Lafayette TRANSITION COMMUNICATION

M365 Cutover: Company iOS Device Setup

Your device is not erased.

Before cutover weekend: check that your device is iOS or iPadOS 26 or later, update Authenticator, sync your work apps, and know your passcode and work password. On an iPad, the screens say iPad.

After the Cutover

1) A notification says your device is moving to a new management service. Tap it to start when you can leave the device for a while. If you don't, it starts by itself on the date shown.

2) The device restarts. Enter your passcode.

3) Device Management: tap Enroll this iPhone.

4) Sign in with your work email (@edf-re.com) and password.

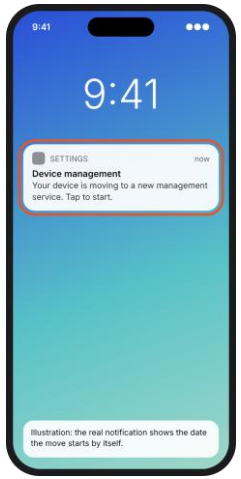
5) Wait on Configuring iPhone. Stay on Wi-Fi and power.

6) If an Apple Account screen appears, sign in with your @edf-re.com Apple Account, or tap Forgot password or don't have an account?, then Set Up Later in Settings.

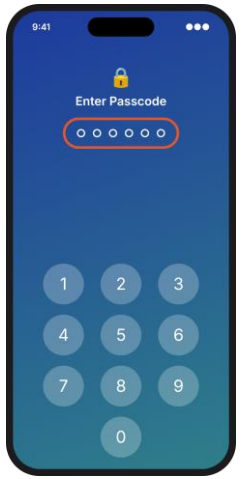
Carry on with page 2.

Need support? Call the Post-Cutover Help Desk line at 844-696-1985.

1 Tap the notification



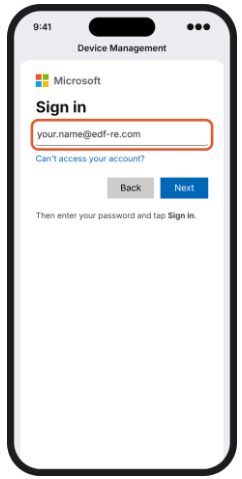
2 Enter your passcode



3 Enroll this iPhone



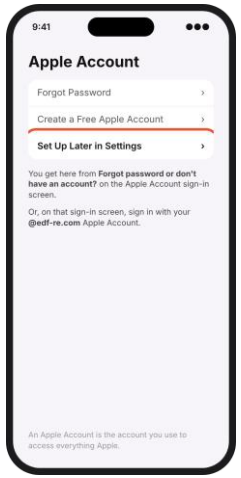
4 Sign in



5 Wait



6 Apple Account, if asked



What stays on your device

Your photos, messages, files and personal apps.

Your passcode and your Apple Account.

Your work email address and password.

Work apps are set up again for the new environment, so open each one after the cutover.

Pictures are illustrations: your screens may look slightly different..

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After the Cutover (continued)

7) On the home screen, open Company Portal and tap Sign in. If a Location Services message appears, you can tap Cancel.

8) Sign in with your work email and password. Tap Ok, then Allow for notifications.

9) Tap Devices, then the iPhone that says This is the iPhone you're currently using. Tap Begin.

10) Choose your category, tap Continue, then Continue again. Wait on Checking device settings.

11) You're all set: tap Done.

Then

Set up Authenticator again (see its quick guide). Open Outlook, Teams and your field apps, and check your work is there.

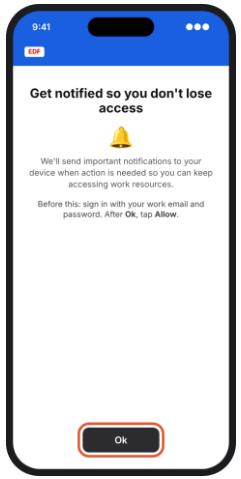
If a work app is missing, stay on Wi-Fi for 30 minutes before contacting support.

Need support? Call the Post-Cutover Help Desk line at 844-696-1985.

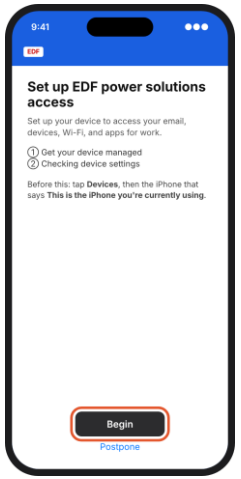
7 Open Company Portal



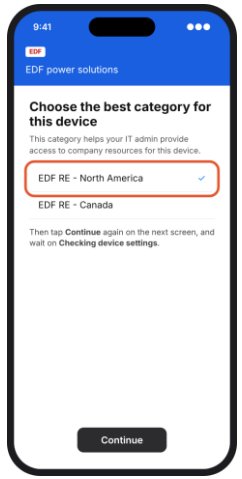
8 Sign in, Ok, Allow



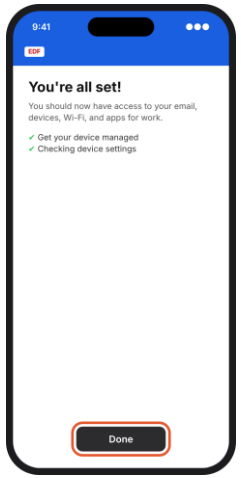
9 Tap Begin



10 Choose your category



11 Tap Done



If something goes wrong

If the sign-in won't accept your password or asks you to approve in Authenticator: don't keep retrying. Contact the Service Desk.

The same progress screen for more than 30 minutes: keep the device on Wi-Fi and power. If nothing changes after an hour, contact the Service Desk.

No notification by Monday morning: check you're on iOS or iPadOS 26 or later, then ontact the Service Desk.

Teams or Outlook keeps asking which account to use: choose the one under EDF power solutions.

Pictures are illustrations: your screens may look slightly different