

Elected Member Intune migration checks

To avoid data loss, it's essential these tasks are completed prior to your migration date, particularly tasks 6 and 7.

1. Check that the contacts on your device match up with your contacts in Outlook:

On your mobile phone or tablet open your contacts and scroll to the bottom. The contact count should be showing and then go to Outlook on your laptop and open your contacts.



You should see the contacts listed in the bottom left-hand corner. If the numbers match – perfect. If not, you will need to check and back up the contacts that are missing.

Please be aware, any groups you have created in your email e.g. Team Managers that have all your manager emails in, will appear in your Outlook contacts, these will not appear in your device as they are not telephone contacts.

If you are having difficulty backing up, you can try backing up to [iCloud using this guide](#) or use the simple '[Contacts Backup](#)' app. If you continue to have difficulties, please email 365corpsupport@edinburgh.gov.uk explaining your issue.

2. Back up any photographs by moving them off the device by transfer or email. Once the device is wiped, we will not be able to restore these.
If you are having difficulty migrating your photographs, [please follow this guide for backing up photos to OneDrive](#). If you continue to have difficulties, please email 365corpsupport@edinburgh.gov.uk explaining your issue.
3. Update your iOS to the maximum level available. Please make sure you update your iOS before attempting to enrol your device on the new system. This is required to make sure there are fewer conflicts when enrolling. The iOS can be updated by going to **Settings > General > Software Update** then '**Download and Install**'. Please update via wifi as the files can be very large and are not suitable for mobile data download.
4. Check for any other data or apps that store information locally and try to back this up before the device is wiped. Once the device is wiped, we will not be able to restore these. If you are having difficulty migrating this data, please email 365corpsupport@edinburgh.gov.uk explaining your issue.
5. Goodreader: If you need to migrate Goodreader files to Intune, please follow the [Goodreader migration guide to back up to OneDrive](#). If you continue to have difficulties, please email 365corpsupport@edinburgh.gov.uk explaining your issue.
6. Make sure you know your **Apple ID and password** (Please make sure to check that it is the same Apple ID that is being used on all of your devices. If you find that you are using 2 separate Apple ID's – please ensure that you have the passwords for

both accounts). If you don't know your Apple ID, please email 365corpsupport@edinburgh.gov.uk explaining your issue.

7. It is **ESSENTIAL** you 'sign out' using your Apple ID **BEFORE** the day of the migration (you will need your Apple ID and password to do this). Guidance on signing out of your Apple ID can be found [here](#).

****Failing to complete 6 and 7 about may lock you out of your device****