



ITG Brands iPhone Setup Guide



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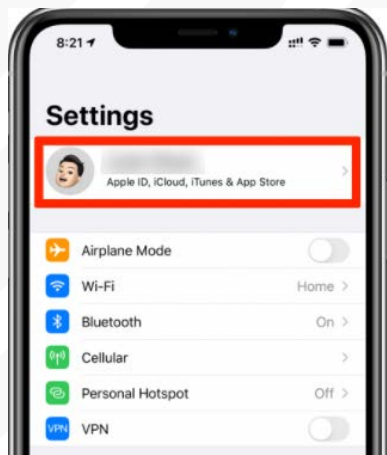
***Please read entire document before
proceeding with any device setup.***

SECTION 1: Perform iCloud Backup on old iPhone

IMPORTANT: In order to complete these steps, you must connect your old iPhone to a high-speed wifi connection (such as your home wifi, office wifi or public location wifi). The iCloud backup process requires a wifi connection on your old iPhone.

iCLOUD BACKUP PROCEDURE

1. Connect your old iPhone to a Wi-Fi network by going to Settings, Wifi.
2. Go to **Settings** > Tap on your Apple ID name above the Airplane Mode toggle switch.
Note: If you have not yet created your Apple ID, please follow the steps on the separate document called "iPhone – Apple ID Setup Instructions", then return to Step #1 of this process when completed. All others, continue with the steps below:



3. Tap on iCloud:



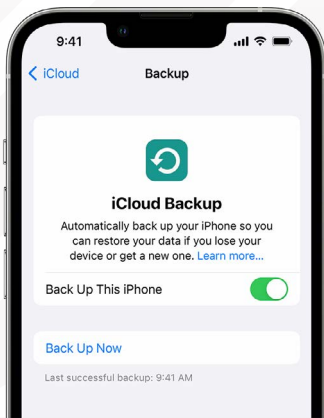
IMPORTANT: Please check to make sure that all of these items are enabled (turned on): Contact, Messages, Notes, Safari, Reminders, Calendar, Authenticator.

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4. Scroll down and tap on the **iCloud Backup**:



5. Turn on the **iCloud Backup** switch



6. Tap **Back Up Now**. Stay connected to your Wi-Fi network until the process completes. When the backup is completed, it will show the last time and date of successful backup at the bottom of this screen. Please stay on this step until this is completed.



SECTION 2: SETTING UP THE NEW IPHONE SE

1. **IMPORTANT: Before powering on your new phone**, insert the new SIM card provided with your new iPhone SE device. The new SIM card comes with your new iPhone SE. It is located inside a small white sleeve underneath the white box of your new iPhone SE.



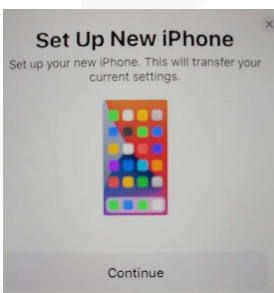
Connect the new iPhone to the power. Connect the USB cable (located inside the white box of your new iPhone) to the Power adapter and plug it in to the power socket.

2. Power on your new iPhone. Also, power on your old iPhone, and **place the old phone right beside the new one**. Your new iPhone will arrive at the screen shown below:



On the new phone: Press the **Home** button (the small round button at bottom center of your phone). Tap on **English**, Tap on **United States**.

3. If your **old phone** does not show **“Set up your New iPhone”** Please reboot your old device, and try again.



Tap **Continue** on your old iPhone.

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4. Your **new iPhone SE** will show this screen with a **blue image** at the bottom:



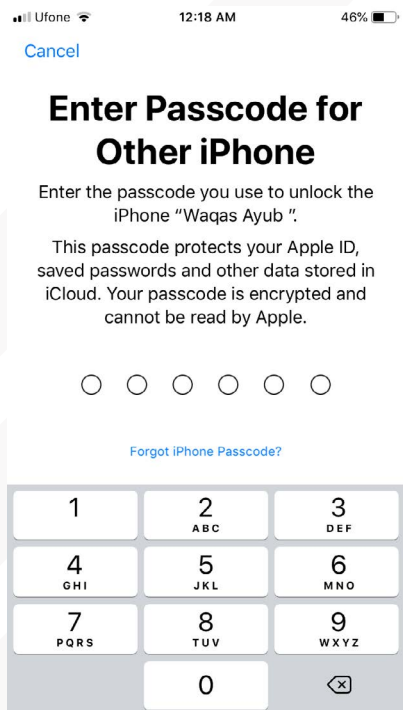
5. Using your **old phone**, position the black circle over the blue image that is showing on the new iPhone SE. The old phone takes a picture of the blue circle showing on the new phone.



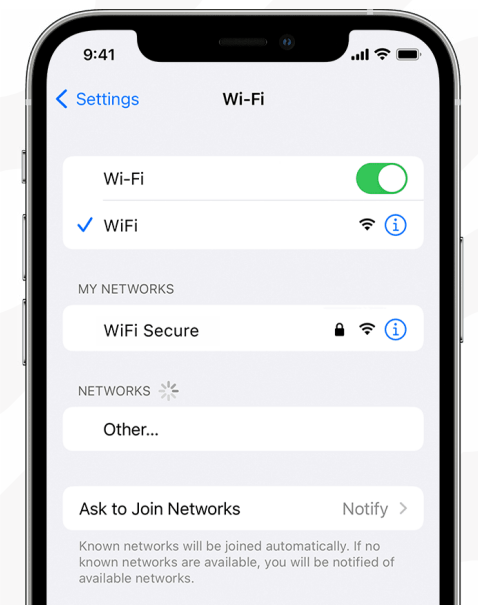
Your **old phone** will show this screen with a large black circle:

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6. **Your new iPhone SE** will show this message:



7. Enter the 6-digit numeric passcode that you used to log in to your old phone.
8. Connect your new iPhone SE to WiFi. **IMPORTANT: Please do not connect to any iPhone hotspot connections for this part. You must connect to a high-speed wifi (such as your home wifi or public location wifi) in order to complete these steps.**



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9. Your new iPhone SE will show this message:

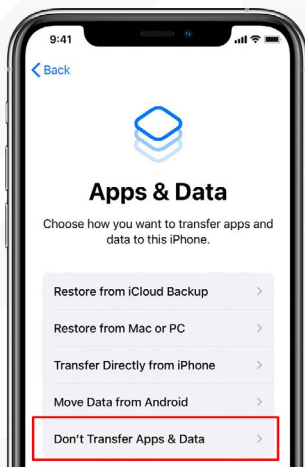


- Please **power off your new iPhone SE** by pressing and holding the **volume down key** on the left side of the phone, together with the **Power button** on the right side of the phone. You will receive a message to slide to power off.
- **Using a personal phone**, contact Simplecom ITG support line at **704-666-9823** and follow the online instructions to activate your iPhone SE.
 - Follow the online instructions until you receive a message that says **“Your phone is activated”**.
 - When you receive a message saying that your phone is activated, hang up.
- Power on your iPhone SE.
- **On the new phone:** Tap the Home button
- **On the new phone:** Tap English
- **On the new phone:** Tap United States
- **On the new phone:** At the **Quick Start** screen, Tap on **Set Up Manually**:

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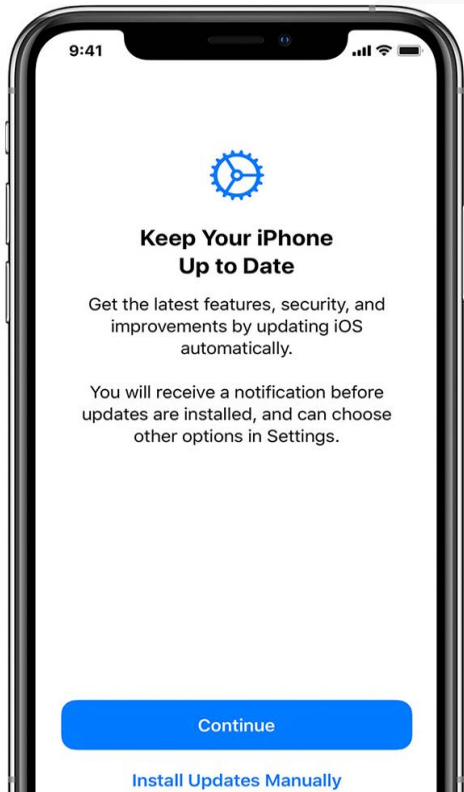


- **On the new phone:** Reconnect to wifi if prompted
10. At the **Apps & Data** screen, tap **“Don’t transfer Apps & Data”**



11. At the **Remote Management** screen, tap **Next:**
12. At the **Microsoft Sign-in** screen, enter your login information as illustrated below:
- Username login – Example: **firstname.lastname@itgbrands.com**
 - Enter Windows login password (computer login password)
 - Tap **Next**
13. At the **Keep Your iPhone Up to Date** screen, Tap **Continue:**

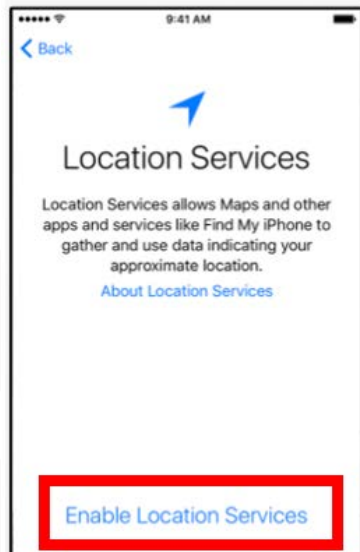
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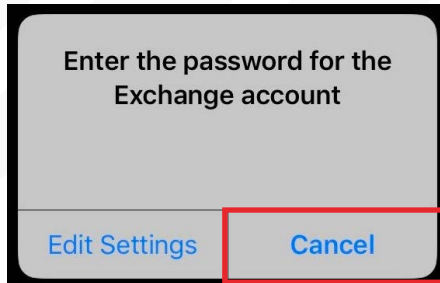
16 and 17 Note that these could be in reverse order.

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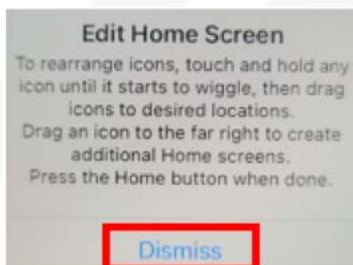
14. At the Location Services screen, tap **Enable Location Services**:



15. At the Welcome to iPhone screen, tap on **Get Started**.
16. When you see the screen that shows “Enter the password for Exchange”, tap on **Cancel**. **This may take some time to appear. You may go to the next step.**

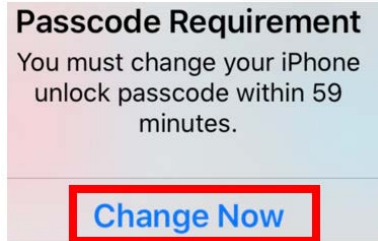


17. When you see the screen that shows “Edit Home Screen”, tap on **Dismiss**. **This may take some time to appear. You may go to the next step.**



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18. Later on, you will see a screen that says “**Passcode Requirement**”:



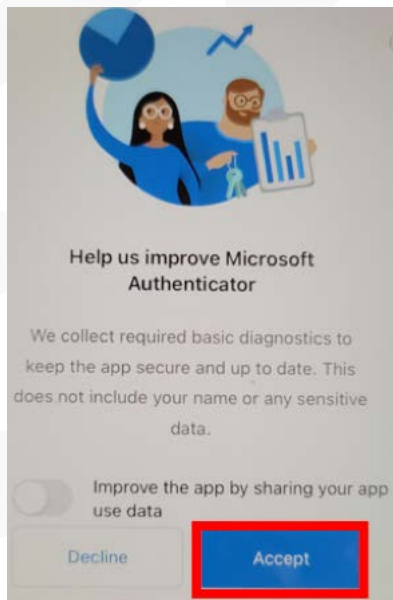
You may proceed to the next step. However, when you see this screen appear, do the following:

- Tap on **Change Now**
- (Type in a 6-digit numeric passcode)
- This passcode will now be used to log in to your new iPhone.

19. **On your new iPhone,** find the Microsoft **Authenticator** app and open it. The icon looks like this:



20. Tap on “**Accept**”:

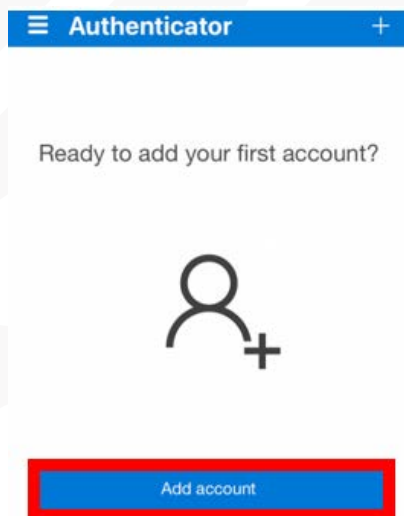


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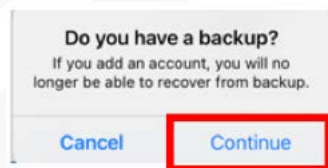
21. Tap on **“Skip”**:



22. Tap on **“Add Account”**:

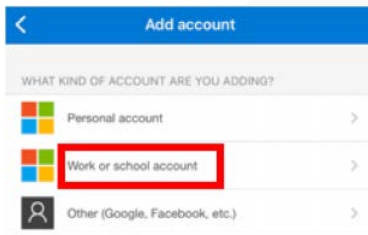


23. Tap on **“Continue”**:

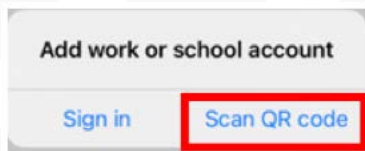


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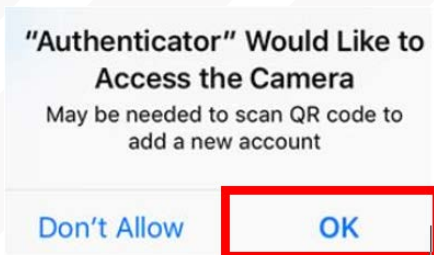
24. Tap on “**Work or School Account**”:



25. Tap on “**Scan QR Code**”:

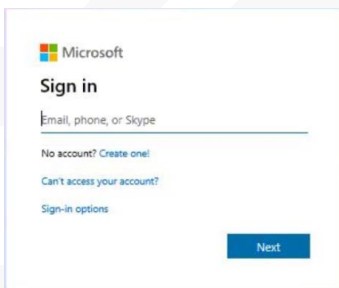


26. Click **OK** to allow access to the camera:



27. **On your computer**, connect to wifi, open a browser and go to <https://aka.ms/mysecurityinfo>

28. Enter the user id (example: John.Doe@itgbrands.com) and computer login password:

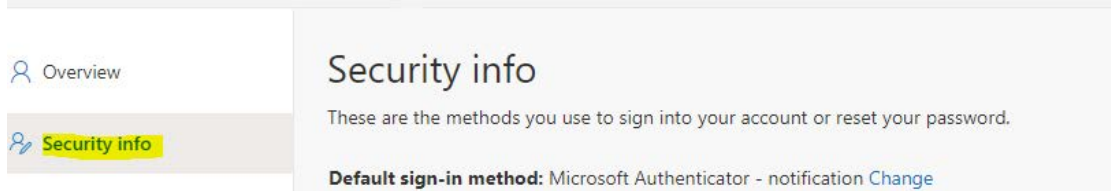


Note: If you are already signed in and you do not see the Microsoft sign-in screen, skip to **Step #31**. Otherwise, continue to sign in.

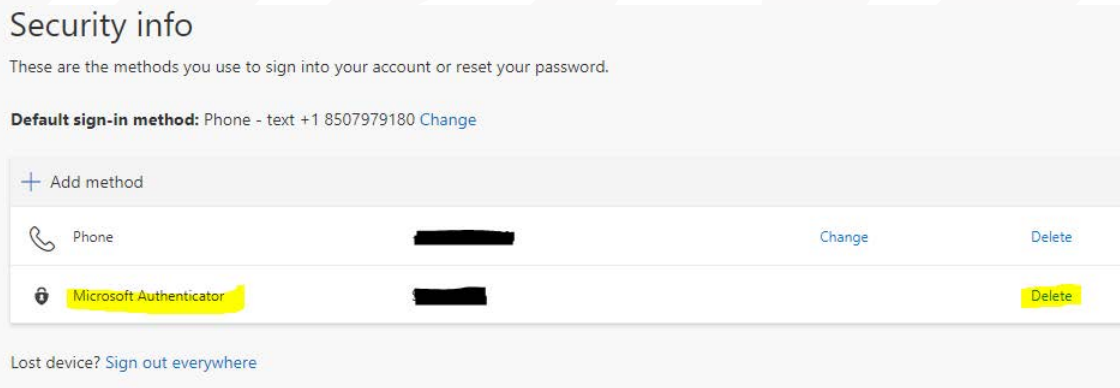
29. **On your old phone:** You should get a request to approve the connection. Tap **Approve**
- o Alternatively, you may be asked to provide a pin code. Provide the pin code from your selected method of MFA (phone call, text, Authenticator app on your old phone)

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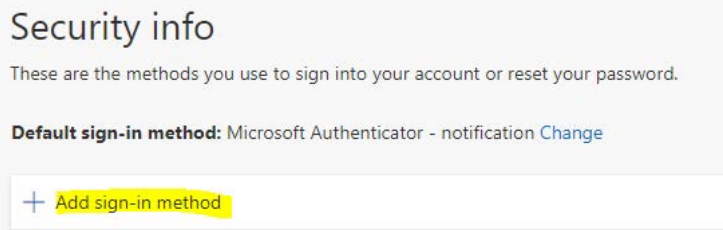
30. **On your computer:** Tap “Security Info” on left side of screen:



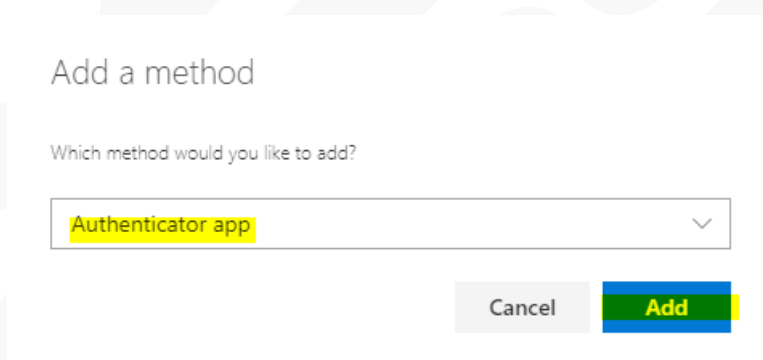
On **Security Info** page, remove any methods named “**Microsoft Authenticator**” by clicking the “**Delete**” link next to the method.



31. Click the “**Add Sign-in Method**” Option:

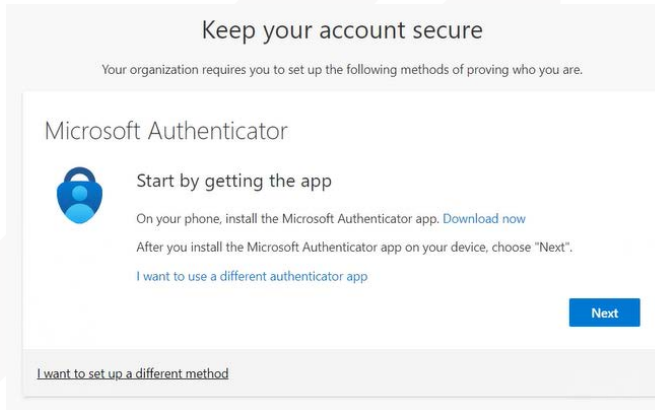


32. Ensure that “**Authenticator App**” is selected and click “**Add**”:

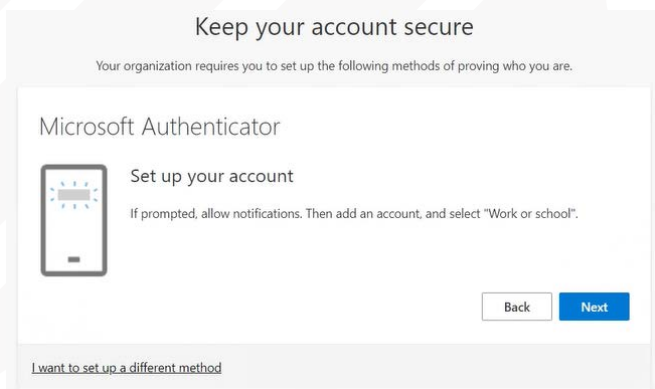


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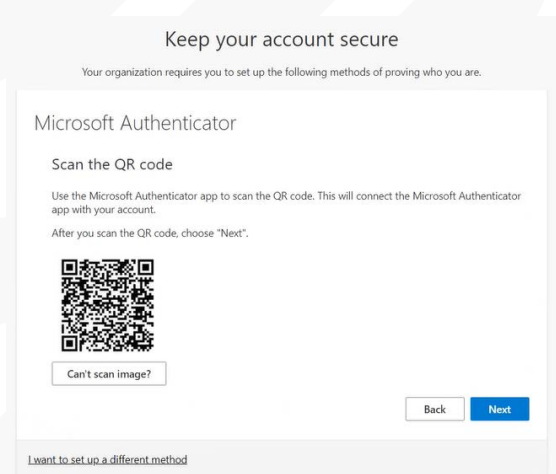
33. Click **Next** on this screen:



34. Click **"Next"**:

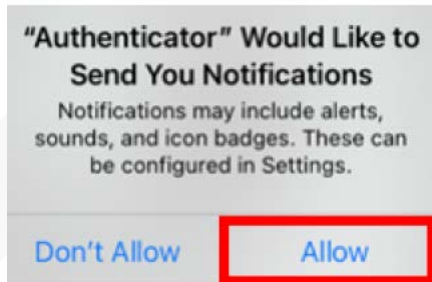


35. Using your phone, scan the QR code on the computer screen:

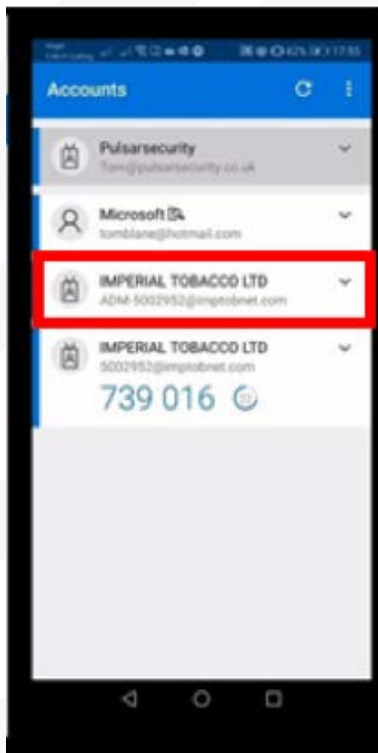


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36. **On the iPhone:** Allow the Authenticator app to access the camera if requested.
37. **On the iPhone:** Click on **“Allow”** for Notifications:



38. **On the iPhone:** You should now have a new account on your Authenticator App:



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39. **On the computer:** click **Next**:

Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".



[Can't scan image?](#)

Back

Next

40. **On the iPhone:** You will receive a notification, tap on **Approve**

41. **On the computer:** You will see this message, click on **Next**

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator



 Notification approved

PF

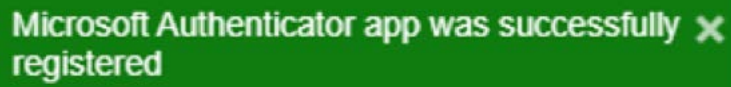
Back

Next

[I want to set up a different method](#)

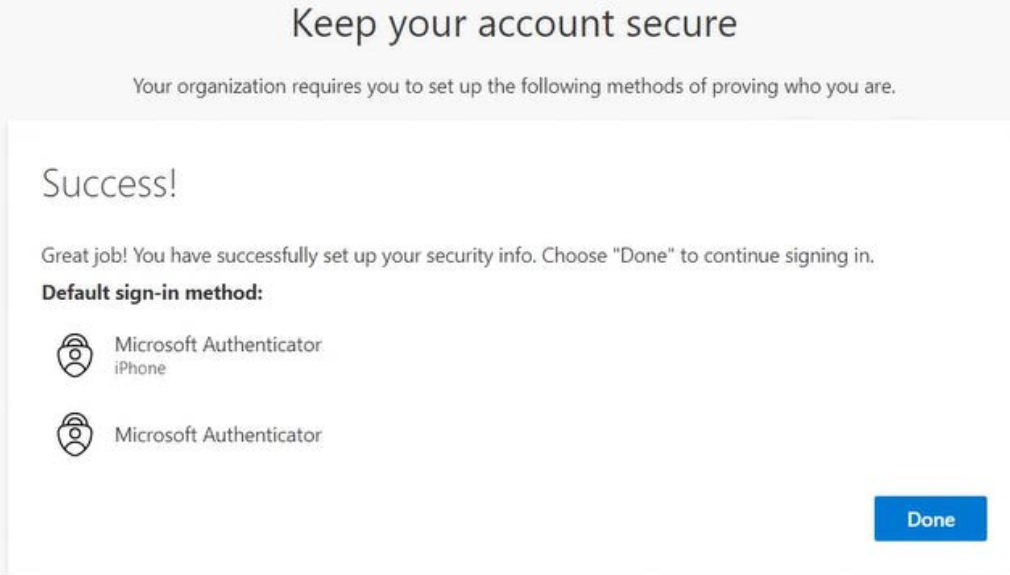
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42. **On the computer:** When the following screen displays on your computer, click **“Done”**



Microsoft Authenticator app was successfully registered

43. You will see this message:



- Click on **“Done”**.
- Close the browser.

SECTION 3: SIGN IN TO APPLE ID

1. Go to Settings, Wifi and make sure you are connected to wifi connection.
2. Go to back to **Settings** 
3. Tap **Sign in to your iPhone**.
4. Enter your Apple ID and password.
5. If you accidentally forgot the password for your Apple ID, please refer to the separate document called "**iPhone - Apple ID Password I Forgot**". Once you complete the password change process, return to Step #6.
6. Once you are signed in to your Apple ID, go to **Settings**, tap on your name, tap on **iCloud**.
IMPORTANT: Please check to make sure that all of these items are enabled (turned on): Contacts, Messages, Notes, Safari, Reminders, Calendar, Authenticator.



SECTION 3B: REFRESH IMESSAGE SETTINGS

Complete the process below on your new iPhone to make sure that when you call others, **your company cell phone number shows up** (instead of showing your email address):

1. Go to **Settings, Messages, iMessage, Send & Receive**
2. Uncheck your email address, and also make sure that your **company phone number** is checked.

SECTION 3C: SPECIAL APPS REINSTALLATION

Some of you may have special apps that you downloaded or installed manually (apps that are not installed by the company). To reinstall special apps on your iPhone that you may have installed manually in the past, do the following:

1. Open the **App Store app**.
2. Tap the sign-in button  or your photo at the top of the screen.
3. Tap **Purchased**.
4. Find the app that you want to download, then tap the download button. 

SECTION 4: LOGGING IN TO EMAIL AND TEAMS ON THE IPHONE

On the iPhone: Sign in to Outlook Email and Microsoft Teams

- Open Outlook app:



- Enter the employee's email address, then click on **Add Account**
- Click on **Open Authenticator**
- Enter the employee's Windows login password
(Approve Authenticator)
- On the **"Help Us to Keep Your Device Secure"**, tap on **"Register"**
(Approve Authenticator)
- A message appears: "Your organization is now protecting its data in this app. You need to restart the app to continue". Tap **OK**.
- Tap to reopen Outlook app
- A message appears: "Do you want to add another account?" Tap on **"Maybe Later"**
- Tap **"Turn on Notifications"**
- A message appears: "Outlook Would Like to Send You Notifications", tap **"Allow"**

Microsoft Teams App

- Open Microsoft Teams app:



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- A message Appears "Select an account to sign in". Tap to your account (company email address) to continue.
- "Teams would like to send you notifications". Tap on **"Allow"**.
- "Teams would like to access the microphone". Tap on **"OK"**
- "Collaborate with others and share files", tap on **Next**
- "Chat with your colleagues one on one or on group chat", tap on **Next**
- "Have meetings and calls with audio, video and screen share", tap on **"Got it"**

Ultipro (UKG) App:

- Open the Ultipro UKG app:



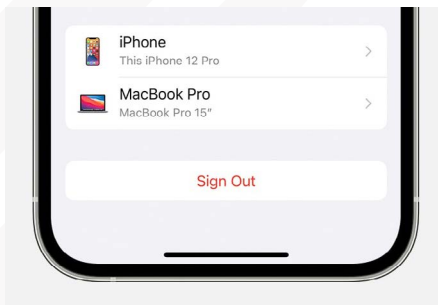
- You will be asked to enter a **Company Access Code**. Enter **"ImperialBrands"**.

SECTION 5: SIGN OUT OF APPLE ID ON OLD IPHONE AND ERASE THE DEVICE

IMPORTANT: IT IS IMPERATIVE THAT THE PROCESS BELOW IS COMPLETED ENTIRELY PRIOR TO RETURNING THE OLD IPHONE.

PART 1: Sign out of Apple ID on old iPhone

1. Go to **Settings** > [your name].
2. Scroll down to the bottom.



3. Tap **Sign Out**.
4. Enter your **Apple ID password** and tap **Turn Off**.
 - If you know your Apple ID password, skip to **Step #5** to continue. Otherwise, If you do not know your Apple ID password, please refer to the separate instructions to reset your Apple ID password. Once the password has been reset, please repeat this procedure starting with Step #1.
5. Tap **Sign Out**.
6. Tap **Sign Out** again to confirm that you want to sign out of iCloud.

Erase your iPhone

- Open the **Settings app**, swipe down and tap on **General**
- Swipe to the bottom and tap on **Transfer or Reset iPhone**
- Choose **Erase All Content and Settings**
- Tap **Erase Now**, enter your iPhone 6-digit login passcode to authorize this change
- Tap **Erase iPhone** again to confirm
- Your iPhone will begin erasing (you will see the Apple logo appear with a small progress bar for approximately 2 minutes). Once your iPhone is erased, it will arrive at the setup screen that shows "Hello". Once you see this appear, you may power off your iPhone and return it with the return label provided.

NEW HIRE SETUP PROCEDURES – IPHONE AND LAPTOP

SECTION 6 – SETTING UP THE NEW IPHONE

Approximate Duration: 30 minutes

IMPORTANT: Please start by setting up the new iphone first. Please do not set up the laptop yet until this process is completed.

1. Turn on your device, **swipe up from the bottom of the screen**, Tap **English**, Tap **United States**:



2. At the Quick Start screen, Tap on **Set Up Manually**:

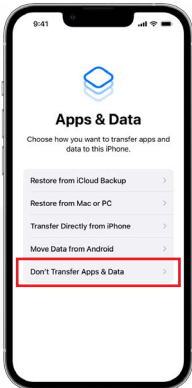


3. Connect your iPhone to WiFi.



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4. At the **Apps & Data** screen, tap **“Don’t transfer Apps & Data”**:

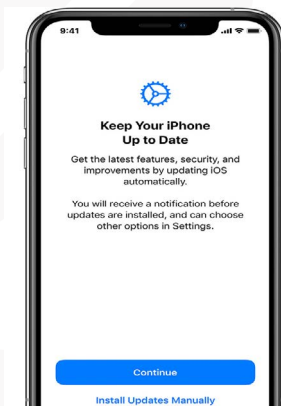


5. At the Remote Management screen, tap **Next**:

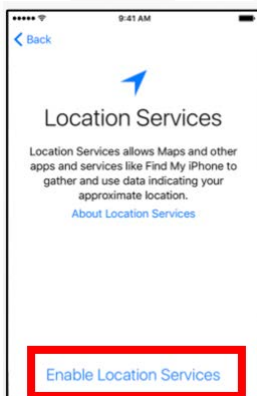
6. At the Remote Management login screen, enter your login information as illustrated below:

- Username login – Example: **firstname.lastname@itgbrands.com**
- Enter Windows login password (computer login password)
- Tap **Next**

7. At the Keep Your iPhone Up to Date screen, Tap **Continue**:



8. At the Location Services screen, tap **Enable Location Services**:

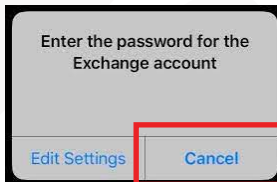


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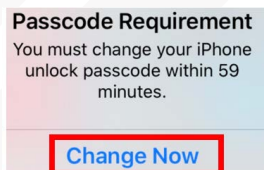
9. At the Welcome to iPhone screen, swipe up to get started:



10. You will receive a prompt stating “Enter the password for Exchange”, tap on **Cancel**:



11. In a few moments, you will see the “Passcode Requirement” screen appear:

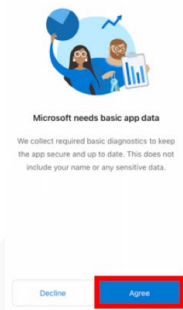


- Tap on **Change Now**
 - (Type in a 6-digit numeric passcode)
 - This passcode will now be used to log in to your new iPhone.
12. On your iPhone, find the **Microsoft Authenticator** app and open it. The icon looks like this:

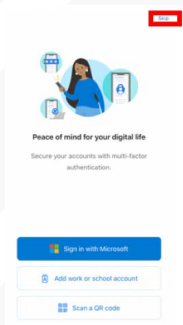


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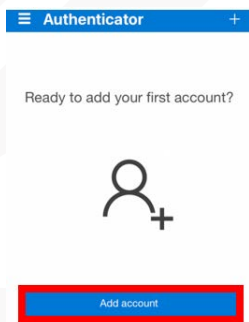
13. Tap on **“Agree”**:



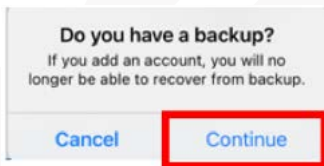
14. Tap on **“Skip”**:



15. Tap on **“Add Account”**:

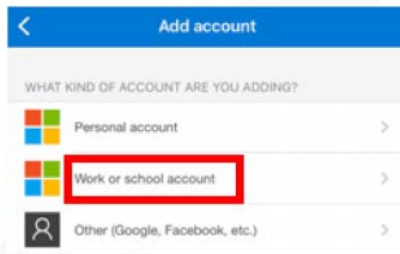


16. Tap on **“Continue”**:

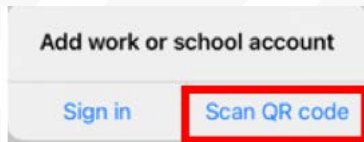


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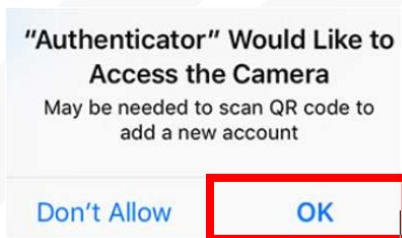
17. Tap on “**Work or School Account**”:



18. Tap on “**Scan QR Code**”:



19. Click **OK** to allow access to the camera:



IMPORTANT NOTE: New hire will need to set up Microsoft Authenticator enrollment using their manager’s computer, since the nHew hire computer has not yet completed setup.

20. **On your computer**, open a browser and go to <https://aka.ms/mysecurityinfo>

IMPORTANT NOTE: Managers - Please sign out of your login by clicking on the initials at the top right of the screen, then click on **Sign Out**. Next, click to select your account to sign out. This is being done so that you can log in as the Newhire employee for setup.

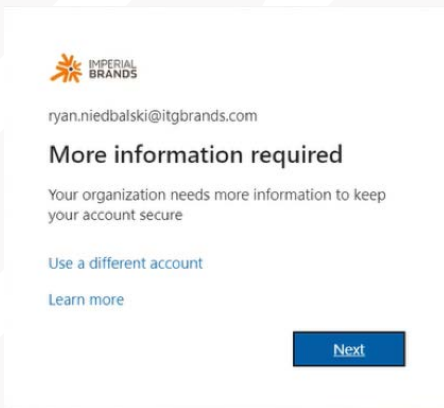
21. To sign in as the new hire employee, click on “Use Another Account”.

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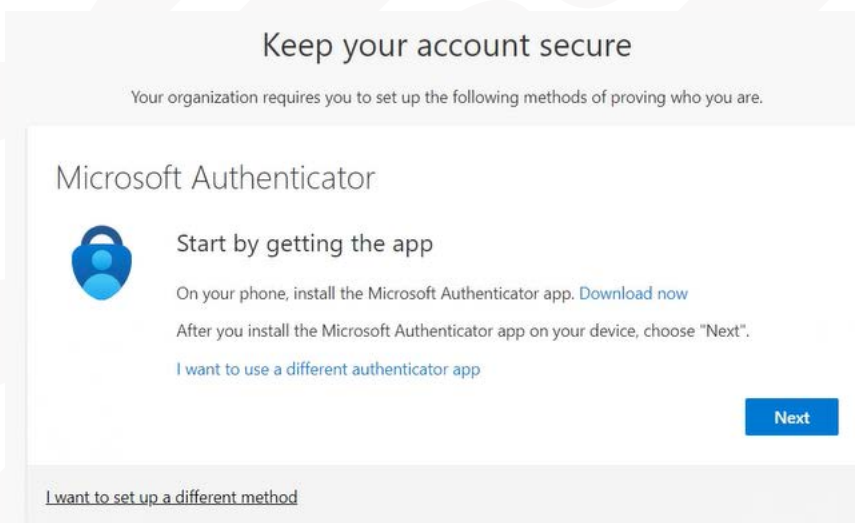
22. Enter the new hire employee's user id (example: John.Doe@itgbrands.com) and computer login password:



23. Click **Next** for this screen:

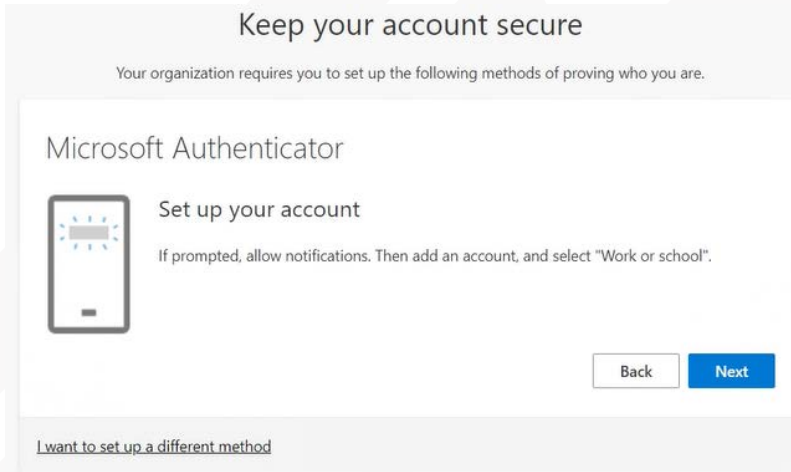


24. Click **Next** on this screen:

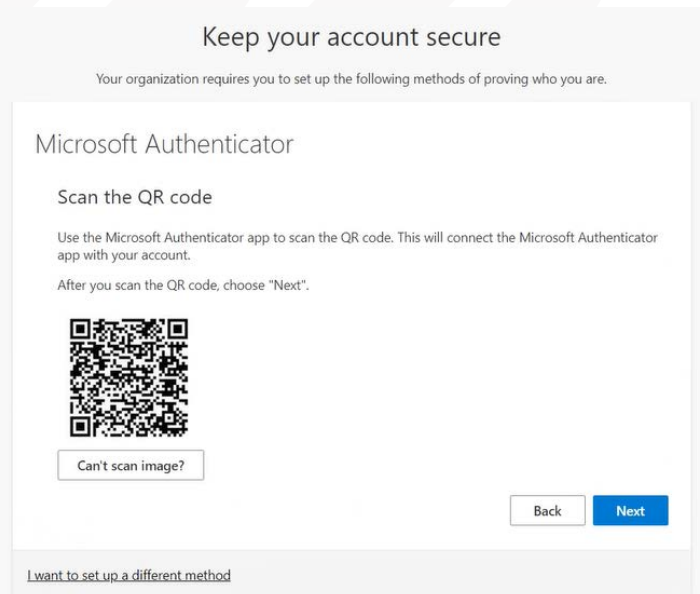


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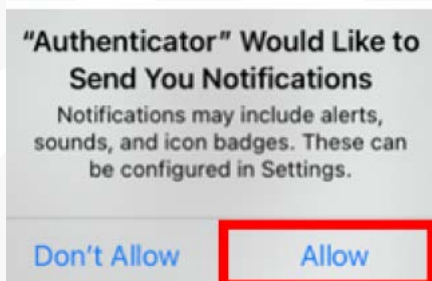
25. Click **“Next”**:



26. Using your phone, scan the QR code on the computer screen:



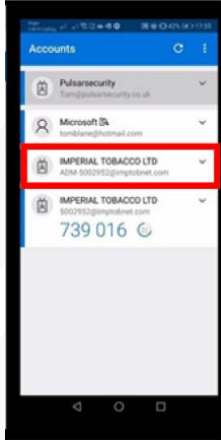
27. **On the iPhone:** Allow the Authenticator app to access the camera if requested.
28. **On the iPhone:** Click on **“Allow”** for Notifications:



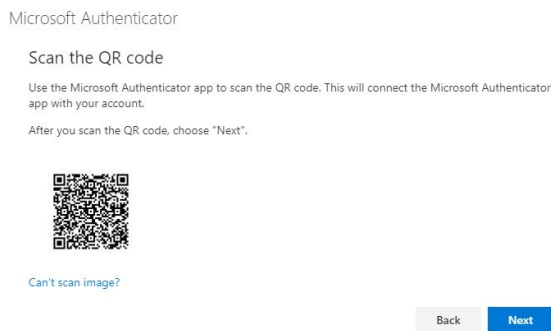
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29. **On the iPhone:** Click on **“Allow”** for Notifications:

30. **On the iPhone:** You should now have a new account on your Authenticator App:

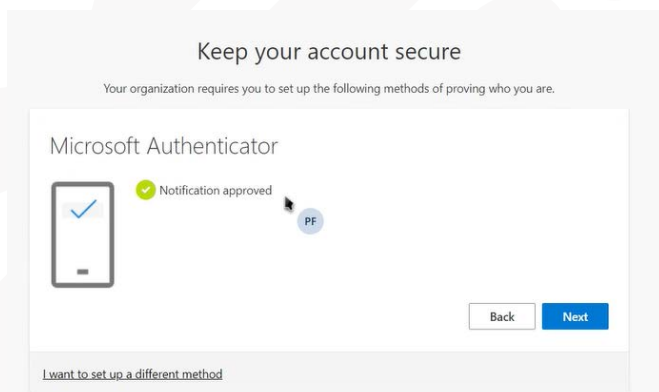


31. **On the computer:** click **Next:**



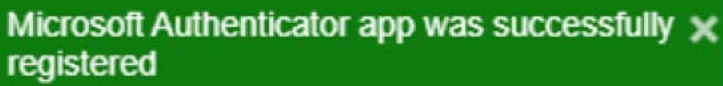
32. **On the iPhone:** You will receive a notification, tap on **Approve**

33. **On the computer:** You will see this message, click on **Next**



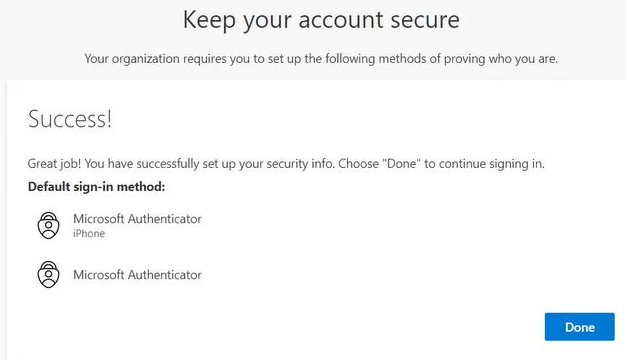
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34. **On the computer:** When the following screen displays on your computer, click **“Done”**



Microsoft Authenticator app was successfully registered

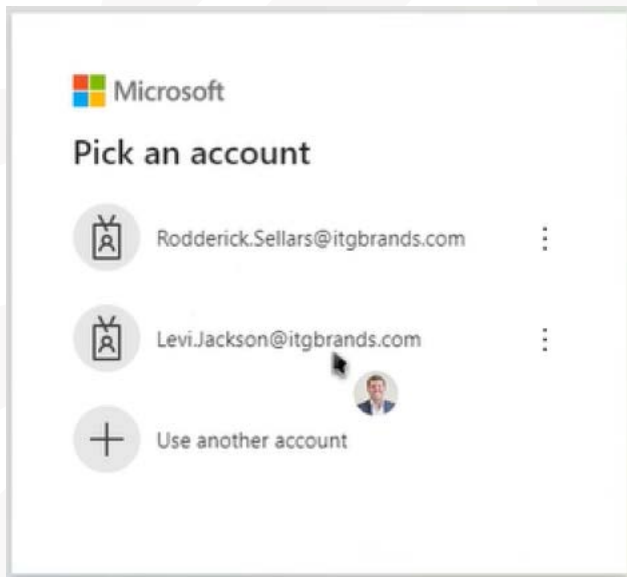
35. You will see this message:



- Click on **“Done”**.

36. Click on initials at top of screen, sign out, then close the browser

37. On the new hire’s login, click the three dots to the right and click on **“Forget”**:



SECTION 7: LOGGING IN TO EMAIL AND TEAMS ON THE IPHONE

On the iPhone: Sign in to Outlook Email and Microsoft Teams

- Open Outlook app:



- Enter the employee's email address, then click on **Add Account**
- Click on **Open Authenticator**
- Enter the employee's Windows login password
(Approve Authenticator)
- On the "**Help Us to Keep Your Device Secure**", tap on "**Register**"
(Approve Authenticator)
- A message appears: "Your organization is now protecting its data in this app. You need to restart the app to continue". Tap **OK**.
- Tap to reopen Outlook app
- A message appears: "Do you want to add another account?" Tap on "**Maybe Later**"
- Tap "**Turn on Notifications**"
- A message appears: "Outlook Would Like to Send You Notifications", tap "**Allow**"

Microsoft Teams App

- Open Microsoft Teams app:



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- A message Appears "Select an account to sign in". Tap to select the Newhire employee's account to continue.
- "Teams would like to send you notifications". Tap on **"Allow"**
- "Teams would like to access the microphone". Tap on **"OK"**
- "Collaborate with others and share files", tap on **Next**
- "Chat with your colleagues one on one or on group chat", tap on **Next**
- "Have meetings and calls with audio, video and screen share", tap on **"Got it"**

Ultipro (UKG) App:

- Open the Ultipro UKG app:



- You will be asked to enter a **Company Access Code**. Enter **"ImperialBrands"**.

End of Instructions

**Technical Support Contact Simplecom at
Email: helpdesk@simplecom.pro
phone: (704) 666-9823**