Connect2Work

Backup your corporate device

 Android

Step by Step Instructions

| Step	Instructions
1	Important! Remove any SD Cards from your device
2	Download the **'Acronis Mobile'** app from the Google Play Store on the original phone (the phone with the data you are backing up)
3	Open the app and tap **'SET UP'**
4	Tap **'Acronis Cloud'**
5	Enter your work email address and set password to 'Endeavour1951'
6	Acronis will send an activation email, click on **'Activate the account'**
7	Select the items that need to be backed up. **IMPORTANT - Ensure the 'Encrypt backup' is turned on and tap **'BACK UP'****
8	Wait for the message **'Successfully backed up'** to appear
9	Perform a factory rest on the phone to begin the corporate enrolment process (Refer to Corporate Enrolment instructions**)**
10	Once the corporate enrolment process is completed, contact helpdesk to download the app onto your phone via Connect2Work
11	Open the Acronis App once it appears
12	Select **'Browse'** from the bottom centre of the screen
13	Log into the Acronis Cloud account using the details you setup
14	Locate and tap the backup to restore
15	Grant permissions and wait for the restore process to complete
16	Ensure you are satisfied that the data is all there and re-insert any SD Cards
17	Advise ICT Support Desk that you have completed the process so they can securely dispose of the backup

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1 Remove any SD Cards from your device

2 Download the **'Acronis Mobile'** app on the original phone
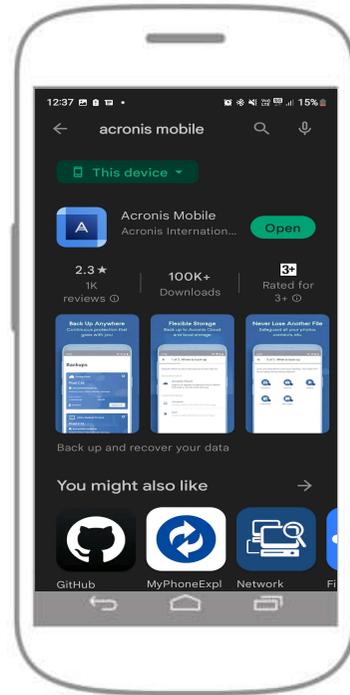
3 Open the app and tap **'SET UP'**

4 Tap **'Acronis Cloud'**
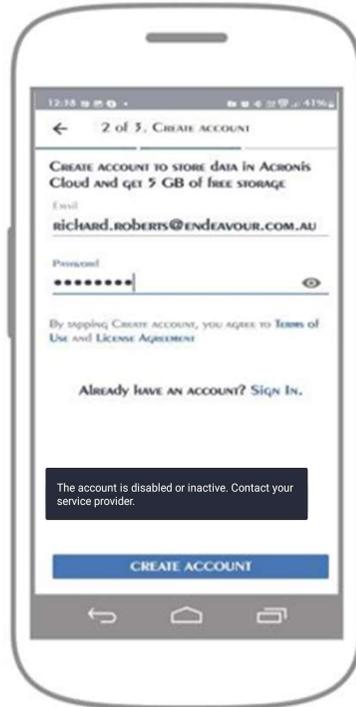

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5 Enter your **work email address** and use '**Endeavour1951**' for the password

6 Select '**Create Account**'
Ignore the error message

7 You will receive an email – click on '**Activate account**'

The account is disabled or inactive. Contact your service provider.

Dear Acronis User

An Acronis account has been created for you.

Activate your account by clicking the button below.

After that, you will be able to use the product and contact our support team, if needed.

Activate account

If you have any questions or need support,

please visit https://www.acronis.com/support/ or see the user guide.

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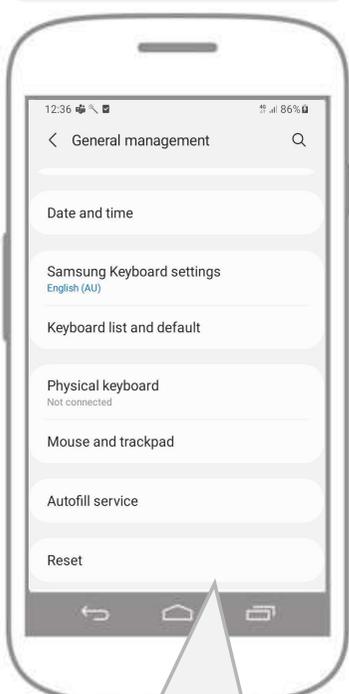**8** Select the items that need to be backed up and tap **'BACKUP'**

Ensure the encrypt option is on

9 Wait for the message **'Successfully backed up'** to appear
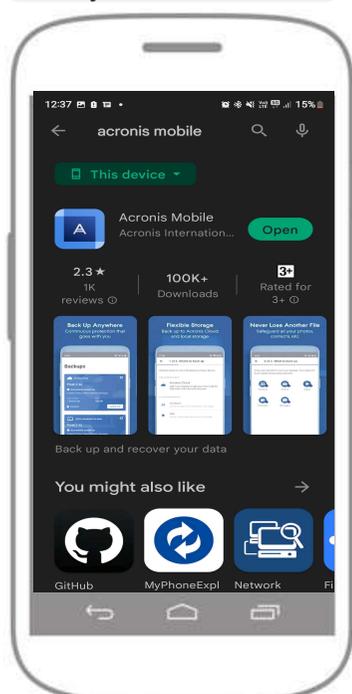
**10** Perform a factory rest on the phone to begin the corporate enrolment process

Please Note!
If you are asked for a Samsung password when trying to reset please call Service Desk
1300 742 212

11 Once the enrolment is completed, contact the service desk to re-install Acronis on your device
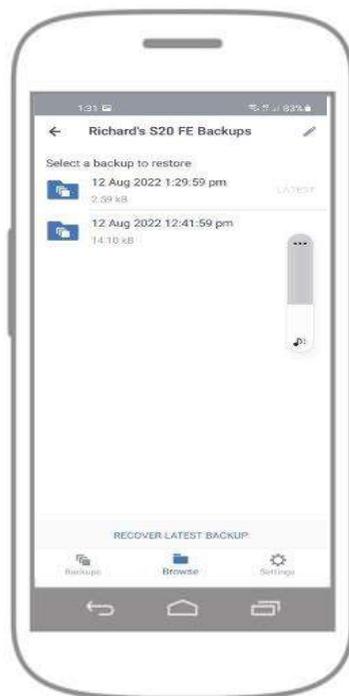
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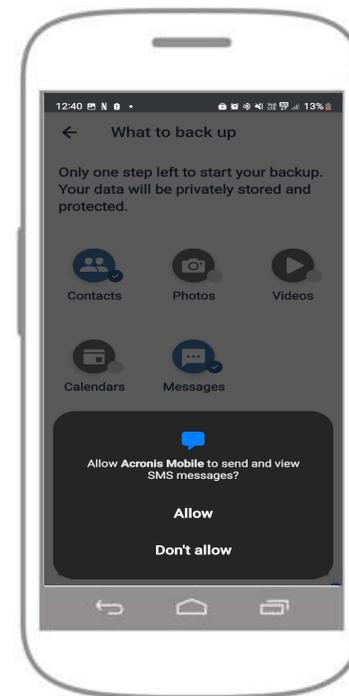**12** Select **'Browse'** from the bottom centre of the screen
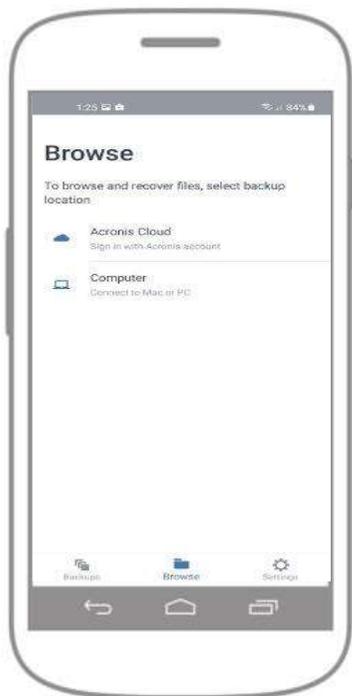
13 Log back into the Acronis Cloud account using the original details

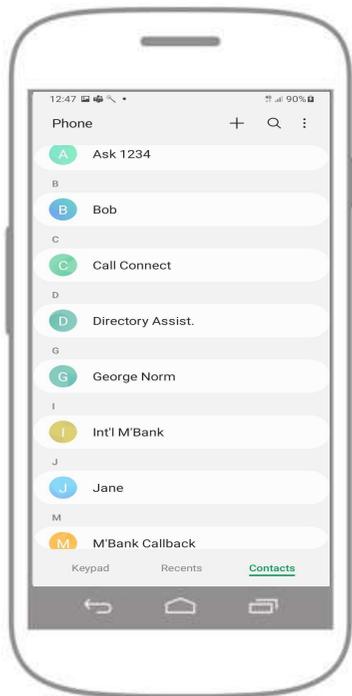**14** Locate and tap the backup to restore

15 Grant permissions and wait for the restore process to complete

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16 Ensure you are satisfied the data is all there and re-insert any SD Cards

17 Advise ICT Helpdesk you have completed the process so they can delete the backup data

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