

All current data on your device will be deleted during the conversion process. Follow the steps below to back up the data on your device. (If you have a personal Apple device, the process would be similar to what you would do to back up your personal device.)

Use iCloud to Back up Your Data

All data will be wiped from your device during the factory reset process.

If you need to move other data from your device, such as messages, photos, texts or notes, visit Apple Support for instructions on backing up or synching your Apple Account to iCloud. This will allow you to back up your content and access it from a personal device.

If you do not back up this data to iCloud, it will not be available after factory reset.

iCloud storage space is limited.

Apple Support Resources

[How to back up your iPhone or iPad with iCloud](#)

[Back up your iPhone or iPad to iCloud](#)

[How to back up your iPhone, iPad, and iPod touch](#)

[Change your Apple Account primary email address](#)

[iPhone Support](#)

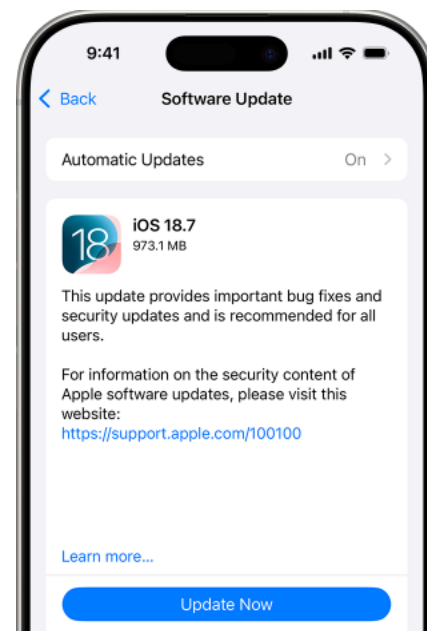
[iPad Support](#)

Additionally, you can follow the steps below to back up work data to a DE OneDrive app on your device, then move it over to the Enbridge OneDrive.

Backing Up Your Work Data

1. Go to **Settings** then tap **General** and **Software Update** to make sure your device is on the latest iOS version.

If an update is available follow the onscreen instructions to download and install the latest iOS version.



Backing Up Your Work Data

2. Make sure you have the Microsoft OneDrive app on your device.



3. If you do not have the Microsoft OneDrive app, go to the App Store, download, and install the **Microsoft OneDrive app**.

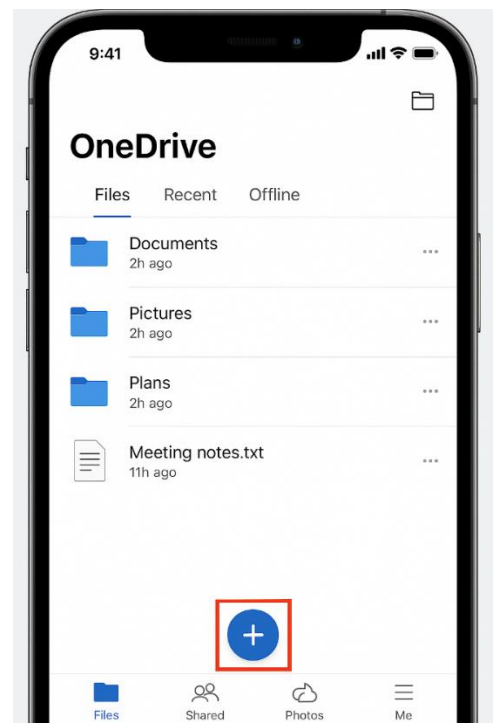


Backing Up Your Work Data

4. Open the **Microsoft OneDrive app** and log in with your DE credentials.

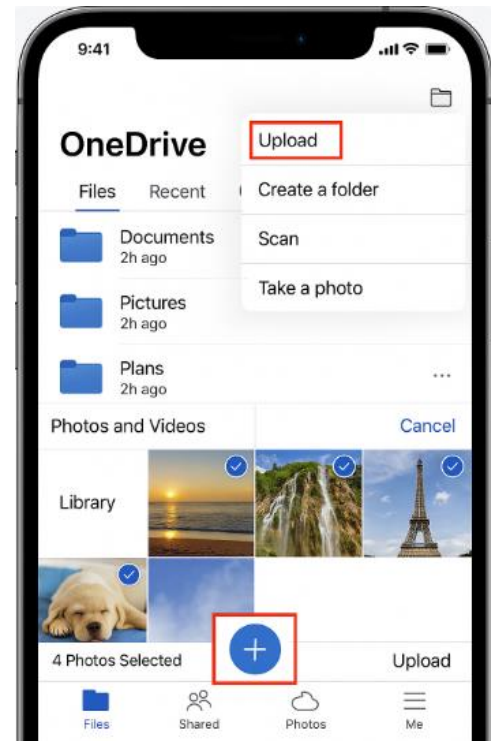


5. Tap the + button at the bottom on the OneDrive screen.

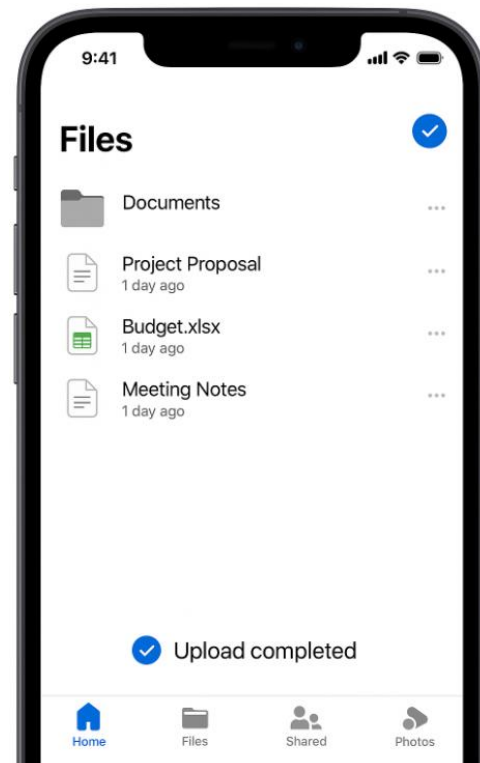


Backing Up Your Work Data

6. Tap **Create a folder** and name it so you will remember it is a backup of the work files on your DE phone.
7. Choose **Photos and Videos** or **Browse** to find documents.
8. Select the files you want to upload.



9. Tap the **Upload** button and wait for the upload to complete, after selecting the files.



Backing Up Your Work Data

10. Follow the steps to [Move files](#) to ensure the files you've uploaded are available in your Enbridge OneDrive once you've moved your device to Enbridge service.

Backing Up Other Data

All data will be wiped from your device during the factory reset process.

If you need to move other data from your device, such as messages, photos, texts or notes, visit Apple Support for instructions on backing up or synching your Apple Account to iCloud. This will allow you to back up your content and access it from a personal device.

If you do not back up this data to iCloud, it will not be available after factory reset.

iCloud storage space is limited.

Apple Support Resources

[Change your Apple Account primary email address](#)

[How to back up your iPhone or iPad with iCloud](#)

[Back up your iPhone or iPad to iCloud](#)

[How to back up your iPhone, iPad, and iPod touch](#)

[iPhone Support](#)

[iPad Support](#)