Lafayette TRANSITION COMMUNICATION

Work Apps on Your Personal Phone or Tablet After Cutover

How to get Outlook, Teams and OneDrive working again on your own iPhone, iPad, or Android device after cutover weekend. Nothing on your device is erased, and DT does not take over your device. Most people finish in about 15 minutes. **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

Your work apps on your own phone or tablet need to sign in to the new environment once. Your device is not erased or enrolled, and your personal apps and data are not touched.

Your username, password and email address stay the same. What changes is the Microsoft 365 system behind them, so Outlook, Teams, OneDrive, and the other Microsoft apps sign out of the old environment and sign in to the new one.

The company protects its data inside those apps, as it does today. It cannot see your personal photos, messages or apps, and it can only remove work data from the work apps, never anything else on your device.

2. When things happen

WHEN	WHAT TO DO
Before Friday of cutover weekend	Update the apps in section 3. On Android, remove any old work profiles (section 6).
Cutover weekend	Nothing. Your work apps may stop syncing for a while. That is expected.
Monday, post-cutover	Set up Authenticator first, then sign in to your work apps (section 4).

3. Before cutover weekend

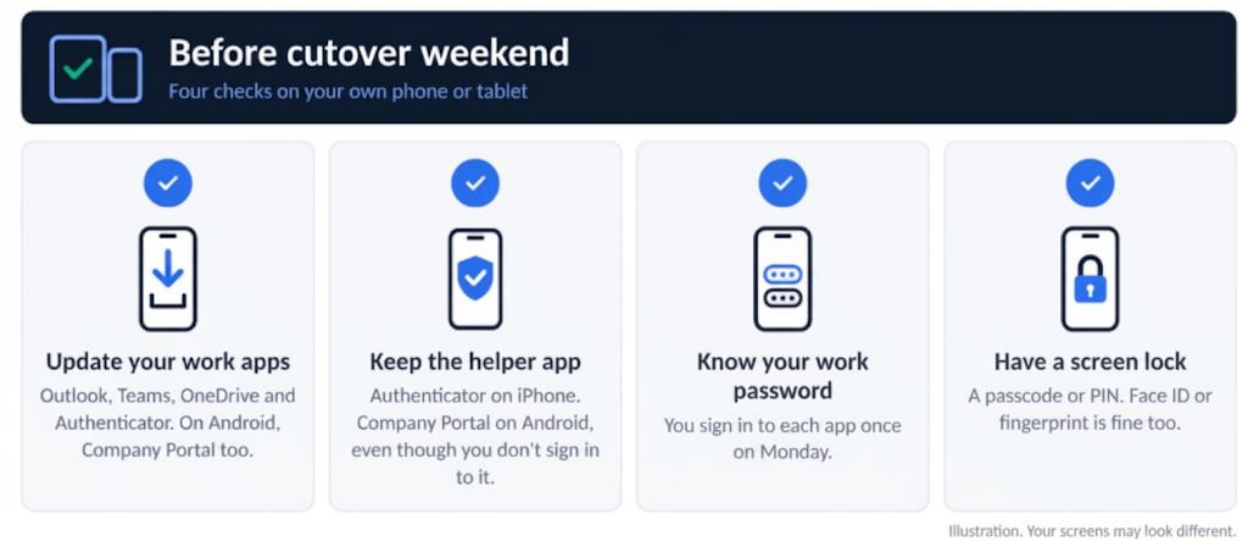
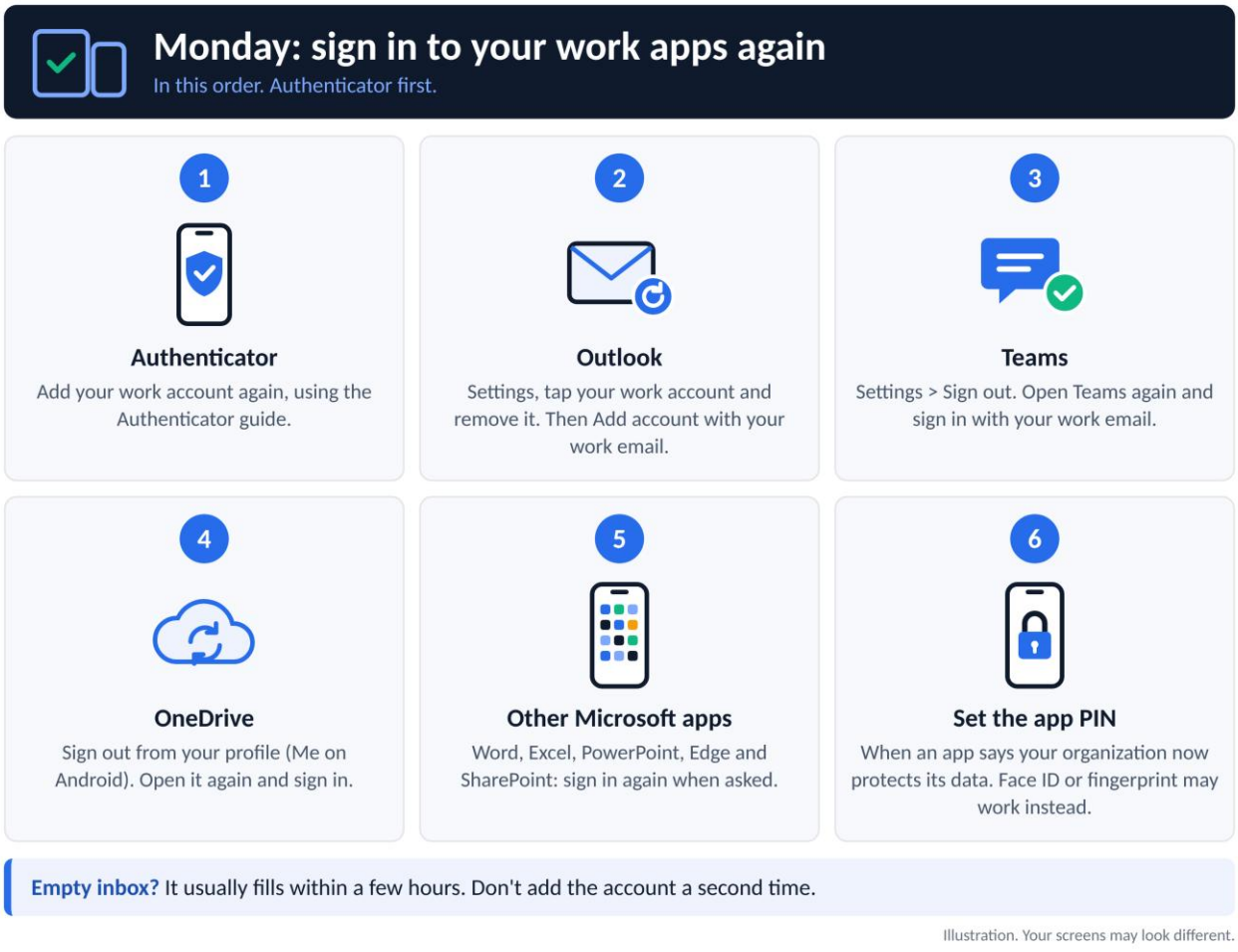


Illustration. Your screens may look different.

CHECK	IPHONE OR IPAD	ANDROID
Update your work apps	Update Outlook, Teams, OneDrive, and Microsoft Authenticator from the App Store.	Update Outlook, Teams, OneDrive, Microsoft Authenticator and Intune Company Portal from Google Play.
Keep the helper app	Microsoft Authenticator handles sign-in for your work apps. Do not remove it.	Intune Company Portal must stay installed, even though you do not sign in to it. Your work apps need it to protect company data.
Know your work password	You will sign in to each app once on Monday.	You will sign in to each app once on Monday.
Your device has a screen lock	Settings > Face ID & Passcode (or Touch ID & Passcode).	Settings > Lock screen.

4. Sign in to your work apps again

Do these in order. Authenticator first because the other apps ask you to approve the sign-in there.



STEP	IPHONE OR IPAD	ANDROID
1. Authenticator	Add your work account again using the MFA Setup Guide.	Add your work account again using the MFA Setup Guide.
2. Outlook	Tap your profile picture, then Settings. Tap your work account, then Delete Account > Delete From This Device. Then tap Add Account, enter your work email, and sign in.	Tap your profile picture, then Settings. Tap your work account, then Remove account > Remove. Then tap Add account, enter your work email, and sign in.
3. Teams	Tap your profile picture, then Settings > Sign out. Open Teams again and sign in with your work email.	Same as iPhone.
4. OneDrive	Tap your profile picture, then Sign out. Open OneDrive again and sign in with your work email.	Tap Me, then Sign out. Open OneDrive again and sign in with your work email.
5. Other Microsoft apps	Word, Excel, PowerPoint, Edge, and SharePoint: sign in again when asked, the same way.	Same as iPhone.
6. App PIN	When an app says your organization is now protecting its data, set the PIN it asks for. You may be able to use Face ID instead.	Same as iPhone. You may be able to use your fingerprint instead.

Your mail, chats and files appear when the data move for your account has finished, which may be after you sign in. An empty inbox right after signing in usually populates within a few hours. Do not add the account a second time.

5. What's different afterward

WHAT	WHAT TO EXPECT
Work email	Use the Outlook app. The built-in Mail app on iPhone, or Samsung Email and Gmail on Android, will not connect to work email.
Copying and saving	You may not be able to paste work content into personal apps, or save work files outside OneDrive. That is the company's data protection, and it is the same as today for most people.
App PIN	Your work apps ask for the PIN (or Face ID or fingerprint) when you open them after a while away.
Your own apps and data	Unchanged. The company cannot see them.

6. Android: if you have a work profile today

Some Android phones have a separate work profile, with work apps marked by a small briefcase icon. Work profiles on personal phones are not used in the new environment, so remove it before cutover weekend.

Removing it deletes only the work apps and work data inside it. Your personal apps, photos, and data stay. Your work email and files are safe in your work account and come back when you sign in.

STEP	WHAT TO DO
1	Open Settings > Accounts (on Samsung: Settings > Accounts and backup > Manage accounts).
2	Under Work, choose Remove work profile, then confirm.
3	Install Outlook, Teams, OneDrive, Microsoft Authenticator and Intune Company Portal from Google Play in your personal space.
4	On Monday, follow section 4.

7. If something goes wrong

WHAT YOU SEE	WHAT TO DO
An app says you need the Company Portal app or Authenticator	Install or update the app it says, then open the work app again. You do not need to sign in to Company Portal.
An app says access is blocked or your organization requires an approved app	Make sure you are using the Microsoft app (Outlook, not the built-in mail app) and that it is up to date. If it continues, contact the Service Desk.
An app keeps signing you in to the old account, or shows two accounts	Remove the work account from the app (section 4) and add it again. Choose the account under EDF power solutions if asked.
You forgot the app PIN	Tap Forgot PIN and sign in again to set a new one.
Your inbox or OneDrive is empty	Wait a few hours. If it is still empty the next working day, contact the Service Desk. Do not add the account again.

8. Getting help

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. Extra support is available in the first working days after cutover.

Tell them which step you reached and any error message. A screenshot 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 is not IT. Report it.