

Outbank Helpdesk

Portal > Knowledgebase > iOS (iPhone, iPad, iPod Touch) > Add account > How can I transfer a backup from OutBank DE to Outbank?

How can I transfer a backup from OutBank DE to Outbank?

Krisztina - 2019-08-30 - in Add account

To transfer your data from OutBank DE to the current Outbank version, you can import a backup. Here is a step-by-step guide:

Case 1: OutBank DE is still working on my device

1. Select a recent backup and send it to an email address that is set up on your iOS device.
2. Open the backup on the iOS device (e.g. in the email) and select "Copy to Outbank" > "Restore": "YES".
3. Enter the master password you used to create the backup. This may be different from your current master password.

Case 2: OutBank DE is no longer working on my device

After upgrading your device to iOS 13, OutBank DE stops working. In this case - or if the description above did not work - please proceed as follows:

First export a backup via iTunes:

1. Connect your iOS device to your computer and sync the device with iTunes (Note: iTunes and iOS version must be identical).
2. Select the device in iTunes and click on the menu item "File Sharing": Via this, you can transfer documents between iPhone / iPad and computer.
3. Search the list of apps for "Outbank".
4. Select the backup files and save them on the computer.
5. Select a backup file that was created before the app stopped working. Then send it to your iOS device (e.g. by email to the email address set up on the iOS device).

Now insert the backup:

1. Open the backup on the iOS device (e.g. in the email) and select "Copy to Outbank"> "Restore": "YES"
2. Enter the master password you used to create the backup. This may be different from your current master password.