

VOLKSWAGEN GROUP
ITALIA

FIDELIO migration: smartphone replacement

10.04.2026 / VI-3

INTERIOR

FIDELIO migration: smartphone replacement

Introduction and general information

- In view of the migration to PHS systems, for the FIDELIO project, it is necessary to replace company smartphones, **which will have to be carried out independently.**
- The replacement must be carried out independently from 11.05.2026.
- Your corporate data (Outlook\Teams\OneDrive) will be automatically migrated to your new device.
- Private data and apps will need to be moved via iCloud backup/restore and iCloud sync, as described in the next slides.
- **The backup must be made during the weekend before the migration, connecting the old smartphone to a home Wi-Fi network**
- In case you don't have any personal data to transfer, follow the setup procedure for your new smartphone [here](#)
- **When the procedure is complete, remove the SIM card from the old device and insert it into the new one**

Smartphone Replacement with Personal Data Backup/Restore - iCloud

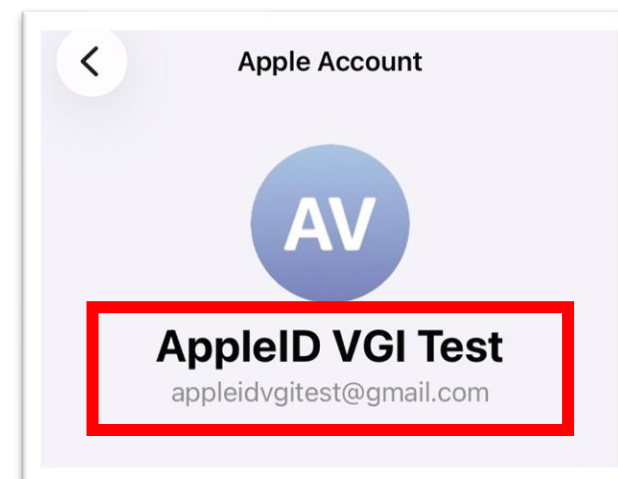
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iCloud Backup: Introduction

Before backing up with iCloud on your smartphone, it is essential that you make sure you have the credentials to access your AppleID, which is the account displayed in the image below, within the "Settings" menu of your smartphone.

The AppleID is the account that is used by the smartphone to download new apps from the Apple App Store, so the credentials are those that are commonly used to download apps;

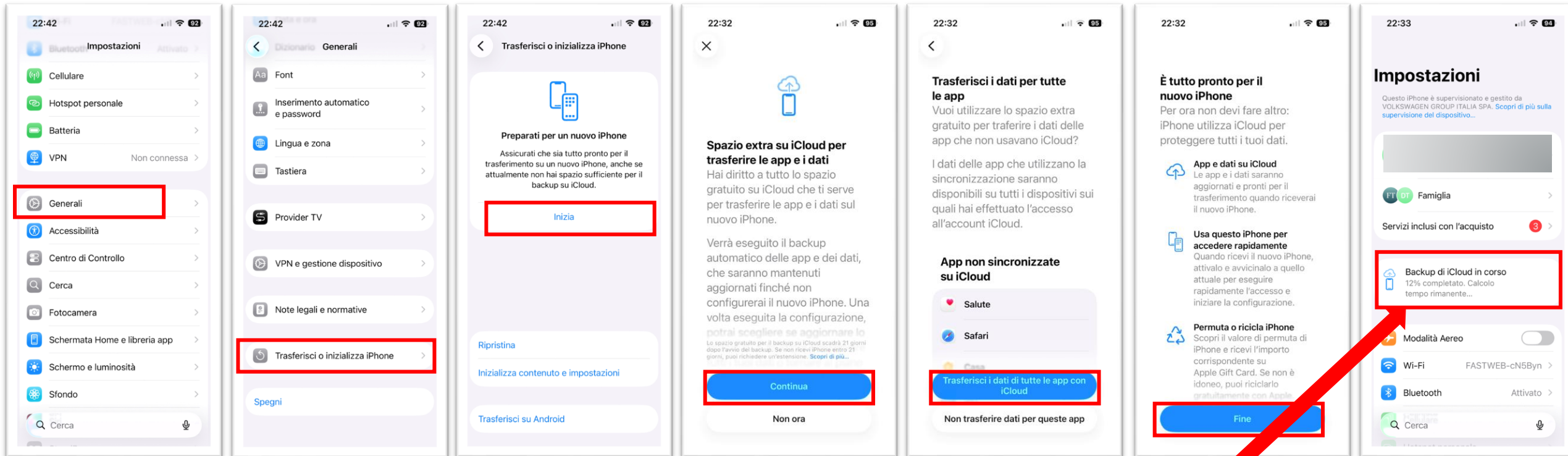
In case you are not sure if they are correct, use this link to test them: [Manage your Apple Account](#); If the credentials entered are incorrect, do not make more than 5 attempts to avoid blocking the account.



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iCloud Backup: Operating Instructions

Back up to your old smartphone by going to the "Settings" menu and following the instructions below

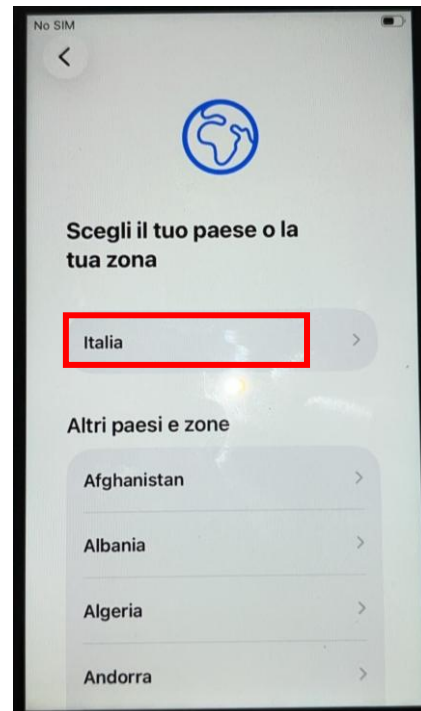
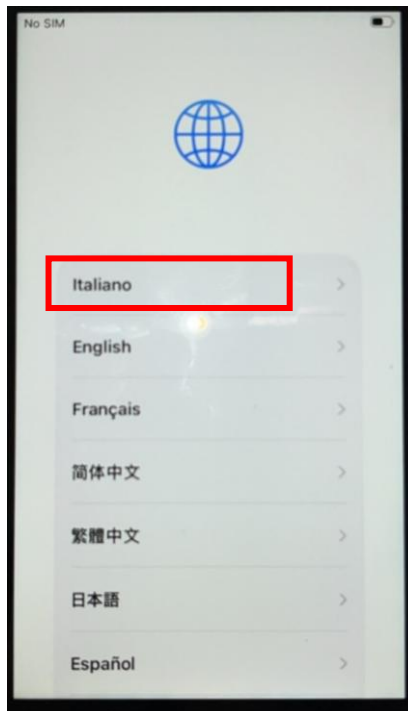


Wait for the backup to finish before continuing with the next steps

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iCloud Backup: Operating Instructions

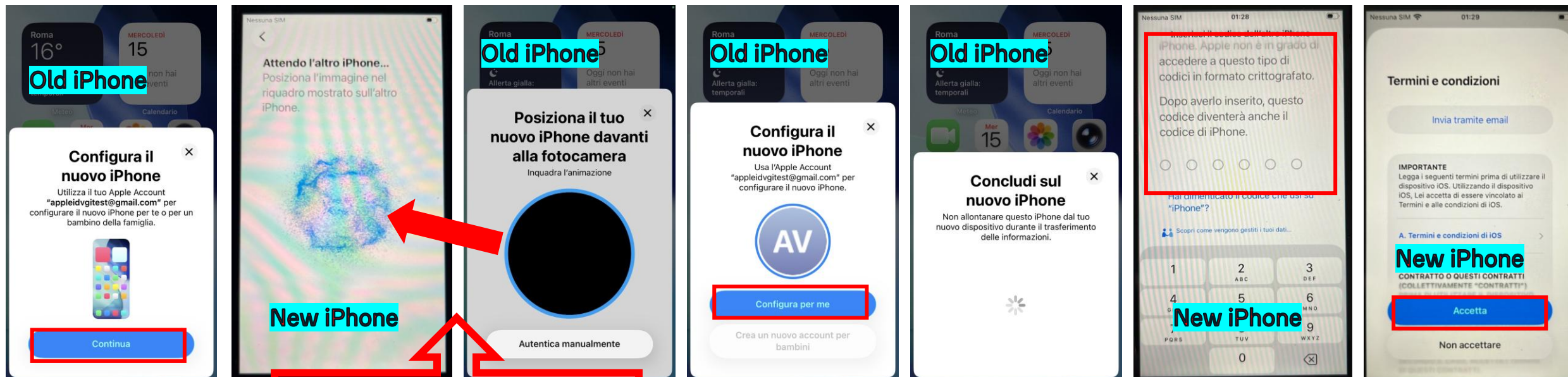
Turn on your new smartphone and follow the necessary setup steps, given below



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iCloud Backup: Operating Instructions

Hold your old smartphone close to your new phone to begin exchanging information about the account you want to use and follow the prompts

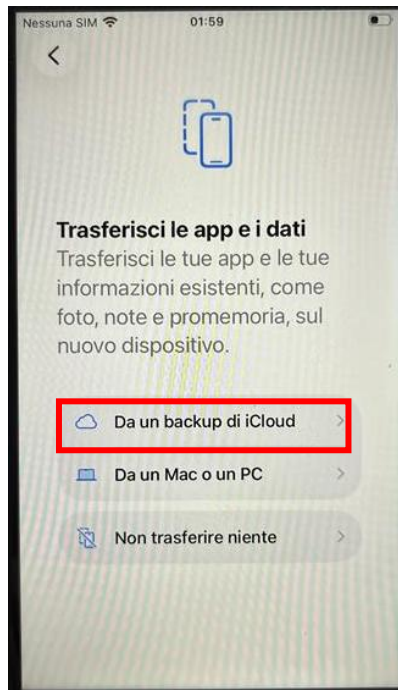


Frame the shape that appears in the new iPhone with the old iPhone

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iCloud Backup: Operating Instructions

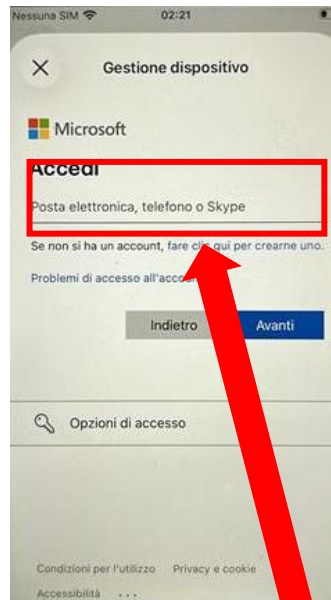
Select the backup you want to restore, from those available, and wait for the restore to finish



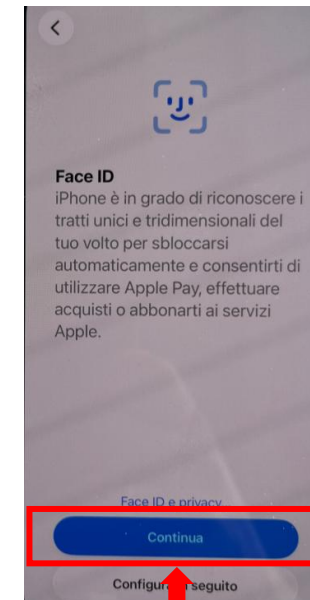
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iPhone enrollment on PHS tenant

Complete the initial setup by registering your new iPhone in the PHS infrastructure



Enter your e-mail address and password
to access your PC



Follow the Face-ID
registration procedure

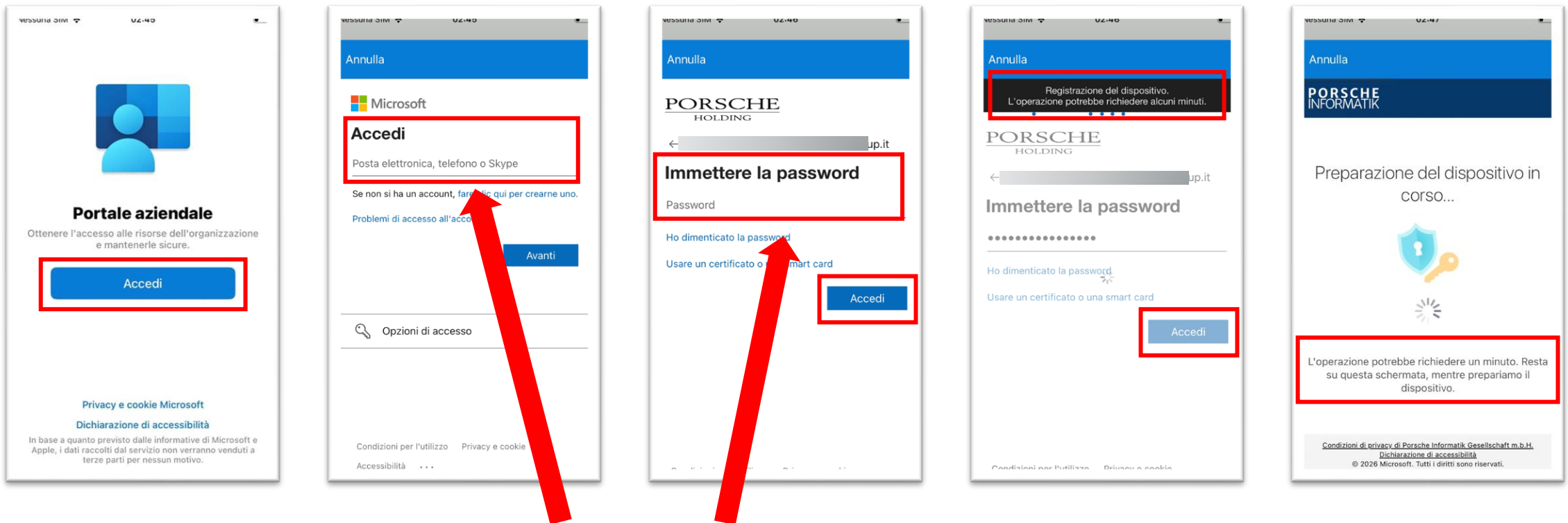




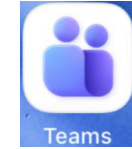
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M365 App Access – Company Portal

At the end of the initial setup, the iPhone will download all M365 and corporate apps the first time you log in
Log in to the Company Portal App



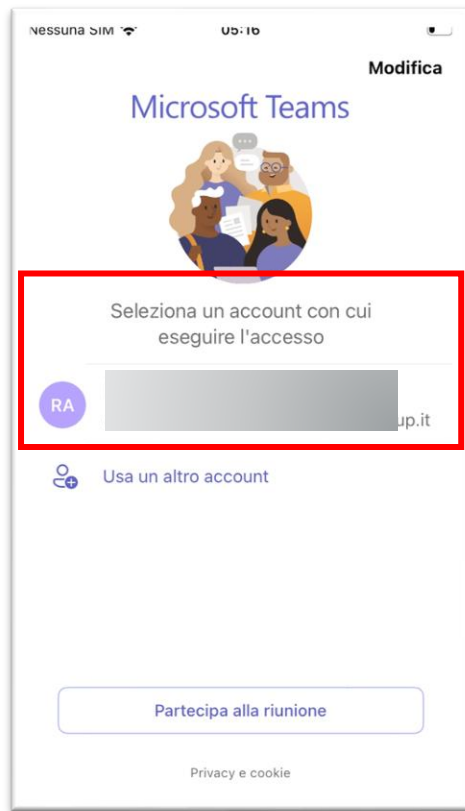
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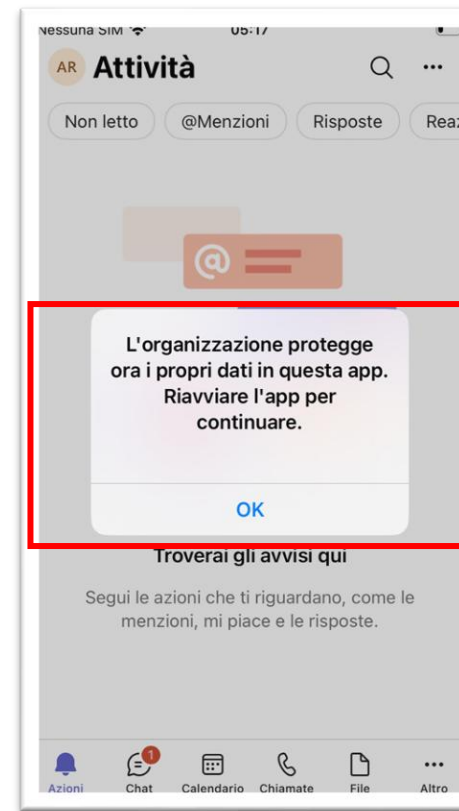
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M365 App Access – MS Teams

Log in to MS Teams



When you first open MS Teams, the app should already offer you your account, just cut it to log in. If the account is not present, please enter your address manually



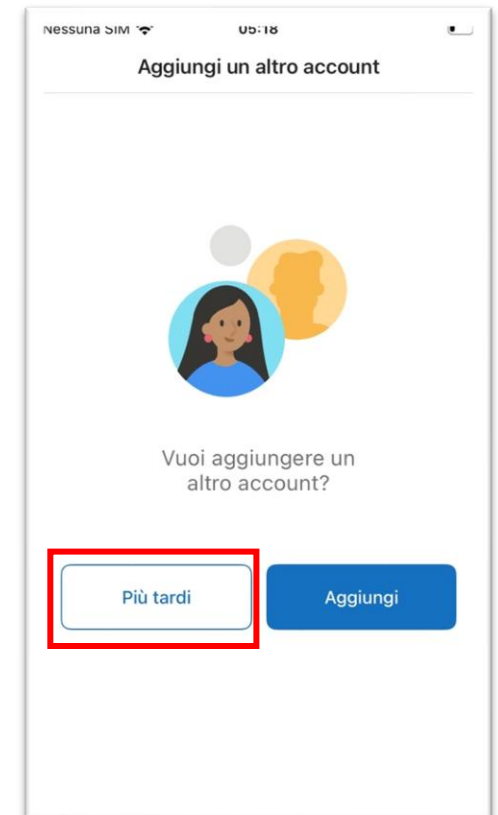
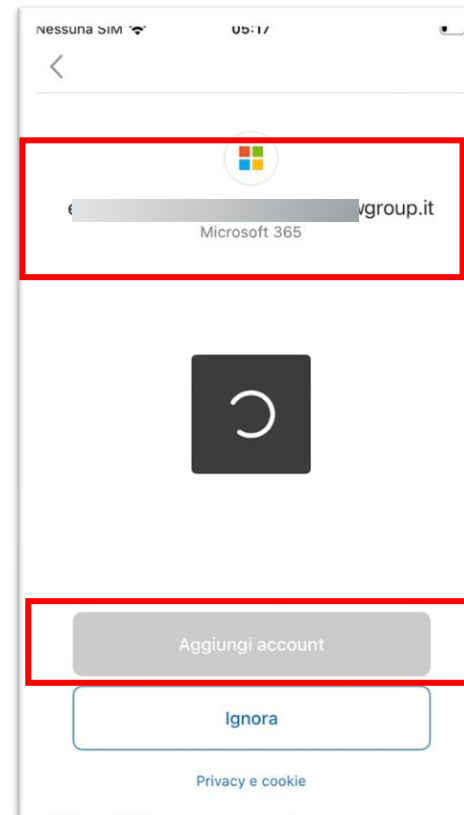
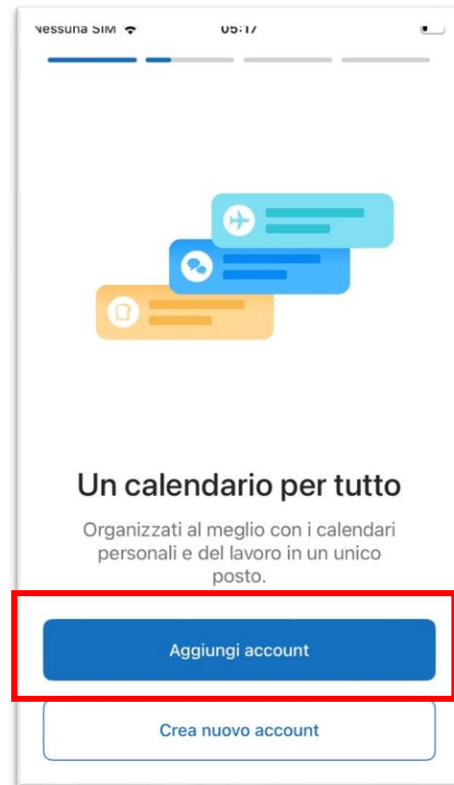
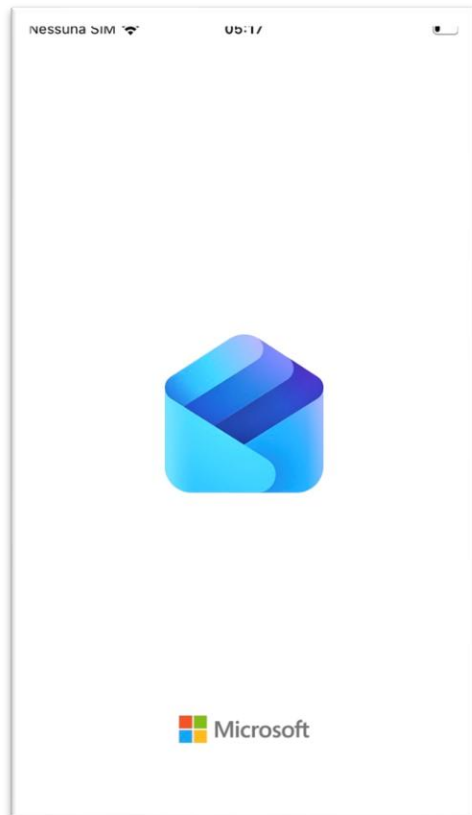
Once you have finished the first configuration, restart the application to be able to use it

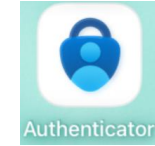
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M365 App Login - MS Outlook



Log in to MS Outlook

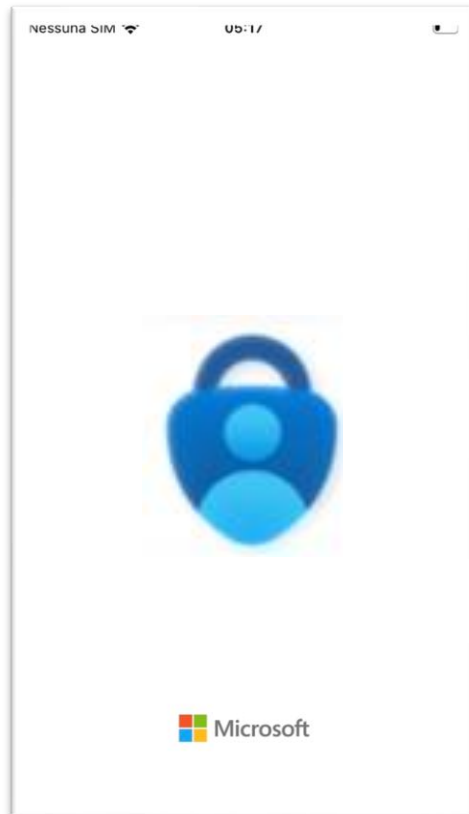




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M365 App Login - MS Authenticator

Log in to MS Authenticator



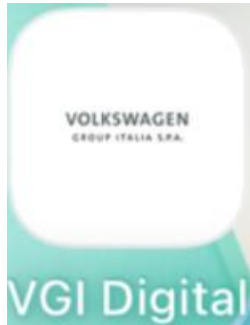
Open MS Authenticator on your old smartphone to check which MFA logins you had set up and need to be reset.

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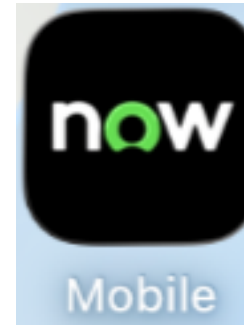
Configuring common apps

In addition to the M365 apps, commonly used apps will be downloaded when you first log in to your new smartphone

VGI Digital – ServiceNow – SmartID (Virtual SmartCard) – Google Authenticator



[Here](#) you can find instructions for configuring the Virtual Smartcard



[Here](#), in the Mobile App section, you can find instructions for setting up Service Now



To recover your settings, activate synchronization on your old smartphone and log in on the new one with the same account

Smartphone replacement WITHOUT backup/restore personal data - iCloud

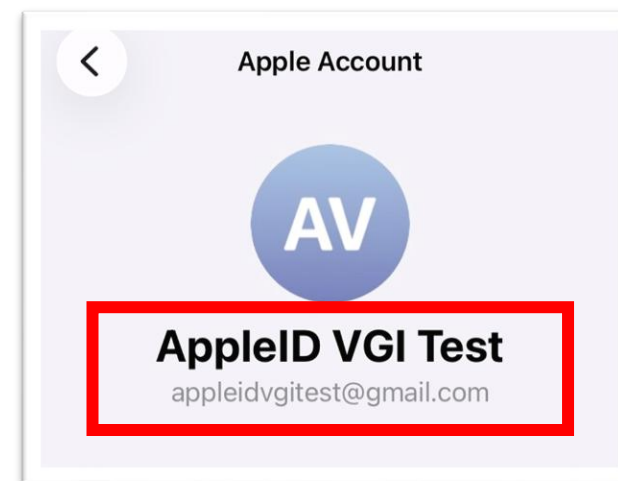
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Preliminary information

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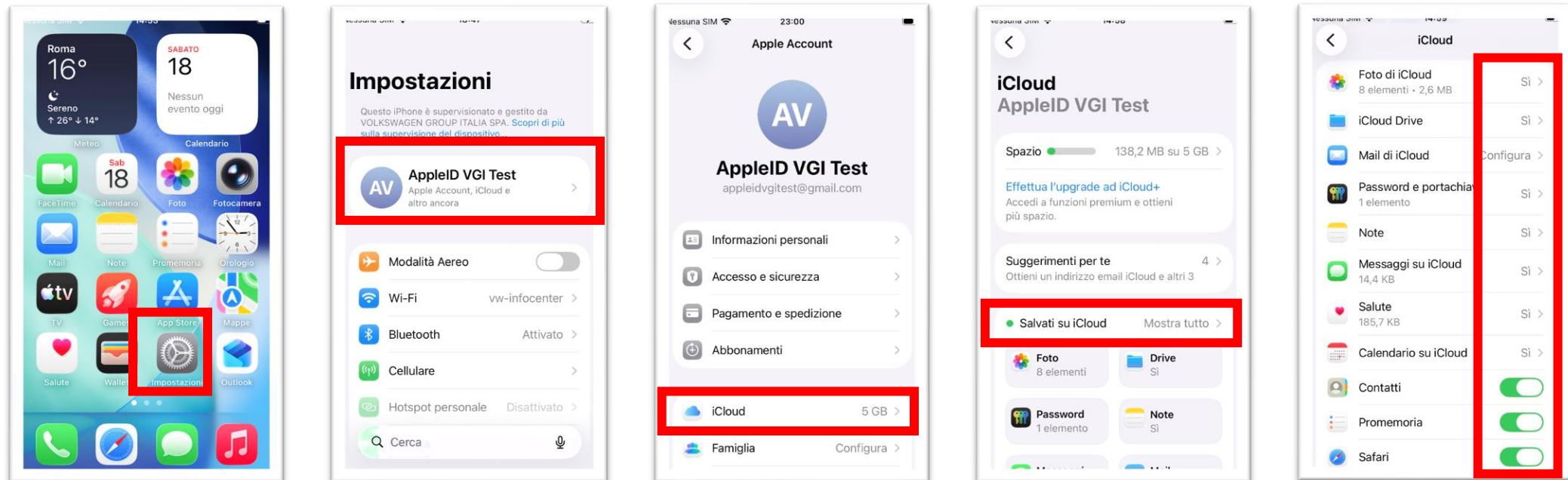
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Activate old smartphone data synchronization

Before starting the replacement, check that the synchronization of the main data such as contacts, any images, SMS, reminders, etc. is active on the old smartphone.

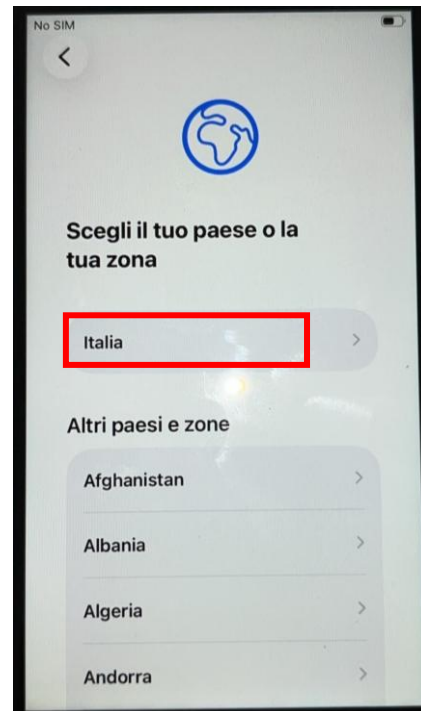
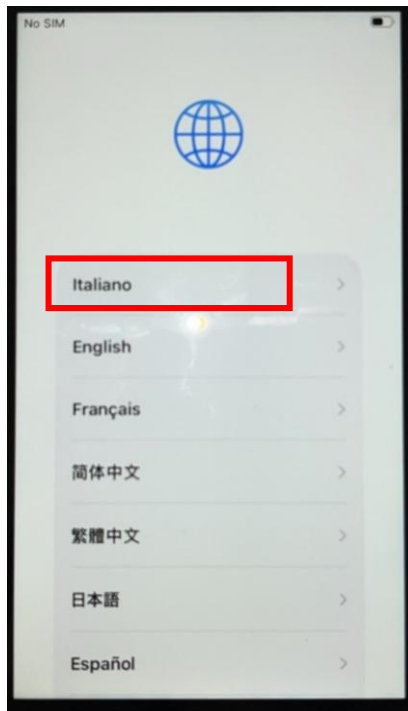


Turn on synchronization for the data you want to transfer to your new smartphone

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Initial setup of your new smartphone

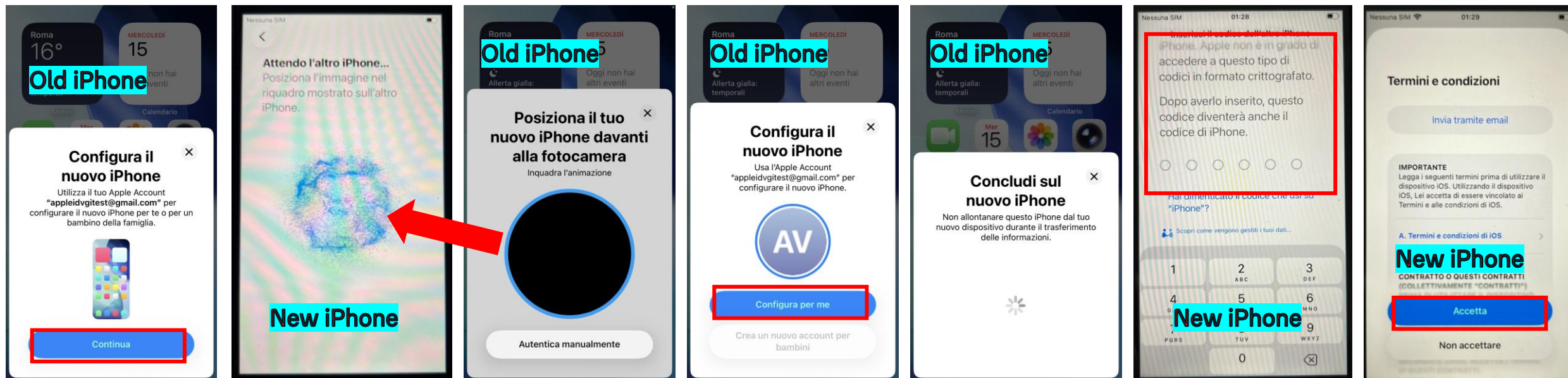
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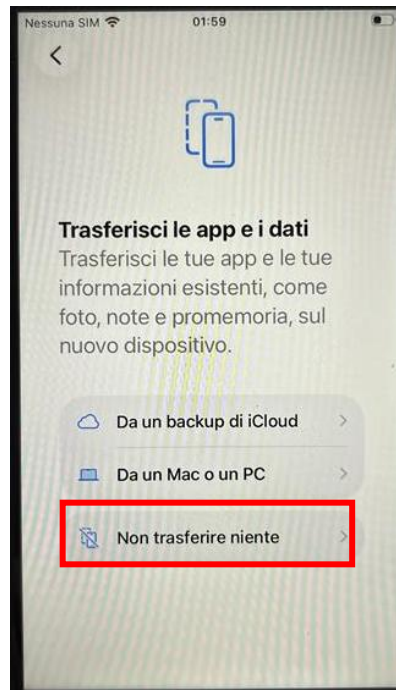


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Initial setup of your new smartphone

Continue with the initial setup



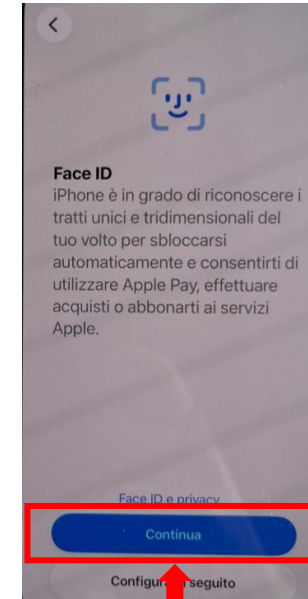
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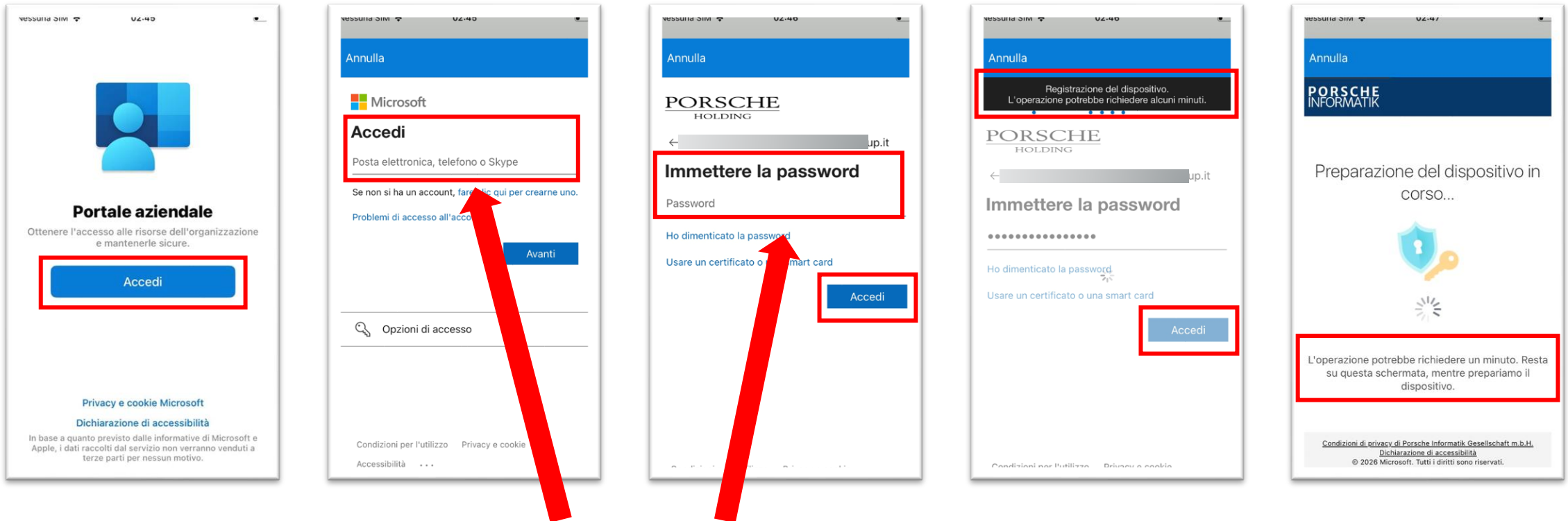




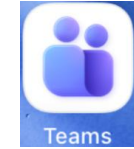
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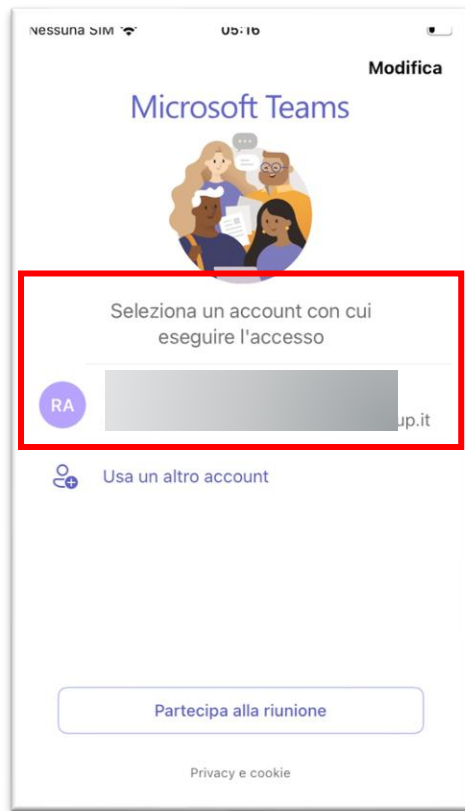
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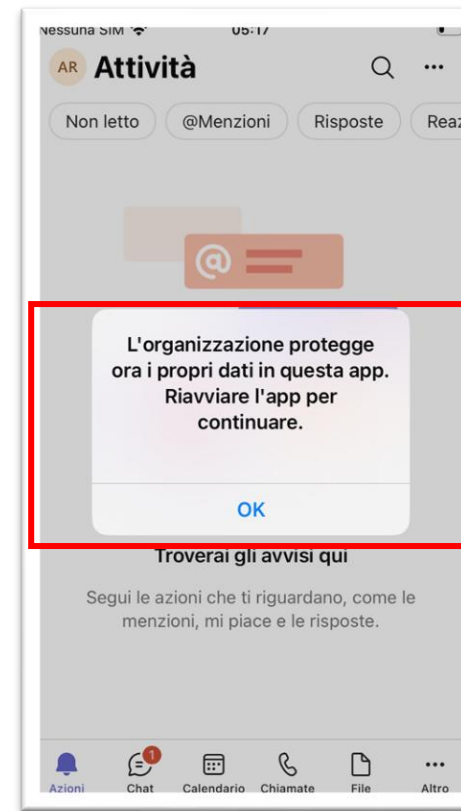
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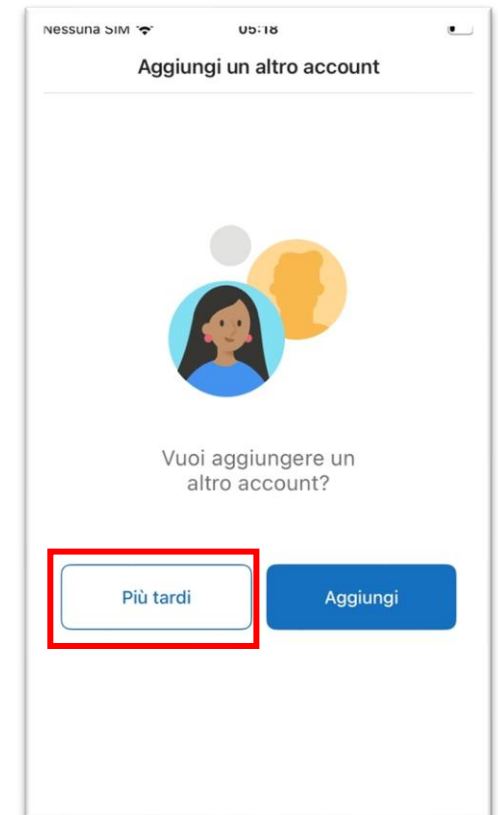
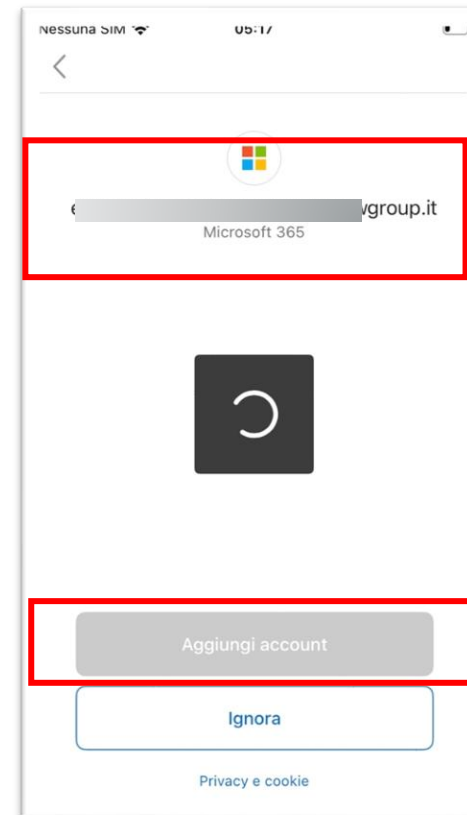
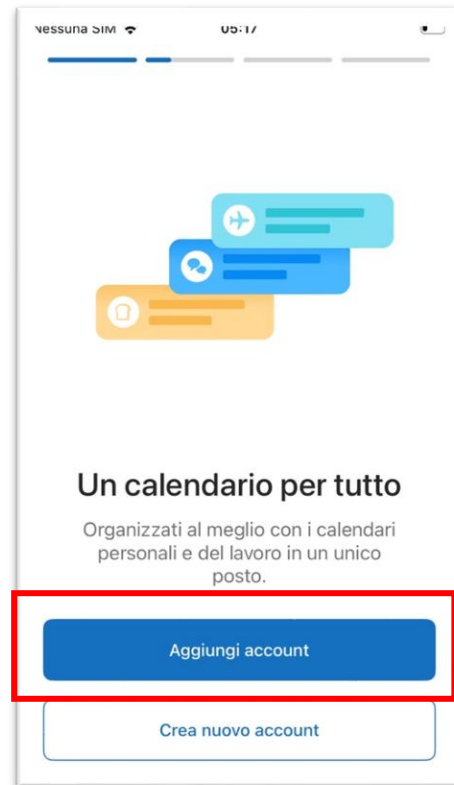
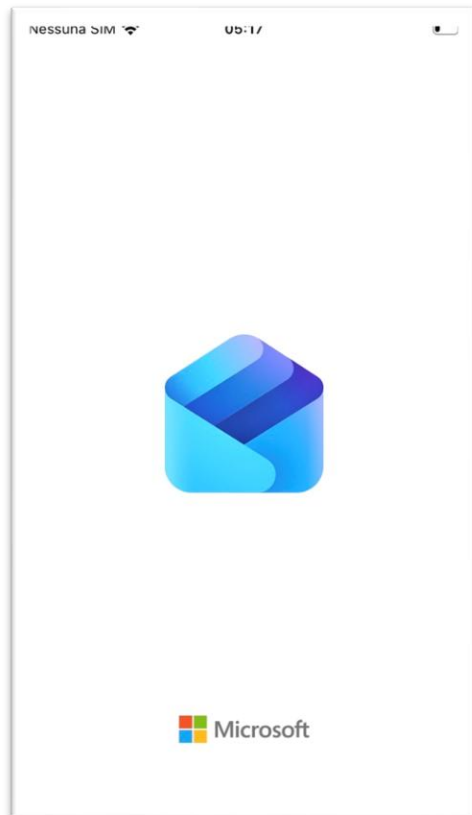
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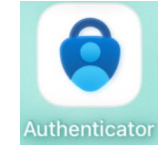
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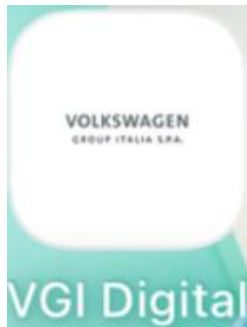
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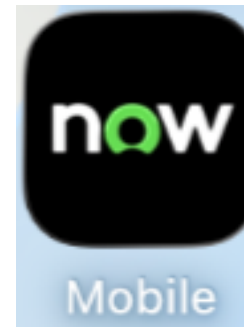
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