Your Company Android Phone and Cutover Weekend

Your company Android phone must be erased and set up again for the new environment. It keeps a work side and a personal side, like it has now. This guide covers what to back up first, what happens on the day, and how to set the phone up again. Please allow approximately 30 minutes for setup. **Contact the Employee Service Center for any problems: Submit an Incident ticket here or call the Post-Cutover Help Desk line at 844-696-1985.**

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Guide for employees

1. What's happening to your phone

Company Android phones can't move to the new environment as they are. DT starts an erase of your phone, and you set it up again for the new environment using the steps and the QR code DT gives you.

Everything on the phone is deleted: photos, videos, messages, downloaded files, apps and settings. Your phone number and SIM, or eSIM, aren't affected, but keep the eSIM or SIM turned on, because the phone needs it to set itself up again. Back up anything you want to keep before Friday, November 13th (section 3).

Your username, password and email address stay the same. After setup, your work apps install by themselves, and you sign in to them as usual.

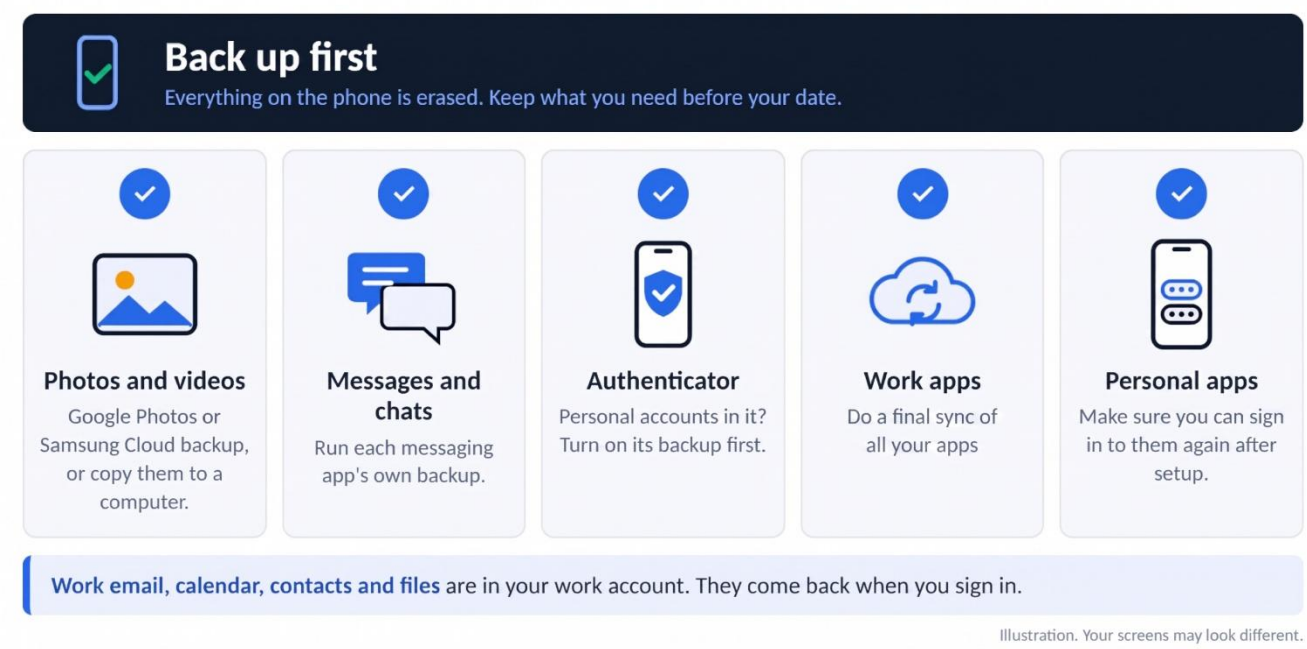
After setup your phone works as it does now. It has a work side, where your work apps are marked with a small briefcase, and a personal side for your own apps. DT manages the work side.

Don't erase or reset the phone yourself from Settings. DT starts the erase, which avoids a lock that can stop the phone from setting up again. If you think your phone needs resetting, contact the Employee Service Center.

2. When things happen

WHEN	WHAT TO DO
Now, and by Thursday, before cutover weekend at the latest.	Back up your phone (section 3).
During cutover weekend	Keep the phone charged and near Wi-Fi and leave your eSIM or SIM turned on. During the cutover, the phone asks you to reset it, and you set it up again (section 4).
After cutover	Set up Authenticator and sign in to your apps (section 5).

3. Back up first



WHAT	HOW TO KEEP IT
Photos and videos	Turn on backup in Google Photos or Samsung Cloud and let it finish or copy them to a computer with a cable.
Messages and chats	Use each messaging app's own backup, for example its Chats or Backup setting. Text messages and contacts can be backed up with Samsung or Google Cloud.
Work email, calendar, contacts and files	Nothing to do. They're in your work account and come back when you sign in.
Work apps with data you haven't sync'd	Sync them before Friday Nov 13th at 5pm PT, which is a hard stop.
Microsoft Authenticator	Is on this phone, so it will be erased too. You add your work account to it again after setup (section 5). If you also use Authenticator for personal accounts, turn on its backup first: Authenticator > Settings > Backup.
Passwords or codes for personal apps	Make sure you can sign in to them again, for example through a password manager or the app's own recovery options.

4. Setting the phone up again

The phone sets itself up for EDF power solutions once it's on Wi-Fi. It sets up the work side first (steps 8 to 13), then the personal side (steps 14 to 16). Follow the steps below. They match the pictures after the table and the Android quick guide, which also has the QR code you scan at step 7.

You don't need Authenticator during setup. The phone only asks for your work email and password, and you add Authenticator again afterwards (section 5).

STEP	WHAT TO DO
1	After cutover is complete, the phone shows Factory reset required. Tap Reset. The phone erases itself and restarts on the Welcome screen, which can take a few minutes.
2	On the Welcome screen, tap Start.
3	On For your review, tick Agree to all, then tap Agree.
4	Wait while the phone activates, then tap Next. If it asks about using mobile data, tap Continue.
5	On Set up Wi-Fi, tap your network, enter its password and tap Connect, then tap Next.
6	Wait a few minutes. The phone checks its enrollment details, downloads what it needs and gets ready for work setup.
7	On Enroll this Galaxy, allow the camera (while using the app), then scan the QR code provided (below). It's also on the Android Quick Guide **here**
8	On Set up a work profile, tap Agree.
9	On Let's separate your work apps, tap Accept & continue. Wait about a minute while it separates your work apps.
10	If Chrome opens, tap Continue. Sign in with your work email address (@edf-re.com), tap Next, enter your password and tap Sign in. If Chrome offers to save your password, close it. Wait while it sets up the device.
11	On Your work checklist, tap Install work apps. Authenticator and Intune are required, and Teams, OneNote, Word, Edge and other apps are offered. Tap Done.
12	Tap Register your device, then Sign in. If Chrome shows ad privacy screens, choose either option. Enter your password again and tap Sign in. On Help us keep your device secure, tap Register.
13	On Set up EDF power solutions access, tap Next. Choose your device category, for example EDF RE - North America or EDF RE - Canada, then tap Done.
14	On Add a personal account? tap Next to sign in with your own Google account, so you can use the Play Store on the personal side. Or tap Not now and add it later in Settings > Accounts.
15	On Protect your phone, choose PIN, enter at least 6 digits and tap Continue, then enter it again and tap OK. Your company doesn't allow a pattern.
16	On Google services, scroll down and tap Accept. Choose whether to turn on backup, and tap through or skip the Gemini screens. When the home screen appears, tap Work at the top, then Got it.

If the phone goes through the normal Android setup instead of steps 6 and 7, or says Can't set up device, stop and contact the Service Desk. They'll check your eSIM or SIM is turned on first. If that doesn't fix it, DT will set the phone up for you.

Setting the phone up: steps 1 to 8

Keep the phone on Wi-Fi with your eSIM or SIM turned on. You don't need Authenticator.

1 Tap Reset



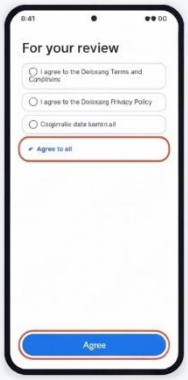
When the phone shows Factory reset required, tap Reset.

2 Tap Start



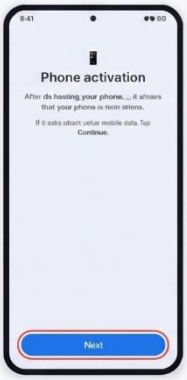
On the Welcome screen.

3 Agree



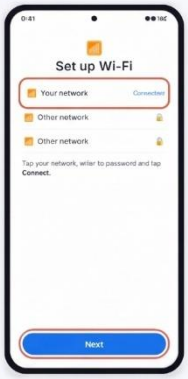
Tick Agree to all, then tap Agree.

4 Tap Next



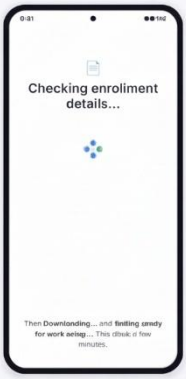
After it activates. Mobile data? Tap Continue.

5 Connect to Wi-Fi



Network, password, Connect, then Next.

6 Wait



It checks, downloads and gets ready.

7 Scan the QR code



Allow the camera (While using the app).

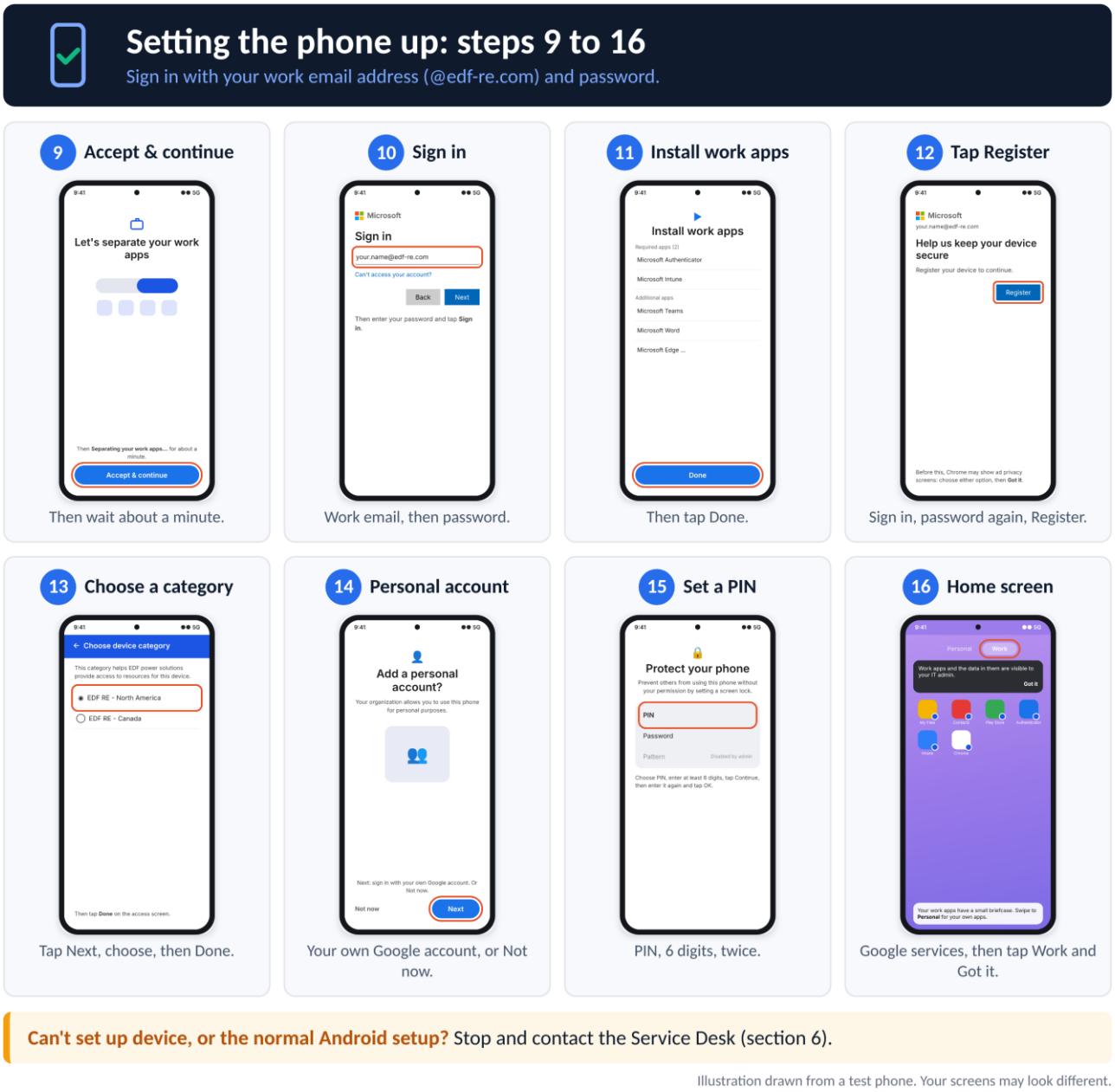
8 Tap Agree



Set up a work profile.

Illustration drawn from a test phone. Your screens may look different.

7 Scan this QR code



Can't set up device, or the normal Android setup? Stop and contact the Service Desk (section 6).

Illustration drawn from a test phone. Your screens may look different.

5. After setup

APP OR ITEM	WHAT TO DO
Microsoft Authenticator	Add your work account to it again, using the MFA Setup Guide **here**.
Outlook, Teams, OneDrive	Open each one and sign in with your usual work email if asked. If an app offers more than one account, choose the one that shows EDF power solutions.
Other work apps	Other apps will install from the Play Store marked with a briefcase. If one is missing after 30 minutes on Wi-Fi, open that Play Store, find it under your work apps and install it.
Personal apps	Install them on the Personal side from the Play Store without the briefcase. If you chose Not Now at step 14, add your own Google account first in Settings > Accounts.

Photos and chats	Restore them from the backups you made in section 3.
Company VPN or Wi-Fi on the phone	May not be available straight after setup. DT will tell you when it's back.

6. If something goes wrong

WHAT YOU SEE	WHAT TO DO
Can't set up device, or the normal Android setup with no company screen.	Stop and contact the Service Desk. They'll check your eSIM or SIM is turned on, and if it is, DT will set the phone up for you.
The camera doesn't open at Enroll this Galaxy, or the QR code won't scan.	Check you allowed the camera. Hold the phone steady with the whole QR code on screen. If it still won't scan, contact the Service Desk.
You forget the PIN you set at step 15.	Contact the Service Desk. The phone may need to be reset.
Your personal apps aren't there.	They were erased with everything else. On the personal side, add your own Google account and reinstall them from the Play Store without the briefcase. Restore photos and chats from your backups (section 3).
The phone asks for a Google account that wasn't on it before.	Contact the Service Desk.
The sign-in won't accept your password, or asks you to approve in Authenticator.	Don't keep retrying, because repeated attempts can lock your account. Contact the Service Desk.
Apps haven't installed after 30 minutes on Wi-Fi.	Restart the phone once. If they still don't appear, contact the Service Desk.
Teams or Outlook keeps asking which account to use.	Choose the account under EDF power solutions. If it asks again, contact the Service Desk.

7. Getting help

Contact the Employee Service Center for any problem with your device after the move: Submit an Incident ticket here, or call the Post-Cutover Help Desk line at 844-696-1985. Extra support is available in the first working days after cutover. Provide which step you have reached and any error message(s). A photo of the screen, taken with another device, helps.

All User support guides are available here:

DT will never ask you for a code from Authenticator or ask you to approve a sign-in over the phone or by email. If anyone does, it's not DT. Report it.