Your Company iPhone or iPad and Cutover Weekend

How your company iPhone or iPad moves to the new environment, what you need to do before it does, and what to expect afterward. Your device isn't erased. 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.**

Contents

Contents 1

Guide for employees 2

1. What's happening to your device 2
2. When things happen 2
3. Before cutover weekend 2
4. Moving your device 3
5. After the move 4
6. If something goes wrong 4
7. Getting help 5

Guide for employees

1. What's happening to your device

DT moves your company iPhone or iPad to the new environment's device management. It isn't erased: your photos, messages, files, and personal apps stay where they are.

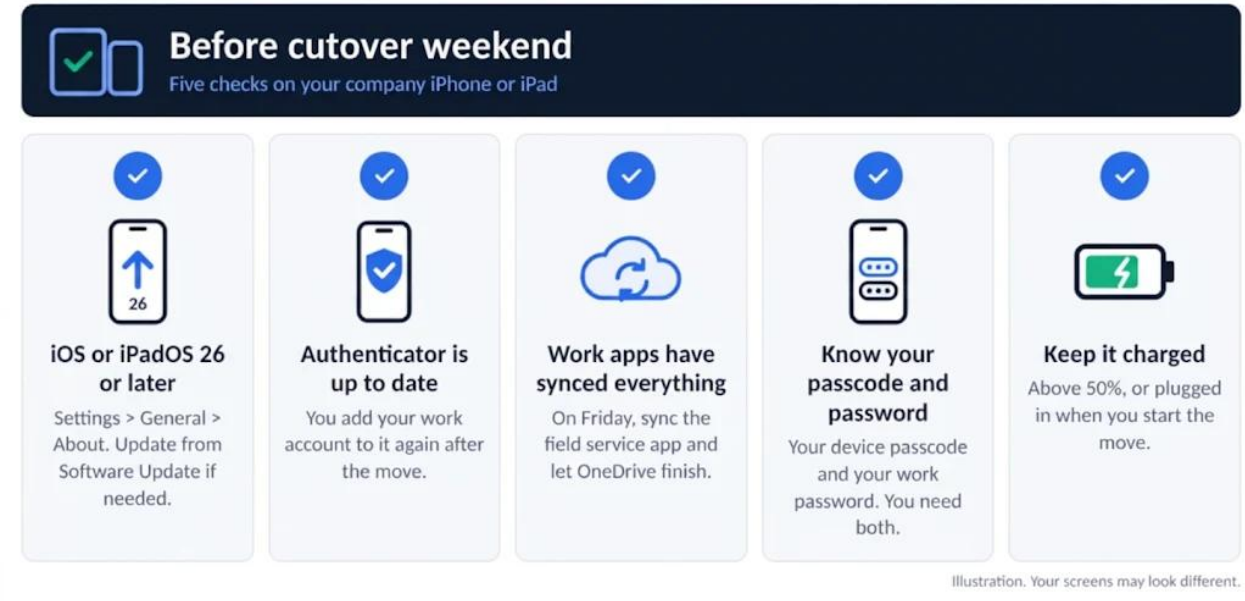
Your username, password and email address stay the same. What changes is the system DT uses to look after the device, and the Microsoft 365 system behind Outlook, Teams, and OneDrive.

The move takes a few minutes. Your device restarts once and asks you to sign in with your work account. Your work apps are then set up for the new environment, and some of them may be reinstalled.

2. When things happen

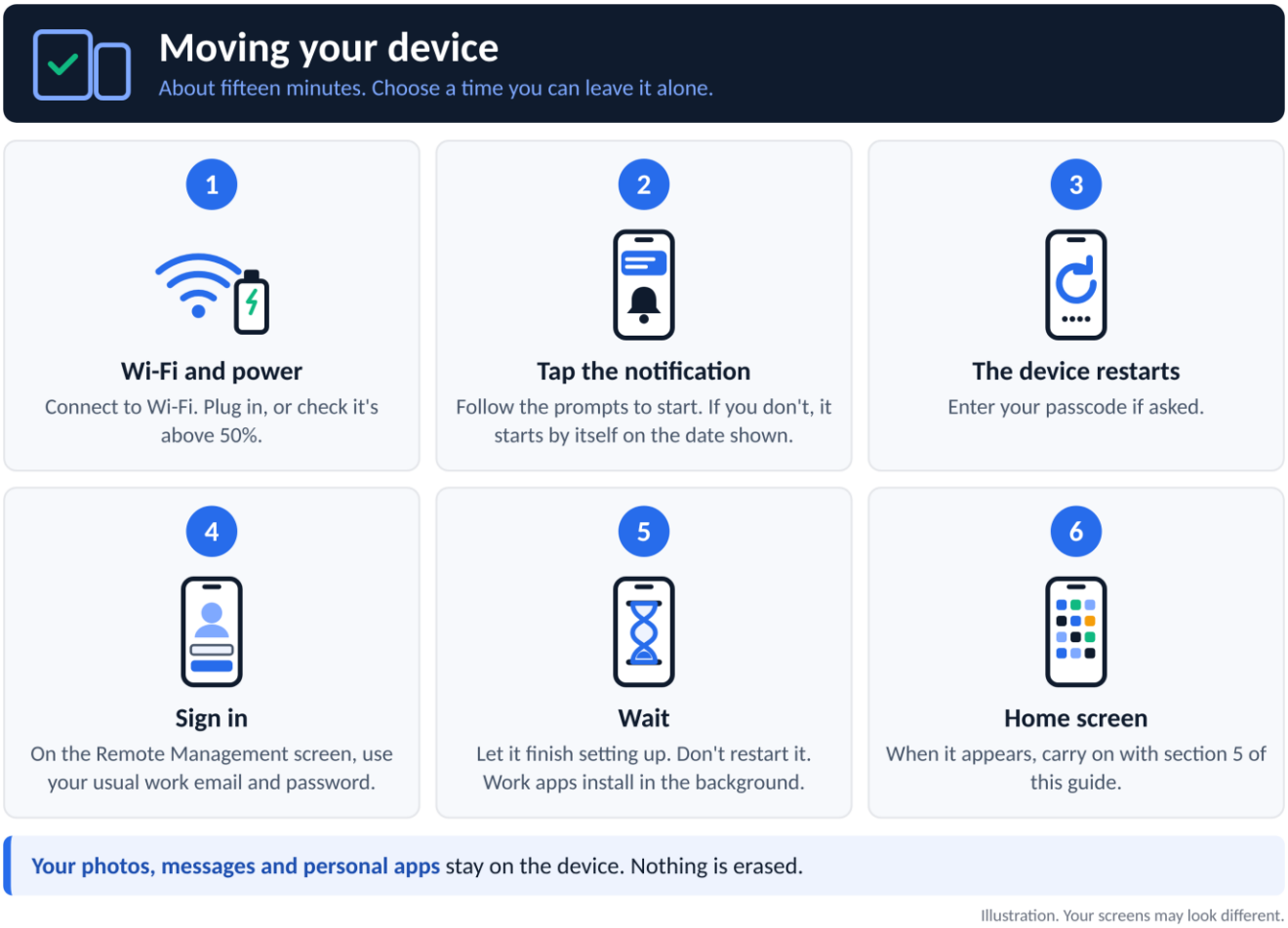
WHEN	WHAT TO DO
Before Friday of cutover weekend	Sync your work apps and charge the device (section 3).
Sunday to the start of work on Monday.	A notification says your device is moving to a new management service and shows a date. Start the move at a good moment (section 4). If you do not, it starts by itself.
After the cutover on Monday	Sign in to your work apps (section 5).

3. Before cutover weekend



CHECK	WHY IT MATTERS
Your device is on iOS or iPadOS 26 or later	Settings > General > About shows the version. Older versions cannot move this way. To update, go to Settings > General > Software Update.
Microsoft Authenticator is up to date	You add your work account to it again after cutover. The separate guide, MFA Setup Guide, walks you through it.
Your work apps have synced everything	On Friday, sync the FSM app (if applicable) and any other app that you haven't synced, and let OneDrive finish. Work that has not synced may not be there after the move.
You know your device passcode and your work password	You need both during the move.
The device is charged	Keep it above 50%, or plug it in when you start the move.

4. Steps to move your device



Choose a moment when you can leave the device alone for about 15 minutes.

STEP	WHAT TO DO
1	Connect to Wi-Fi, and plug the device in or check it is above 50%.
2	Tap the notification about the new management service and follow the prompts to start. If you do not start it, the device starts the move by itself on cutover weekend, so save your work before then.
3	The device restarts. Enter your passcode if asked.
4	A Remote Management screen asks you to sign in. Use your usual work email address and password. You are not asked to approve the sign-in at this step.
5	Wait while the device finishes setting up. Do not restart it. Work apps install or update in the background.
6	When your home screen appears, carry on with section 5.

5. After the cutover

APP	WHAT TO DO
Microsoft Authenticator	If you have not already, add your work account again using the Authenticator guide. Do this before the other apps.
Outlook, Teams, OneDrive	Open each one. If it asks you to sign in, use your usual work email and approve in Authenticator. If it offers more than one account, choose the one that shows EDF power solutions.
Field service (FSM) app and other work apps	Open them and check your work is there. If an app is missing, stay on Wi-Fi for 30 minutes; it reinstalls by itself.
Company Portal	If it asks you to sign in, use your usual work email.
Photos, messages, personal apps	Unchanged.

6. If something goes wrong

WHAT YOU SEE	WHAT TO DO
No notification by Monday morning	Check the iOS version (section 3) your device is on. If it is on iOS 26 or later, contact the Service Desk.
The device restarted while you were working	Follow the sign-in screen (section 4, step 4). Then reopen your apps and check that your work synced.
The sign-in screen 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.
Setup has shown 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.
A work app is missing, or work you expected isn't in it	Don't delete or reinstall the app. 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 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 whether it's an iPhone or iPad, which step you reached and any error message. 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 is not DT. Report it.