

Make sure to backup any data you want to keep from the mobile device before your mailbox is migrated. This may include but is not limited to photos, files and contacts.

**Please note that you can't backup data to an iCloud or Google account.**

### Restrictions



The following are not available to use to backup data from the device.

- Transfer through USB to a laptop is not available
- Transfer using a memory card is not available
- H Drive is no longer available via BlackBerry Work
- BlackBerry Work, email access is only available before mailbox migration to M365 (Exchange Online)

### Contacts

Contacts stored in Outlook on Windows and BlackBerry Work are stored securely on the SCOTS network. They can be automatically synchronised with your new M365 apps. These can be stored through the BlackBerry Work app or Microsoft Outlook on your laptop.

To check if they have been stored in BlackBerry Work:

1. Open **BlackBerry Work** and select the **BlackBerry Launcher** ().
2. Select **Settings** (.
3. Select **Contacts**.
4. You will see a list of contacts that are stored on your SCOTS account.

To check if they have been stored in Outlook on your laptop:

1. In Outlook, choose **People** at the bottom of the screen.




2. Select your email address under **My Contacts**.
3. You will see a list of contacts that are stored on your SCOTS account.

If your contacts are not stored on your SCOTS account then they may be stored locally, on the SIM card or on a personal account. You can search online for methods to back that data up yourself.


### Media (photos and video)

You can email these to yourself through BlackBerry Work before your mailbox is migrated. To do this:

Android

1. In a message that you are composing, select the More options icon 
2. Select **Attach file**
3. Select **Photo library** to attach media from your photo library or select **Docs** to attach a media saved in BlackBerry Docs.

Apple:

1. In a message that you are composing, select the More options icon 
2. Select **Add Attachment**
3. Select **Photo library** to attach media from your photo library or select **Docs** to attach media saved in BlackBerry Docs.


There is a limit of 10mb per email so if your attachments are too large then you cannot move these off your device using that method.

For large personal media files, you can search online for methods to back that data up yourself.


## Files

Files stored locally in BlackBerry Work (BlackBerry Docs) can be emailed to yourself by attaching it to your email.

Android

1. In a message that you are composing, select the More options icon 
2. Select **Attach file**
3. Select **Docs** to attach documents saved in BlackBerry Docs.

Apple:

1. In a message that you are composing, select the More options icon 
2. Select **Add Attachment**
3. Select **Docs** to attach documents saved in BlackBerry Docs.

There is a limit of 10mb per email so if your attachments are too large then you cannot move these off your device securely.

For files not stored in the Secure BlackBerry repository, you can search online for methods to back that data up yourself.

## Third party apps (non-BlackBerry Apps) e.g. WhatsApp

This data cannot interact with the BlackBerry apps and is not secure. You can search online for methods to back that data up yourself.