

M365 Mobile Device Post-Migration Recovery Procedure

Use this guide if you cannot access Outlook, Teams, or other Microsoft apps after migration, are repeatedly prompted for your password, or receive authentication errors on your mobile device(s).

Minimum Supported OS Versions:

Android: 13.0

iPhone: 14.0

Step 1: Clear/Sign Out of ALL Microsoft Apps (Recommended)

To avoid token conflicts:

1. Open **Outlook**.
2. Remove the old work account.
3. Repeat for all Microsoft apps (see list below)

Common Apps to log out of include:

- Microsoft Edge
- Power Automate
- Microsoft Loop
- Power Apps
- Skype for Business
- Microsoft Excel
- Microsoft 365 (office)
- Microsoft Lens
- Microsoft OneNote
- Microsoft Outlook
- Microsoft PowerPoint
- Microsoft Word
- Microsoft Planner
- Microsoft Power BI
- Microsoft SharePoint
- Microsoft OneDrive
- Microsoft Teams
- Microsoft To-Do
- Microsoft 365 Copilot
- Microsoft Lists

Step 2: Remove Account from Company Portal (*Android Only*)

Note: Sometimes the app is not signed in, when this happens uninstall the app instead.

1. Open the **Company Portal** app.
2. Select the vertical three dots icon (top right).

3. Tap **Reset work profile**.
4. Confirm reset.

Step 3: Remove account from Microsoft Authenticator

1. Open the **Microsoft authenticator** app.
2. Go to the settings menu
3. Tap **Device Registration**
4. If there is an entry for Middleby tap on it and select **Unregister device**.
5. Tap **Continue**.
6. Exit the settings menu and go back to the main screen.
7. Select the existing Middleby account entry.
8. Tap the **gear cog** icon in the upper right
9. Tap **Remove account**.
10. Confirm removal.

Step 4: Remove Work Account from Device Settings

On iPhone/iPad

1. Open **Settings**.
2. Go to **General**.
3. Select **VPN & Device Management**.
4. If a management profile exists, select it.
5. Tap **Remove Management**.
6. Enter your device passcode if prompted.

On Android

Note: These steps may differ between different Android models and OS Versions.

Steps shown for Samsung devices.

1. Open **Settings**.
2. Go to **Accounts and backup**.
3. Select **Manage accounts**.
4. Select your work account.
5. Tap **Remove Account**.
6. Confirm removal.

Step 5: Restart Your Device

On an iPhone (in rapid succession):

1. Press and release Volume Up button
2. Press and release Volume Down button
3. Now, press and hold the Side/Power button
4. Keep holding the button down until you see the Apple logo, then release the button (you will see the Power Slide off button—ignore that)

On an Android devices:

Note: These steps may differ between different Android models and OS versions.

Steps shown for Samsung devices.

1. Pull down the quick access menu (may need to pull down from right side of the top of screen)
2. Tap the power icon at the top of menu.
3. Select Restart.

Step 6: Add New FPG Account to Microsoft Authenticator

1. Open Microsoft Authenticator.
2. Tap the **plus icon (+)** in the upper right corner.
3. Tap **Work or School Account**.
4. Tap **Sign in** and use your same email address and new FPG password.
5. Complete any prompted setup steps.

Step 7: Sign Back into Microsoft Mobile Apps

1. Open Outlook and sign in.
2. Approve the sign-in in Microsoft Authenticator.
3. Repeat for ALL installed Microsoft applications (Outlook, Teams, OneDrive, etc.)

If Issues Persist

Confirm all old accounts were removed from apps and Authenticator and verify you are using your new FPG password. You may need to repeat the steps while rebooting 1-3 times in between to clear any cached tokens. If problems continue contact your local IT support team.