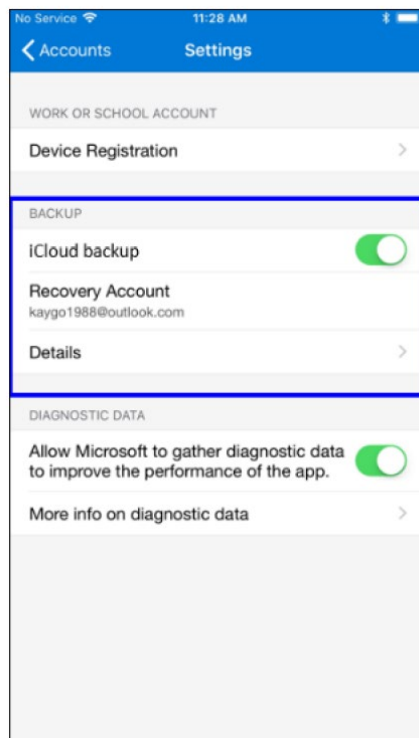## Step 01

Before starting on your new device, it's important to first back up your information on your old device. Before you can begin, you must have:

1. A personal Microsoft account to act as your recovery account. It is free and you can create one at portal.office.com using an existing personal email address
2. For iOS only, you must have an iCloud account for the actual storage location.
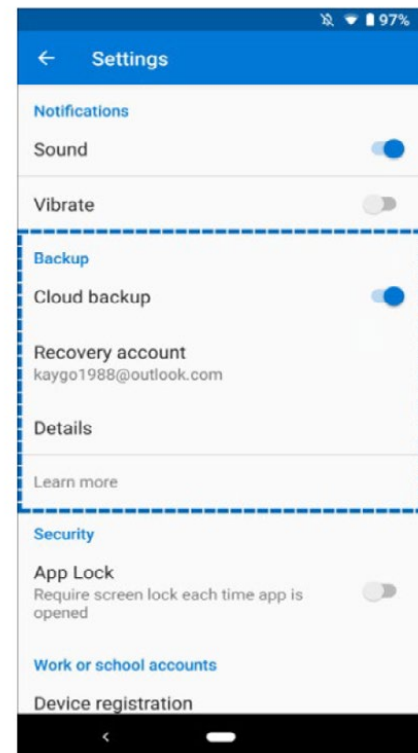
Step 02

To back-up with an iOS device:

On your iOS device, select Settings, select Backup, and then turn on iCloud backup. Your account credentials are now backed up to your iCloud account.

To back-up with an Android device:

On your Android device, select Settings, select Backup, and then turn on Cloud Backup. Your account credentials are now backed up to your cloud account.
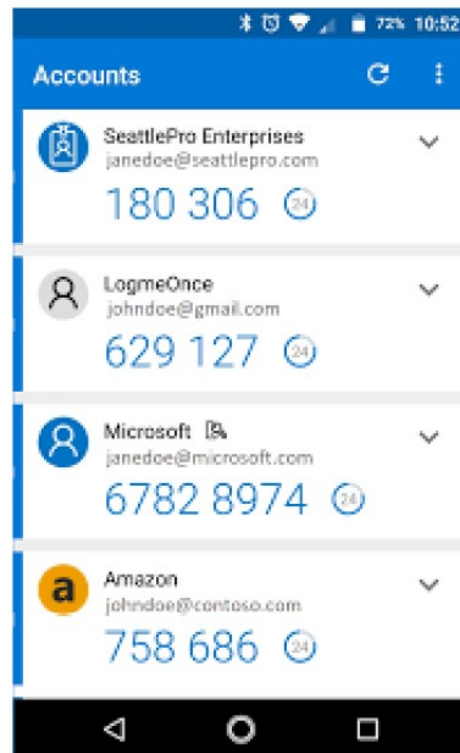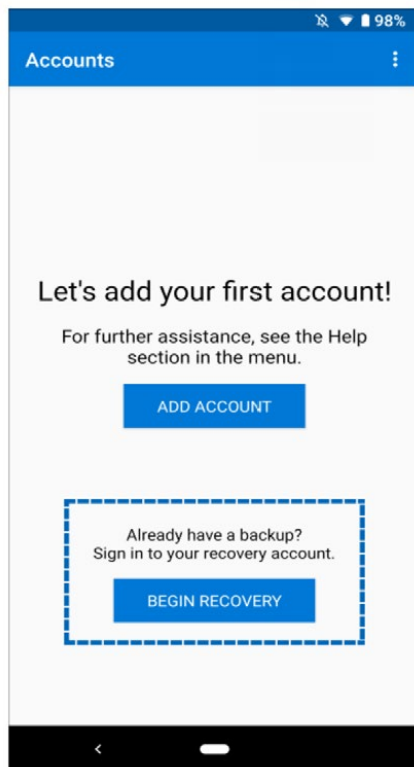
Step 03

On your new mobile device -

Open the Microsoft Authenticator app.
Select Begin Recovery from the bottom of the screen
Sign in to your recovery account, using the same personal Microsoft account you used during the backup process.
Your account credentials are now recovered to the new device.

If you are stuck and in need of assistance please submit a help desk ticket to HELPDESK@TRIAFED.COM and a technician will reach out.