

How to Backup and Restore Your OneLogin Account

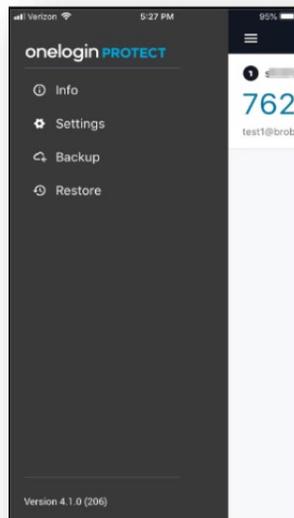
If you know you are planning to get a new phone, you can backup your OneLogin account so you can set up OneLogin on the new phone, without a technician's assistance:

Instructions for the old phone before the switch to the new phone:

1. Open/Launch the OneLogin Protect app on your Smart phone.

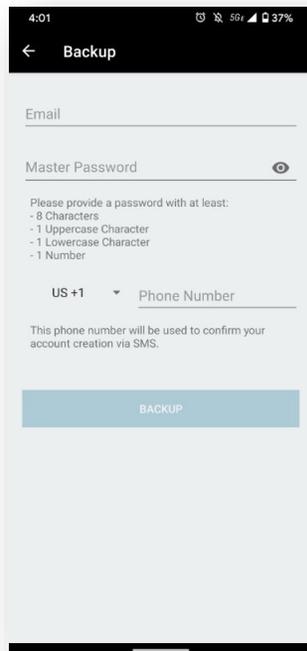


2. On the left-hand side of the app, there are three bars you touch to open the settings:



3. Select the “**Backup**” Option.

- Next, fill out the next screen with the personal information that is required to restore the OneLogin app on the new phone. (Might be good to write down the password before saving 😊)



- Once you have entered your email of choice (personal email) plus your cell phone number, you can select **“Backup”**. You will receive a message at the bottom of the screen that reads “Your Account data was successfully backed up.”

Note: The loss of your QR code or master password will render your backup data inaccessible. If this occurs, you will need to use a different email and master password to create a new backup copy.

- You will receive a screen that states: “Recovery Kit” – Next you will see a QR-Code. Please save the QR code in a secure place. You can either take a screenshot of it or use the share button on the top right. The QR-Code is needed to restore your accounts.
- Select **“OK”** and you will be given the recovery kit.
- Our suggestion is to take the recover kit PDF and email it to yourself (a personal, non-Collin account)

DO NOT DELETE THIS EMAIL UNTIL YOU SETUP ONELOGIN ON THE NEW PHONE, YOU WILL NEED THE QR CODE INSIDE TO COMPLETE THE TRANSFER.

Instructions for the new phone:

- Download and install the OneLogin Protect App from your phone’s app store.
- On the left-hand side of the app, there are 3 Bars you touch to open up the settings:
- Tap **“Restore.”**



4. OneLogin is now ready to scan the QR Code that is in the OneLogin recovery kit.



5. Navigate to your email account on a computer and open the email titled "onelogin-recovery-kit.pdf"
6. Once you open the .PDF file within the email you should see a document that has a QR code to scan with the phone, similar to this:



7. Once you scan the code you will have to enter your master password that you created previously.
8. You will receive confirmation that the data restoration is in progress and then successful.
9. After completion, OneLogin will be setup and you should see rolling codes. You can now use OneLogin moving forward like you did with your previous device.

If you need assistance or get stuck anywhere in the process, please contact Employee Technical Support at helpdesk@collin.edu, or via phone from 7:00 am to 6:00 pm M-F at 972-548-6555.