

How to transfer data from old device to new device

This guide provides information and instructions to help you prepare for the transfer of data from your old to your new iPhone / iPad.

Action is required to ensure you retain access to any data you need prior to collecting your new iPhone. This can take up to an hour to complete.

What data you can transfer and not:

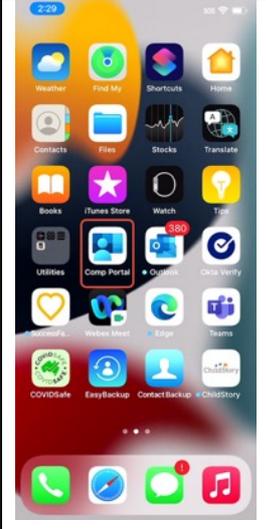
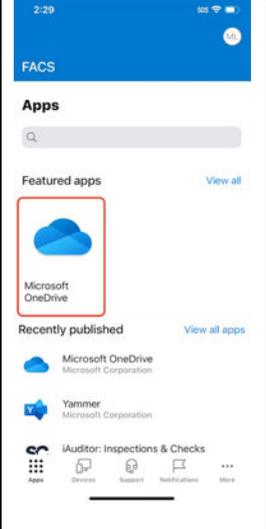
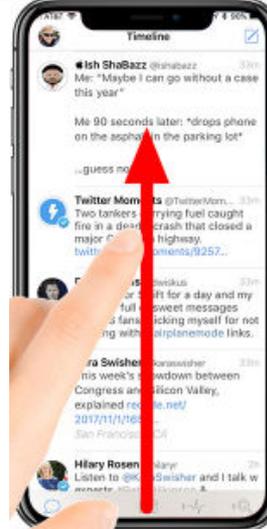
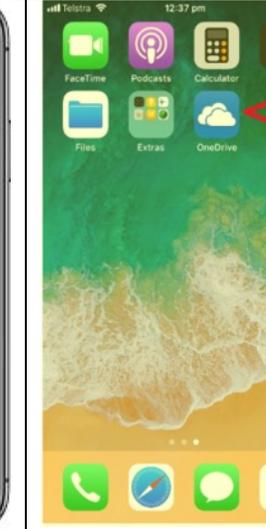
Data	Can Transfer?	Steps to Take
Contacts (iPhone only)	Yes	When you sign into Outlook on your new phone, your contacts will automatically download.
SMS Messages (iPhone only)	No	SMS messages cannot be transferred to your new phone. Please make sure you take screen shots or email the contents of messages that you need to keep.
Apps	Yes	Any apps that you have purchased can be installed on your new device. Login to your new phone with your Apple ID and you will be able to install any previously purchased apps without paying again.
Personalisation	No	You will need to setup a new passcode, FaceID, App groups, wall papers and alarm/clock settings on your new phone.
Photos	Partial	Please install OneDrive on your old device and follow the instructions on the following pages to securely upload all your photos. On your new device, you can access these photos through OneDrive or from a Windows 10 Laptop.

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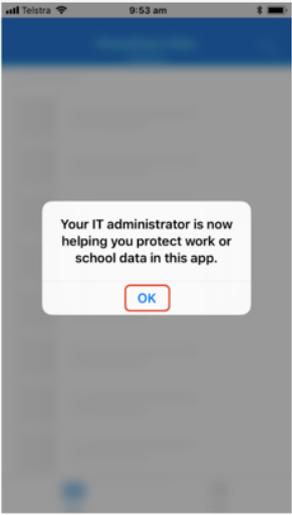
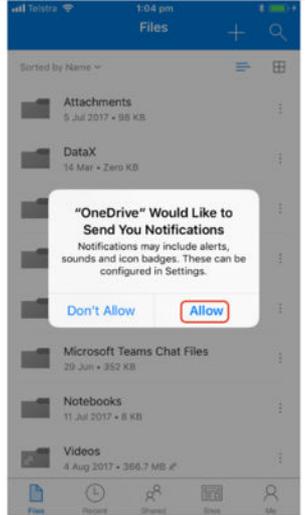
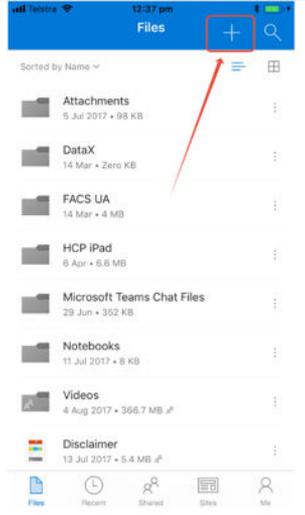
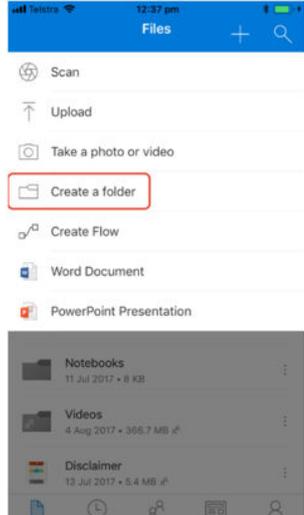
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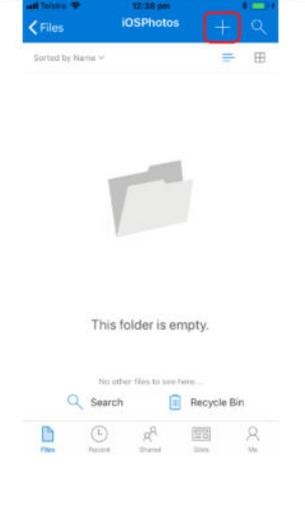
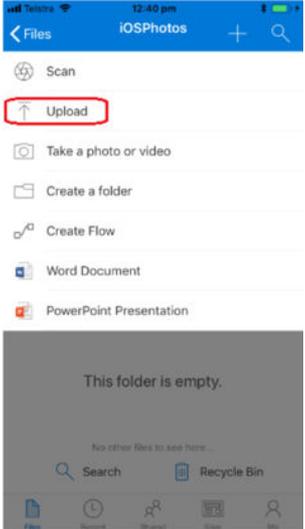
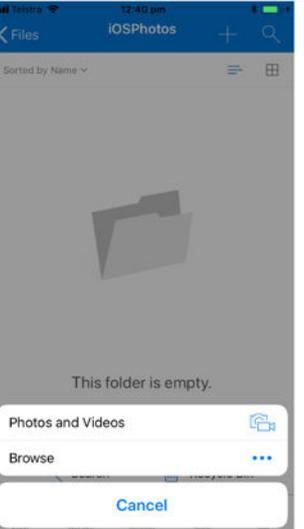
How to backup of your photos through OneDrive (iPhone & iPad)

Follow these steps to back up your photos on your old iPhone or iPad using OneDrive app.

<p>(1) Tap on 'Comp Portal' app from your home screen.</p>	<p>(2) Tap on 'Apps' from the bottom ribbon > Tap on 'OneDrive' and 'Install'.</p>	<p>(3) 'Swipe up' from the bottom of the iPhone' from any application to get back to the Home screen.</p>	<p>(4) Once done, you will now see OneDrive app installed to your device.</p>
			

*Note you can also download OneDrive app directly from the App store, which will require a personal Apple ID.

<p>(5) Open OneDrive and tap on 'OK' at this prompt. OneDrive will close automatically. Open OneDrive again.</p>	<p>(6) If this prompt appears, tap on 'Allow'.</p>	<p>(7) At the Files screen in OneDrive, tap on '+' icon to create a new folder.</p>	<p>(8) Tap on 'Create a Folder'.</p>
			

<p>(9) Enter folder name of your choice. For e.g. iOSPhotos and then tap on 'Create'.</p>	<p>(10) Newly created folder will be created and opened, tap on '+' icon to upload photos.</p>	<p>(11) Tap on 'Upload'.</p>	<p>(12) Tap on 'Photos and Videos'.</p>
			

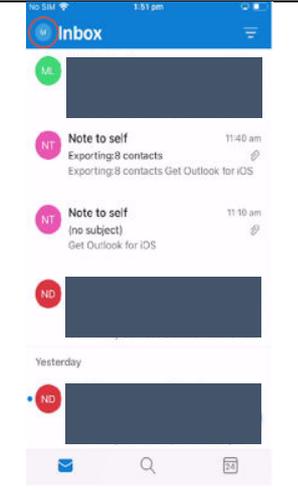
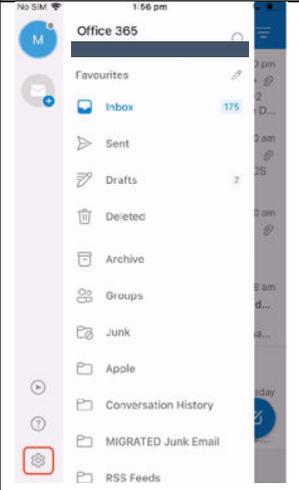
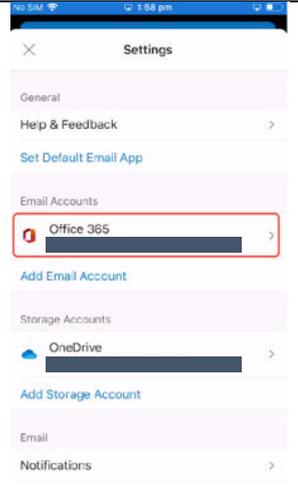
<p>(13) Tap on 'All Photos'.</p>	<p>(14) Select the photos you want to transfer/ upload and then tap on 'Done' once finalised.</p>	<p>(15) Upload process will start and may take some time to finish based on size of the photos.</p>
 <p>The screenshot shows the 'Photos' app interface with 'All Photos' (25 items) selected. Other albums like 'Recently Added', 'Favourites', 'Selfies', 'Panoramas', 'Videos', and 'Slo-mo' are visible below.</p>	 <p>The screenshot shows a grid of 12 photos with blue checkmarks indicating they are selected. The 'Done' button is highlighted in red at the top right.</p>	 <p>The screenshot shows the OneDrive 'Files' app interface. A folder icon is displayed with the text 'This folder is empty.' Below it, a red arrow points to a blue progress bar that says 'Uploading file 1 of 12'. The bottom navigation bar includes icons for Files, Recent, Share, Sites, and Me.</p>

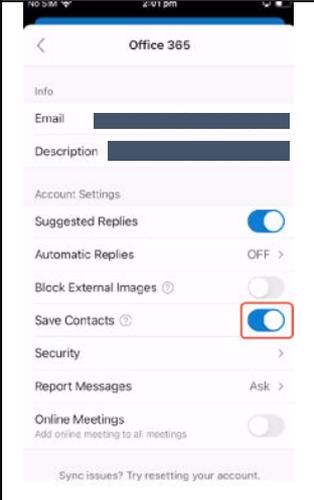
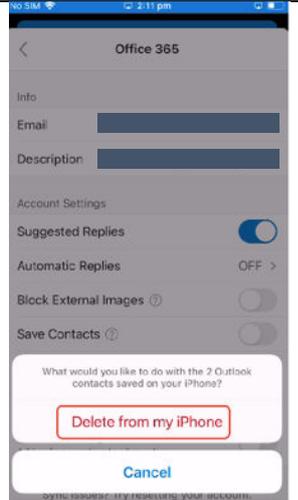
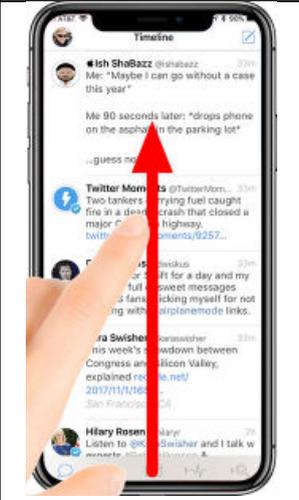
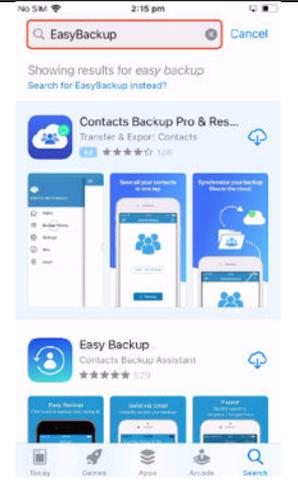
You have now successfully completed a backup of your photos from existing device to OneDrive for later use.

Backing Up Contacts (iPhone Only)

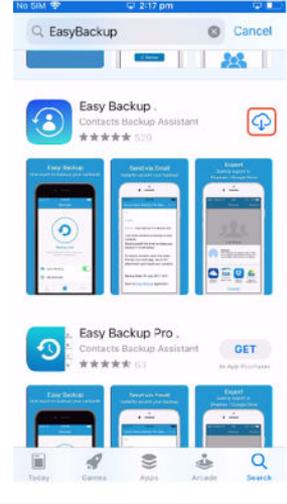
Follow these steps on your old iPhone or iPad to backup your contacts.

Note: This requires your Airdrop settings turned to “**Everyone**” on both your OLD and NEW device. It also requires your internet connected on your EXISTING device.

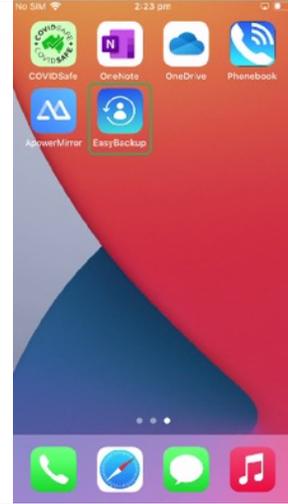
<p>(1) From the home screen on your iPhone, tap on 'Outlook'.</p>	<p>(2) On the Outlook screen, tap on 'Account'.</p>	<p>(3) Select the 'Settings' Cog.</p>	<p>(4) Select the 'Office 365' account.</p>
			

<p>(5) Tap Save Contacts 'Switch' to turn off contacts sync.</p> <p><i>Do this for each of your personal account to ensure contacts sync remain turned-on except Outlook.</i></p>	<p>(6) Below pop-up will appear, tap on 'Delete from My iPhone'.</p> <p><i>Contacts will still be in 'Outlook 365'.</i></p>	<p>(7) 'Swipe up' from the bottom of the iPhone from any application to get back to the Home screen. 'Swipe up' from the bottom of the iPhone from any application to get back to the Home screen.</p>	<p>(8) In App Store, tap on 'Search' and type EasyBackup in the search bar on the top.</p>
			

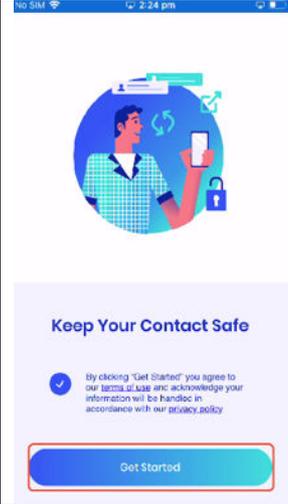
(9) Tap on **'Download'** icon next to EasyBackup app.
Note: It may prompt you to enter your Apple ID password. Enter when prompted.



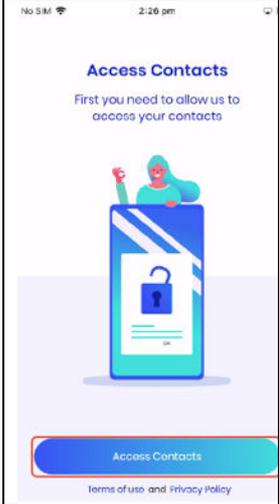
(10) Press home button to go back to home screen, swipe the screen towards right to see **'EasyBackup'** is installed. Tap on it to open.



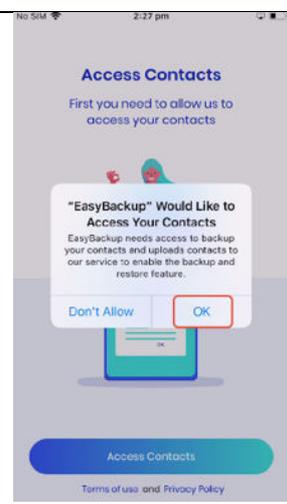
(11) Tap on **'Get Started'**.



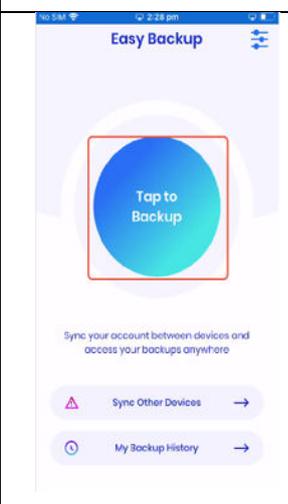
(12) Tap on **'Access Contacts'**.



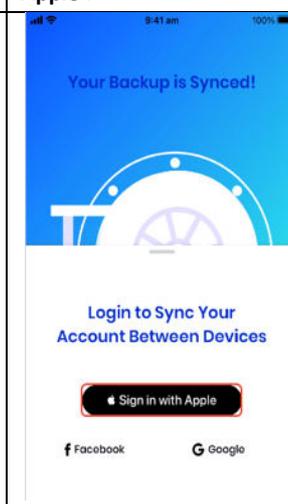
(13) Tap on **'OK'**.



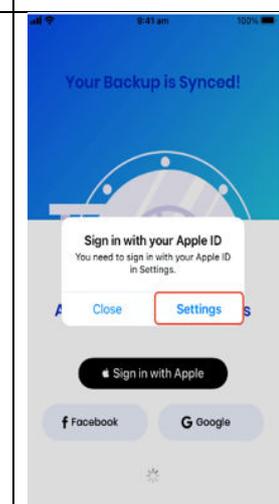
(14) Tap on **'Tap to Backup'**.

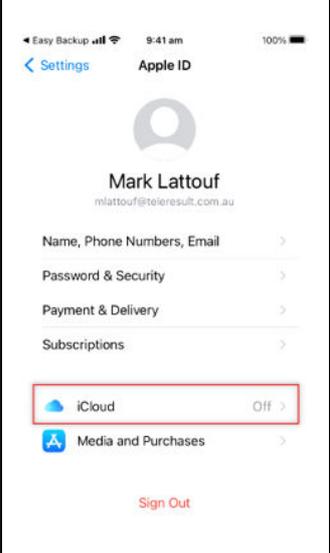
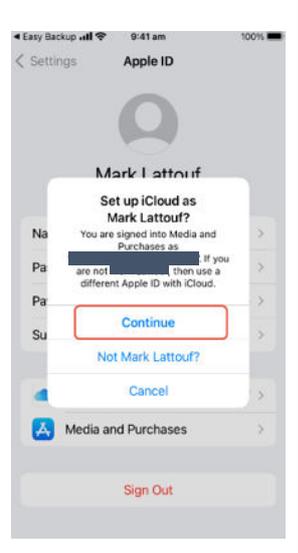
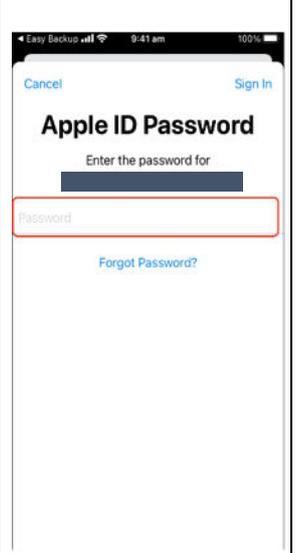
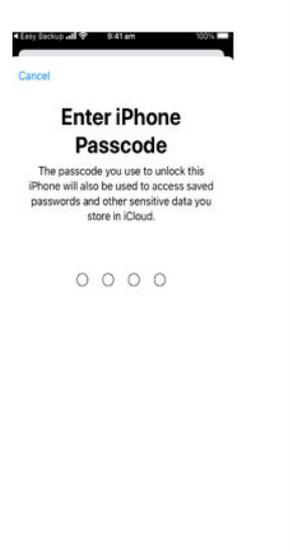


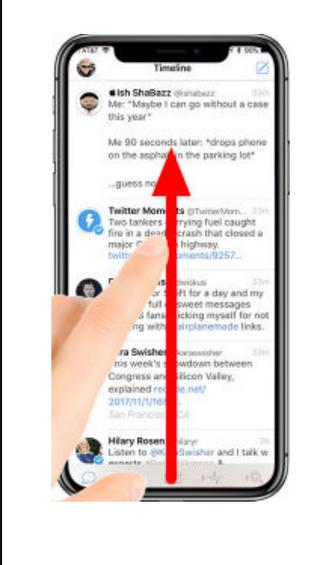
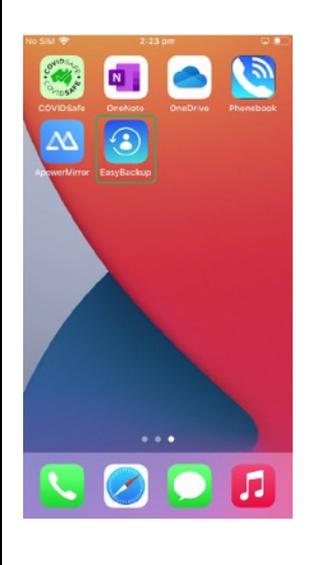
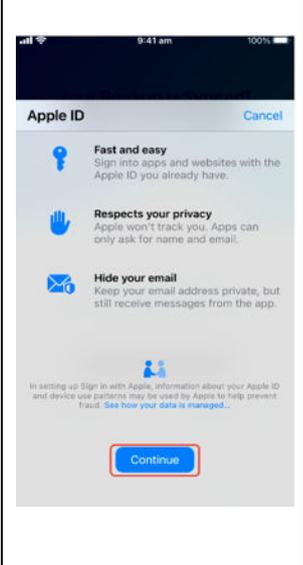
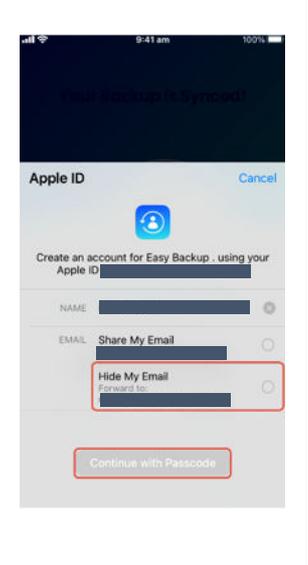
(15) Tap on **'Sign in with Apple'**.

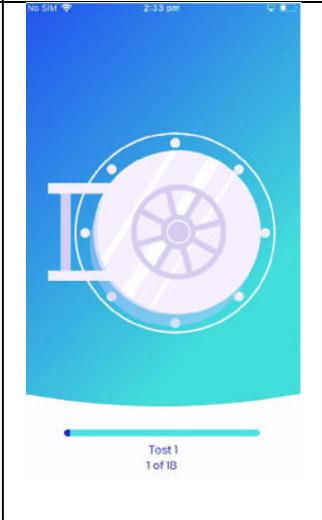
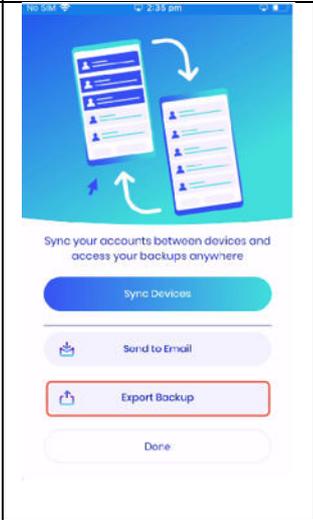
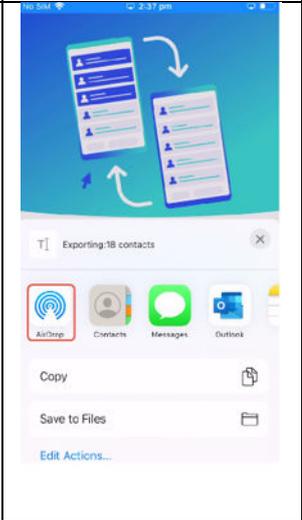


(16) Tap on **'Settings'**.

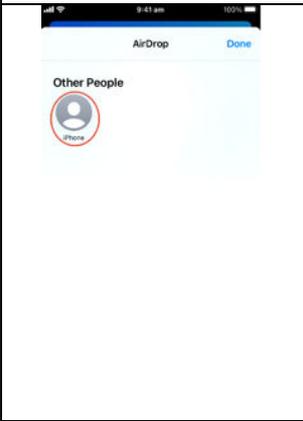


<p>(17) Tap on 'iCloud'.</p>	<p>(18) Tap on 'Continue'.</p>	<p>(19) Enter Apple ID 'Password'.</p>	<p>(20) Enter Device 'Passcode'.</p>
			

<p>(21) 'Swipe up from the bottom of the iPhone' from any application to get back to the Home screen.</p>	<p>(22) Select to open 'EasyBackup'.</p>	<p>(23) Select to 'Continue'.</p>	<p>(24) Select to 'Hide My Email' and 'Continue with Passcode'.</p>
			

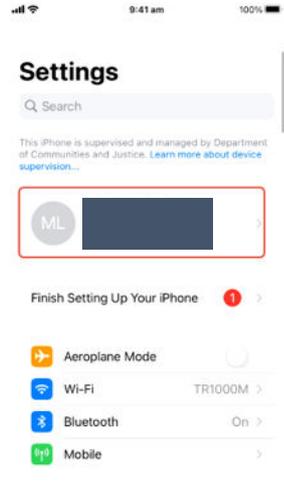
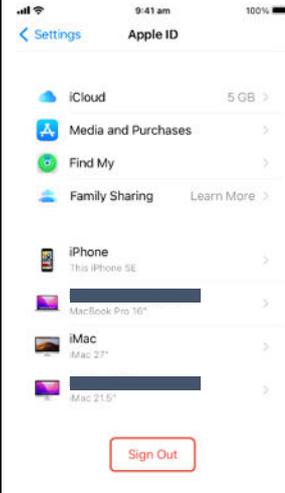
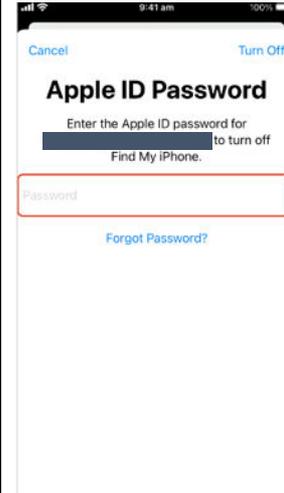
<p>(25) Enter Device 'Passcode'.</p>	<p>(26) Backup is in progress.</p>	<p>(27) Tap on 'Export Backup'.</p>	<p>(28) Tap on 'AirDrop'.</p>
			

(29) Select the 'new device'.



Sign Out of Apple ID on Old Device (iPhone & iPad)

Follow these steps on your old iPhone or iPad.

(1) Open 'Settings'.	(2) Select your 'Apple ID'.	(3) Select to 'Sign Out'.	(4) Enter to 'Apple ID Password'.
			

(5) Select 'Sign Out'.

