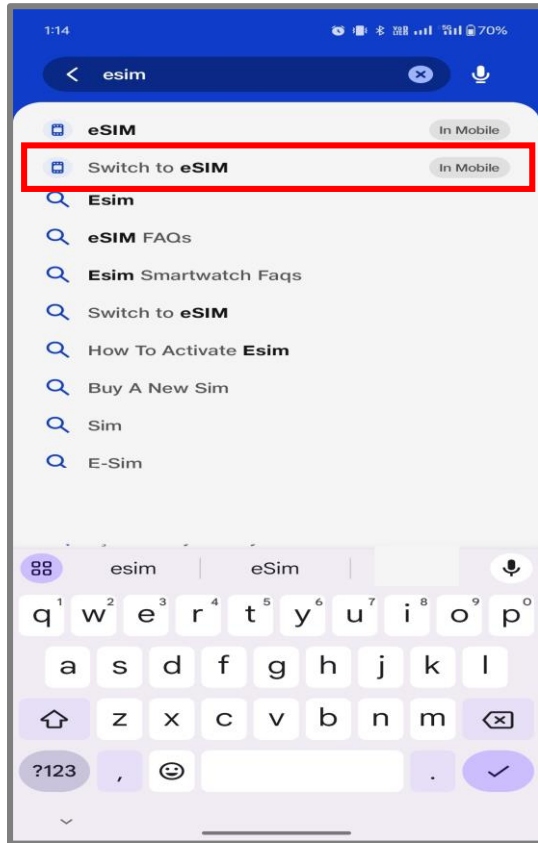
1. Make sure your SIM or eSIM is in the same device from which you are initiating the eSIM request via MyJio.
2. You can confirm option on the IVR only after hearing the entire call
3. Post IVR confirmation, services on eSIM will be activated after 2 hrs. cooling period as per the guideline

# 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”

# eSIM via MyJio App – Process Steps



## Step 2 – SIM verification and enter EID number

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. Post-submission, you will receive IVR call for verification.

eSIM request initiated for validation

## Share Confirmation On IVR



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

For IVR callback, SMS "RECALL" to 199.

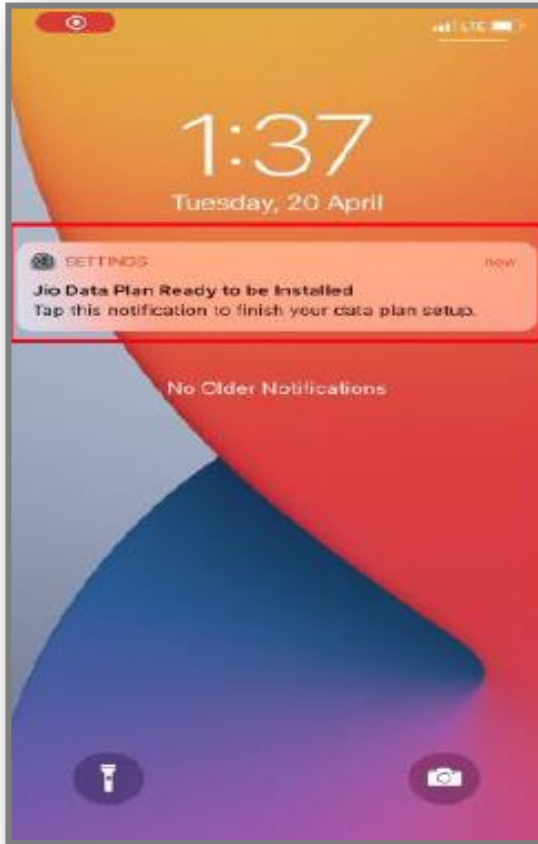
**Please note** , After confirmation on IVR, your eSIM request will be processed and completed within 2 hours of consent on IVR.

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

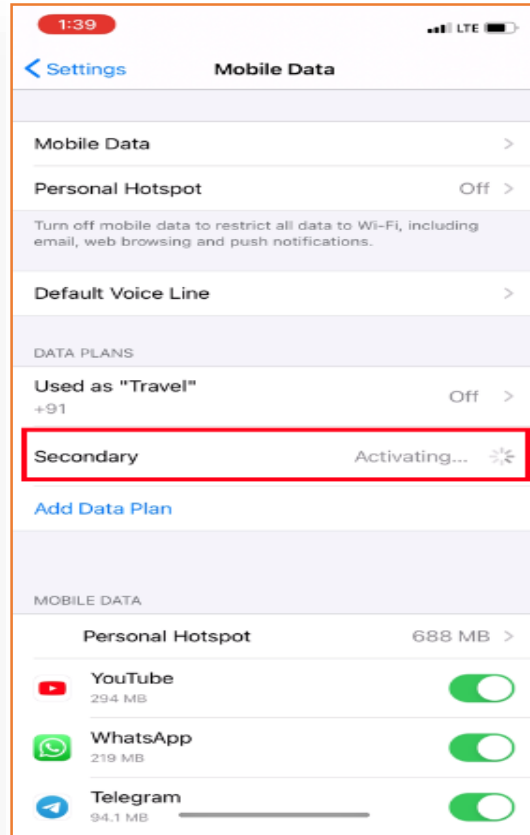


## Option 1 – eSIM installation via notification (Apple and Samsung devices)

### For iOS Devices (Apple)

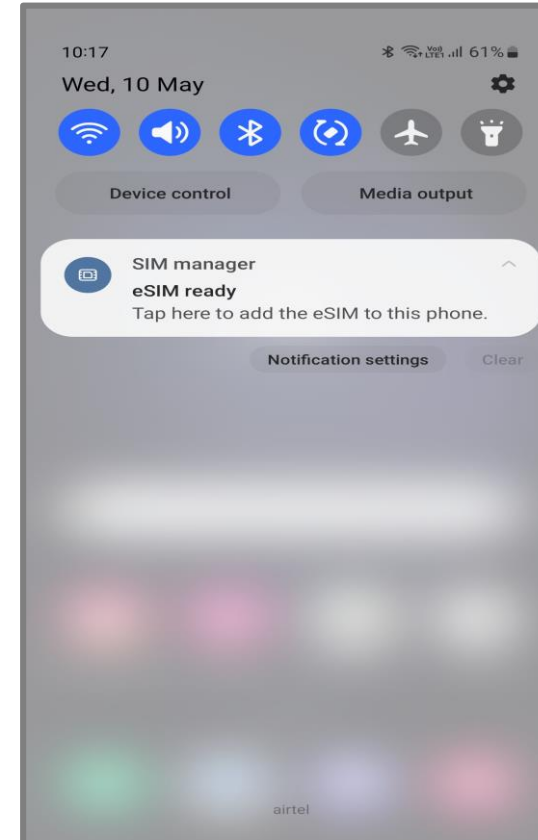


Tap on the notification received on iOS device

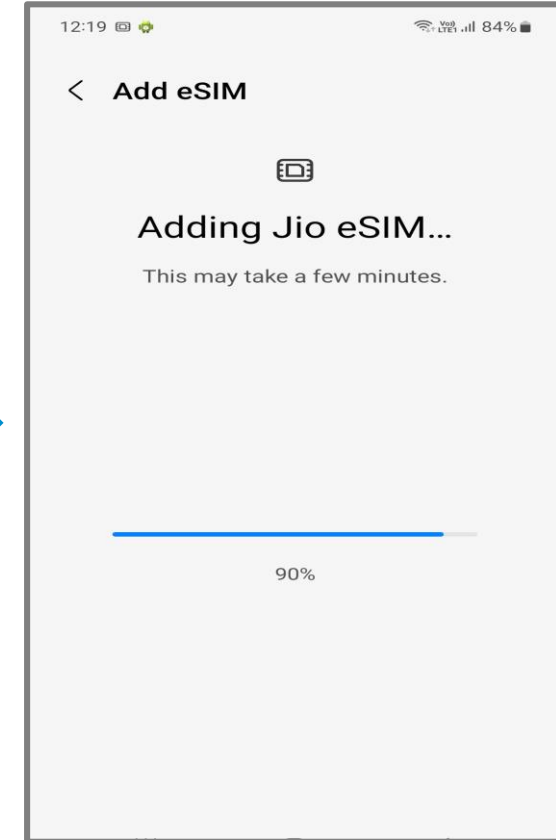


Proceed to install the eSIM

### For Samsung Devices

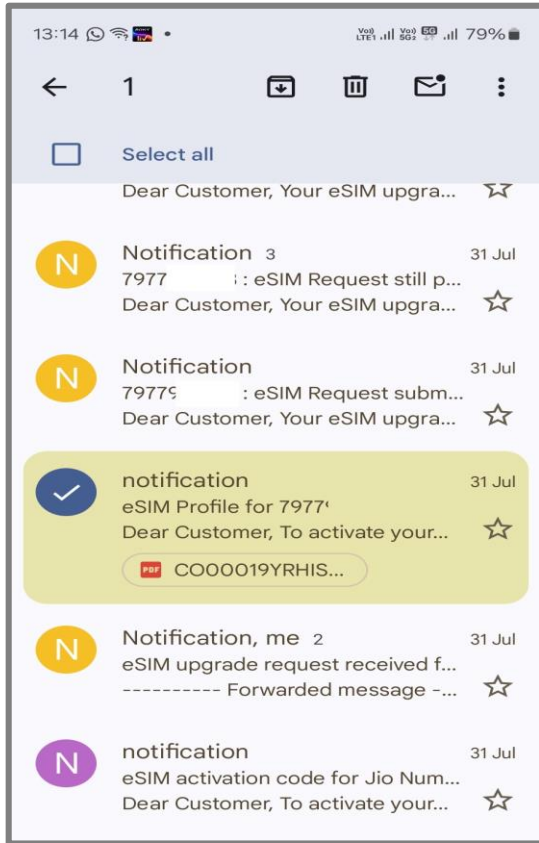


Tap on the notification received on Samsung device



Follow the instructions shown on the device to complete the installation

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



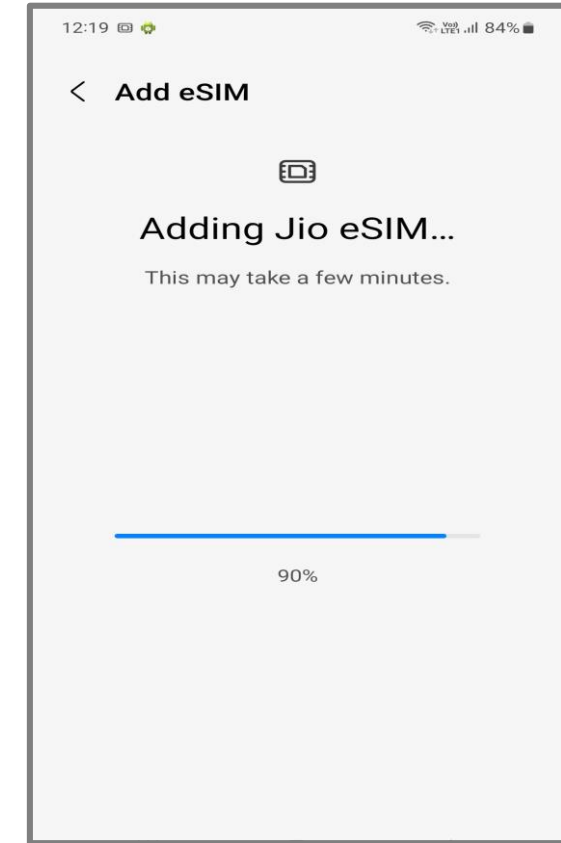
Go to your email inbox and open email from [notification@jio.com](mailto:notification@jio.com)



Open eSIM QR code attachment received on email



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

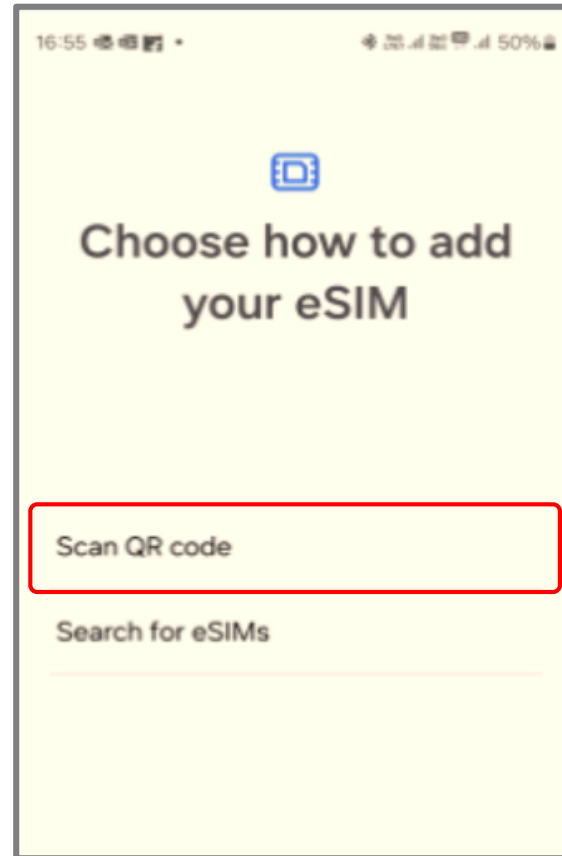


Follow the instructions shown on the device to complete the installation

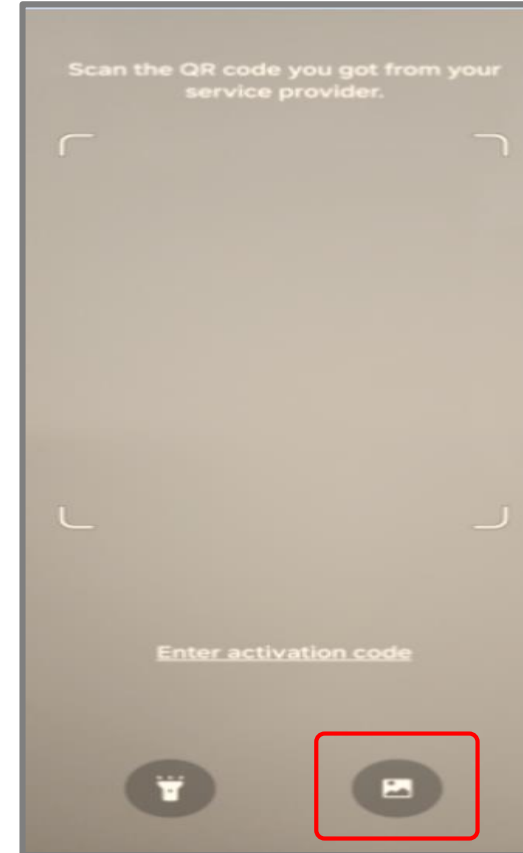
## Option 2 (b) – eSIM installation via QR Code on the same device (For All eSIM Devices)



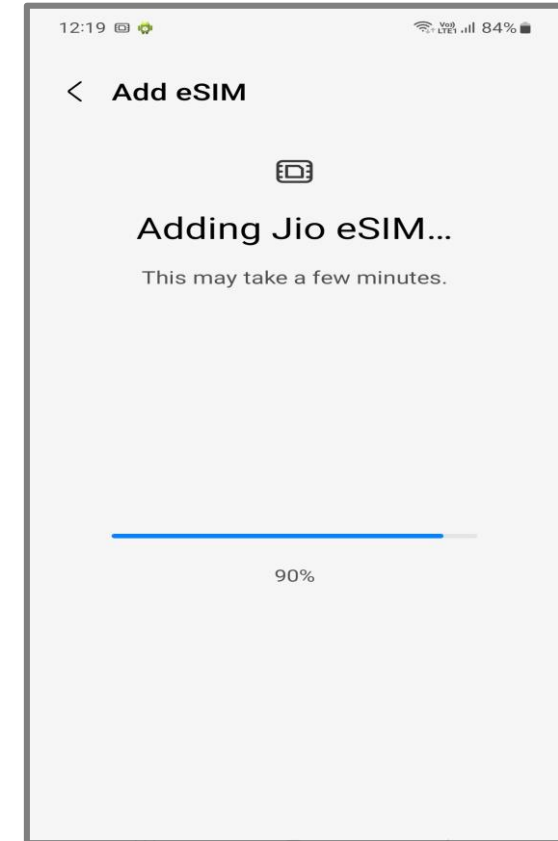
Save or store the screenshot of eSIM QR code in Gallery or Photos



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**

