We can help!

Device Content/Data Transfer

Allows you to move photos, text messages, emails, and other files and applications between devices.

INSTRUCTIONS FOR: Getting Started with iCloud Backup

About iCloud

With a Wi-Fi network connection, you can backup your device using iCloud. iCloud backups include most device data and settings. Backups don't include:

- Data that's already stored in iCloud, like Contacts, Calendars, Notes, iCloud Photos, iMessages, Voice Memos, text (SMS) and multimedia (MMS) messages, and Health data
- Data from other cloud services, like Gmail and Exchange mail
- Apple Mail data
- Apple Pay information and settings
- Face ID or Touch ID settings
- iCloud Music Library and App Store content

Before you can complete an iCloud backup

1. Make sure that your device is connected to Wi-Fi. Go to **Settings** > **Wi-Fi** and turn on **Wi-Fi**. Select the name of the network that you want to join.

2. Ensure that the device is running the latest version of iOS or iPadOS. Go to **Settings** > **General** > **Software Update**. Check if there's an update and install if available.

3. Sign in to your device with your Apple ID. If you don't have an Apple ID, you will need to create one before you can sign in and back-up your device to iCloud. Go to the **App Store** > **[Your Profile Picture]** > **Create New Apple ID** to create one.

4. iCloud backups count toward your iCloud storage. iCloud includes 5GB of storage for free. Check that you have enough available space in iCloud for the backup. Go to **Settings** > **General** > **iPhone Storage** to view how much storage you use on your device.

5. If your device's storage exceeds 5GB, you will need to purchase a storage plan before you can complete an iCloud backup. Go to **Settings** > **[Your Name]** > **iCloud** > **Manage Storage** > **Change Storage Plan** to upgrade your storage plan.

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