

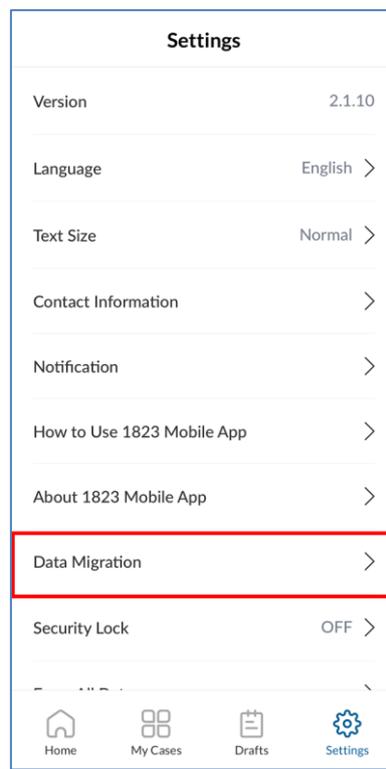
## Data Migration function in 1823 Mobile App

### Points to Note

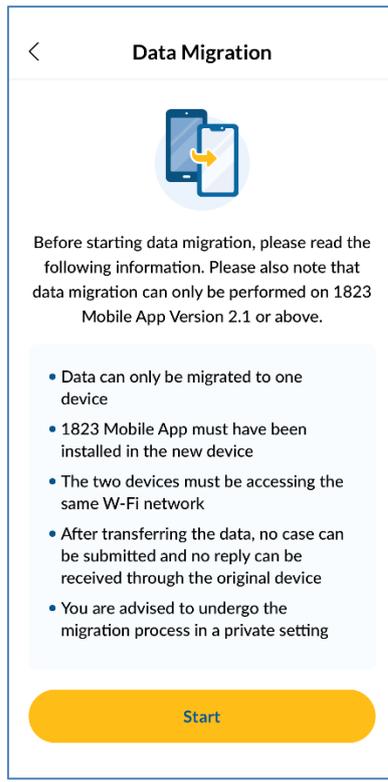
- You will need to have 1823 Mobile App v2.1 or above version on the mobile device for transferring and the mobile device for receiving case data.
- Both mobile devices must be connected to the same Wi-Fi network and good connection should be maintained throughout the process of data migration. It is suggested to use private Wi-Fi network or Personal Hotspot to ensure that connection can be established between devices.
- Ensure that the storage of the mobile device for receiving data is sufficient for receiving the case data.
- Do not close the app, lock the screen or switch to other app during data migration.
- The data migration function may be affected when there is a large amount of case data stored in the 1823 Mobile App.

### Steps

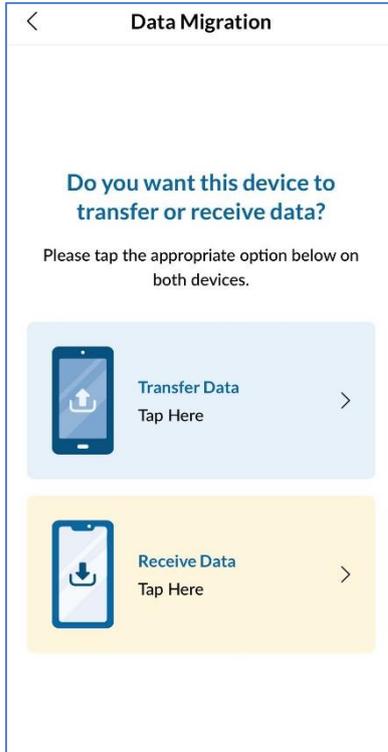
1. Tap “Data Migration” in “Settings” page in both devices for transferring and receiving case data



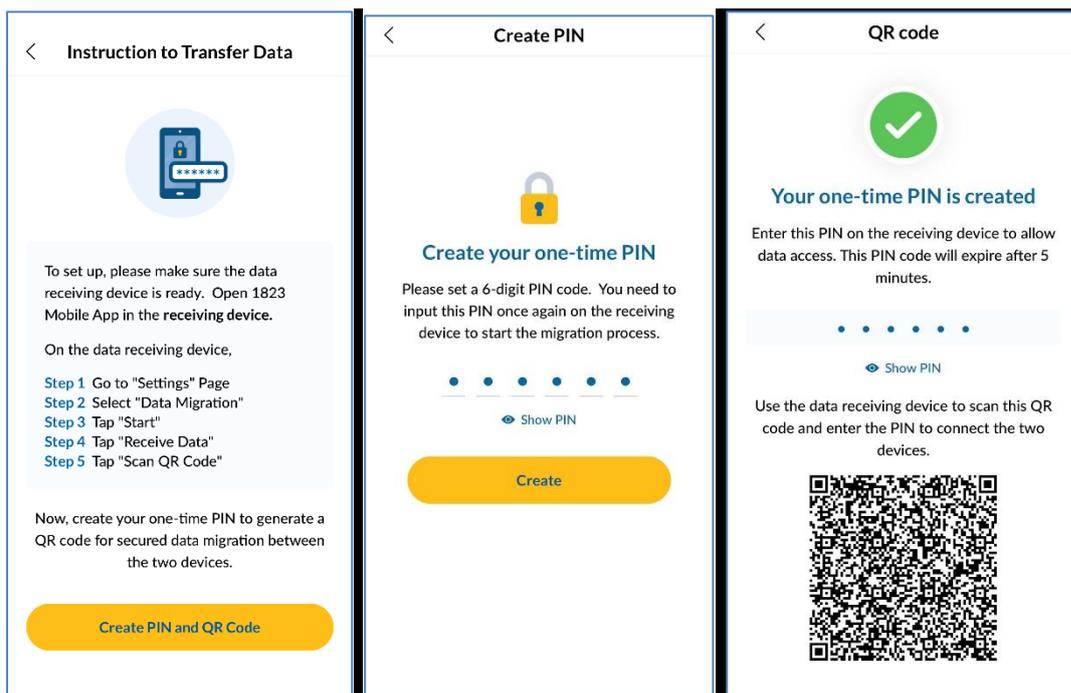
2. Tap “Start” after reading the points to note



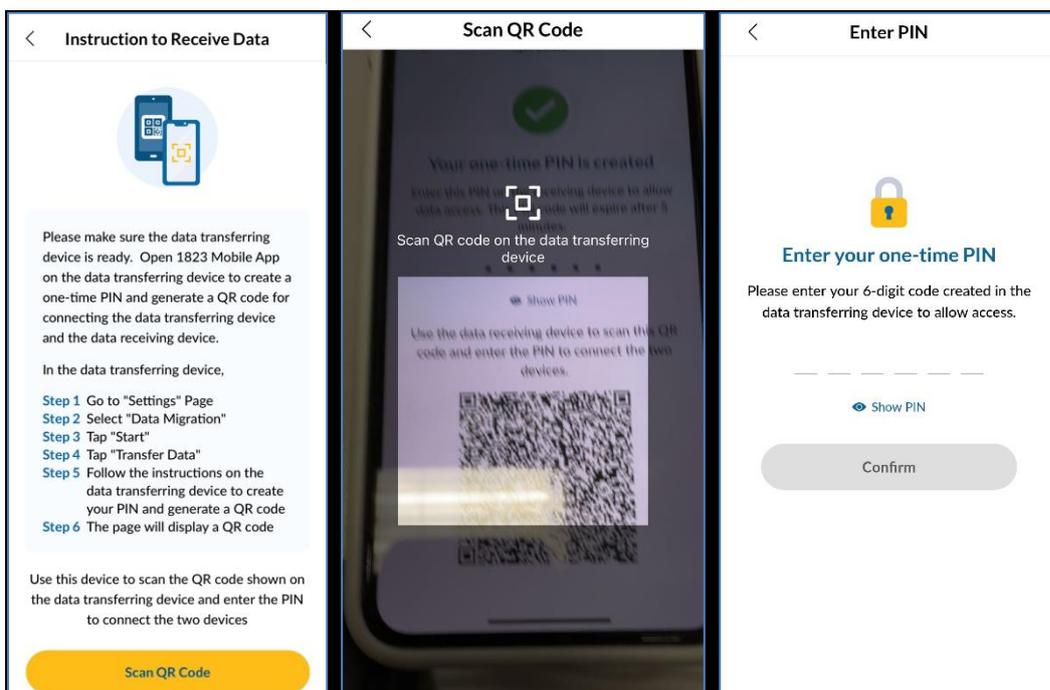
3. Tap “Transfer Data” on the device transferring data (Transferring Device) and tap “Receive Data” on the device receiving data (Receiving Device).



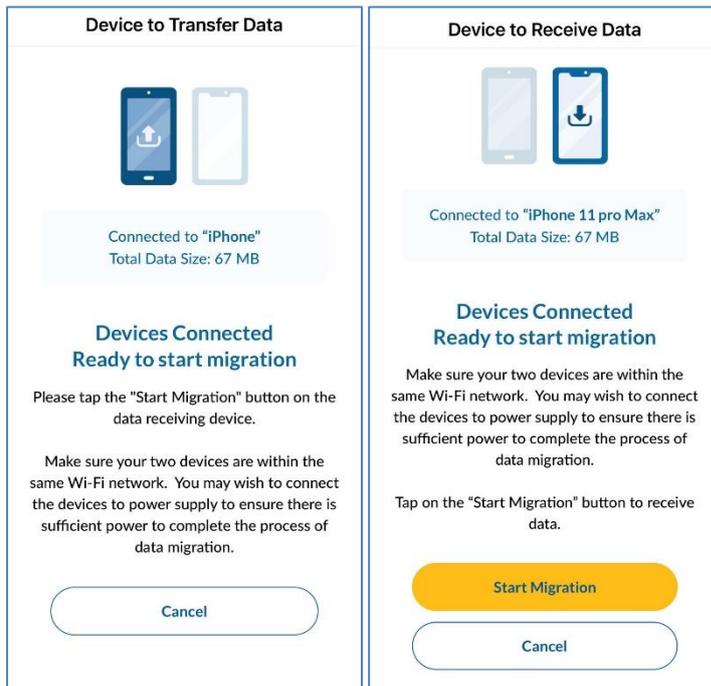
- Set a 6-digit one-time PIN code in the Transferring Device and the system will generate a QR code



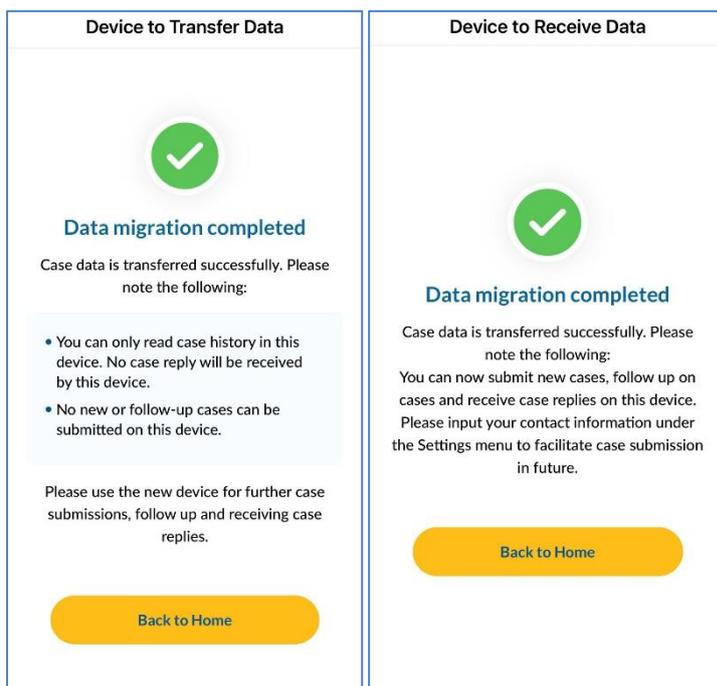
- Scan the QR Code using the Receiving Device and input the same PIN code to establish the connection



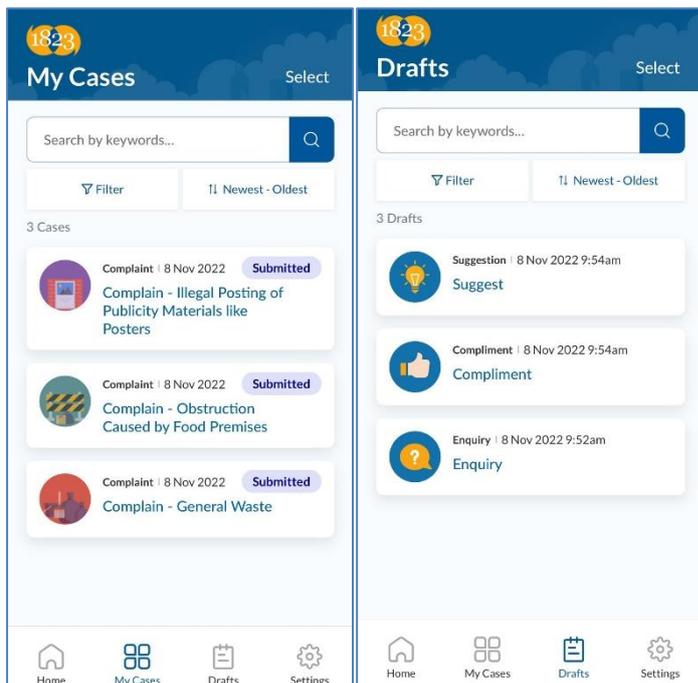
6. After connecting the two devices, tap “Start Migration” on Receiving Device.



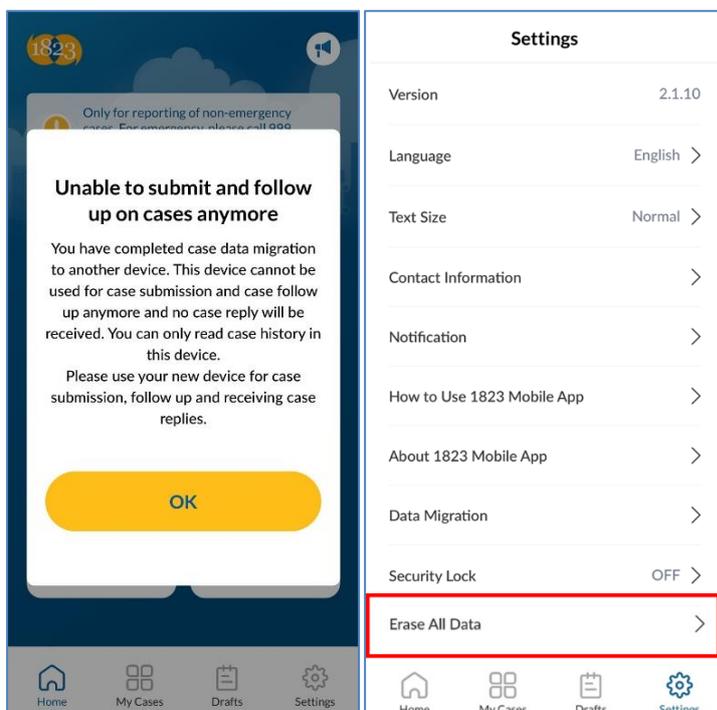
7. After completing data migration, the screen “Data migration completed” will be shown on both devices.



8. Case data can be found in “My Cases” and “Drafts” in the Receiving Device immediately after completing data migration



9. Transferring Device can no longer be used to receive case replies, submit new cases or follow up the submitted cases. If you would like to use 1823 Mobile App on this device again, please go to “Settings” page> “Erase All Data” to delete the existing case data and contact information



Last update on 9 January 2026