

Getting a new phone?

If you are getting a brand new phone there are a few steps you need to take to ensure that your links and MS Authenticator copy everything across.

Microsoft Authenticator

Microsoft uses a **Cloud Backup** system (iCloud for iPhone, personal Microsoft account for Android).

- **The Setup:** On the old phone, go to Settings and toggle on **Cloud Backup** (iPhone) or **Backup** (Android).
- **The Recovery:** On the new phone, install the app but **DO NOT** log in right away. Look for the link at the bottom that says "**Begin Recovery**" or "**Restore from backup.**"
- **Crucial Note:** Some "Work or School" accounts won't transfer automatically for security reasons. They will appear on your new phone with a red "Action Required" message, and you may need to re-scan a QR code from your account security page on a computer.

Our Recommendation.

Keep your old phone active and connected to Wi-Fi until you have successfully logged into every important account on your new phone.

We don't need to send you a new QR code as long as you have the old phone working.

However, if you have issues and an account refuses to move, we can certainly regenerate a link for you to any services that we manage.

Other things to consider:

1. "Work or School" Push Notifications

If you have a work account that lets you just tap "**Approve**" on your phone (instead of typing a 6-digit code), these almost **never** transfer automatically.

- **The Reason:** These links are tied to the specific hardware ID of your old phone for security.
- **The Fix:** You will usually see a red "Action Required" message on the new phone. You'll likely need to log into that account on a computer and select "Add a new sign-in method" to generate a fresh QR code for the new device.

2. Authy Accounts

If you use the **Authy** app instead of Google/Microsoft:

- Authy is actually the easiest to move. You just install the app on the new phone and enter your phone number.

- As long as you have **"Allow Multi-device"** turned on in the settings of your old phone, all your accounts will instantly populate on the new one. You'll just need your "Backup Password" to unlock the encrypted codes.

3. Banking & Specialised Apps (Duo, Okta)

- **Duo Mobile:** Like the Microsoft work accounts, Duo is linked to the physical device. You must use the **"Duo Restore"** feature or have an admin send you a new activation link.
- **Banking Apps:** Most banks require you to "Register" the new device as a trusted one. This often involves the bank sending you an SMS code or calling you.

4. Browser Passwords and "Auto-fill"

If you rely on your phone to auto-fill passwords in Safari or Chrome:

- **iPhone (iCloud Keychain):** If you are moving from iPhone to iPhone, these transfer perfectly as long as you log into the same Apple ID.
- **Android (Google Password Manager):** These sync to your Google account and will be ready for you as soon as you log in on the new device.

The "Safety Net" Checklist

Before you wipe or trade in the old phone, make sure you can get into these three "Gatekeeper" accounts on the new one:

1. **Your Primary Email** (Where password resets go).
2. **The Authenticator App** itself.
3. **Your Apple ID or Google Account.**