Creating & Importing Backups in ginlo
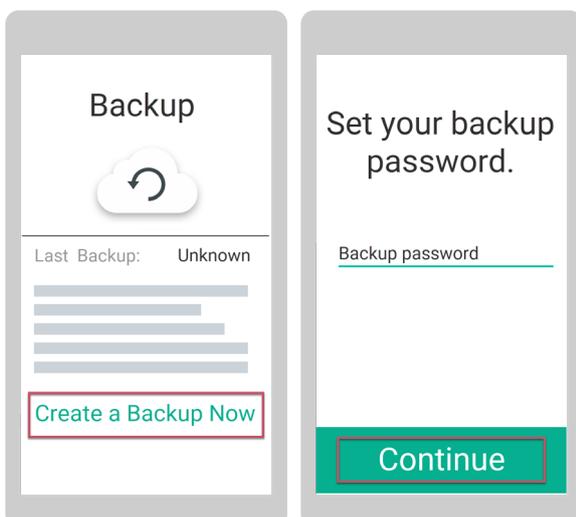
What's a backup and why do I need one?

A backup is a copy of your ginlo chats, files, and contacts stored encrypted outside your smartphone. If you then lose your smartphone or switch to a new one, you can import the backup to your new device to restore your content. All this is done with just a few taps – we'll walk you through them step by step.

Important:

- You can only import the backup to a smartphone with the same operating system as the smartphone on which you've created the backup, i.e. from iPhone to iPhone or from Android to Android device.

- Depending on how old your last backup is, you may still lose some data, but not nearly as much as if you had not taken this precaution. :-)
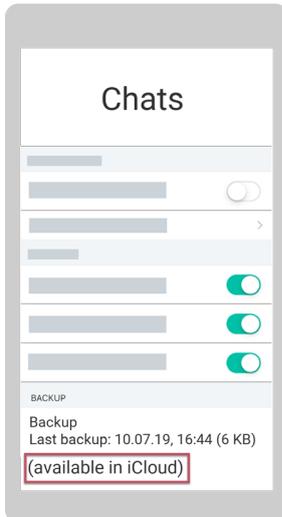
How do I create a backup?

1. Open **Settings**.

   - **In iOS**, tap your profile photo in the top left.

   - **In Android**, tap ☰ and select **Settings**.

2. Go to **Chats > Backup**.

3. **In iOS**, tap **Create a Backup Now**.

   In Android, tap **Connect to Google Drive** and log in to your Google account. Then tap **Create a Backup Now**.

4. Enter a backup password and confirm it on the following screen.

   Note: This password is used to encrypt your backup before it is uploaded to Apple iCloud or Google Drive respectively. You'll need to enter it later to import the backup to a new device.
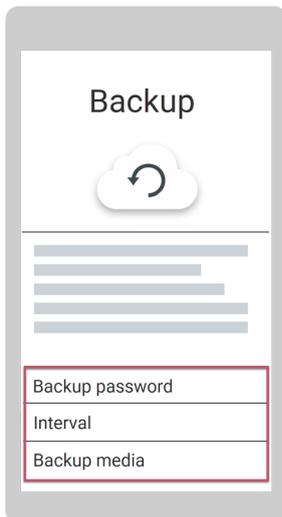

Your backup is now being created.

Important note for iOS: The backup is only available when you see the note **(available in iCloud)** in the **Backup** section in **Settings > Chats**. In Android, the backup is available as soon as the timestamp is displayed.
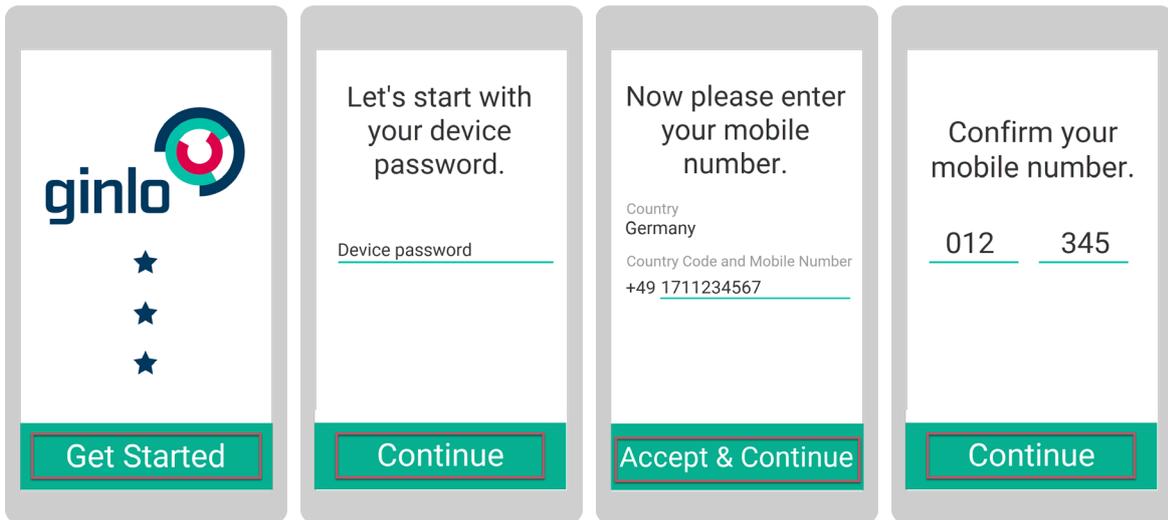

Tip: In **Settings > Chats > Backup**, you can fine-tune your backup. You can e.g. change the interval in which your backup is automatically updated.
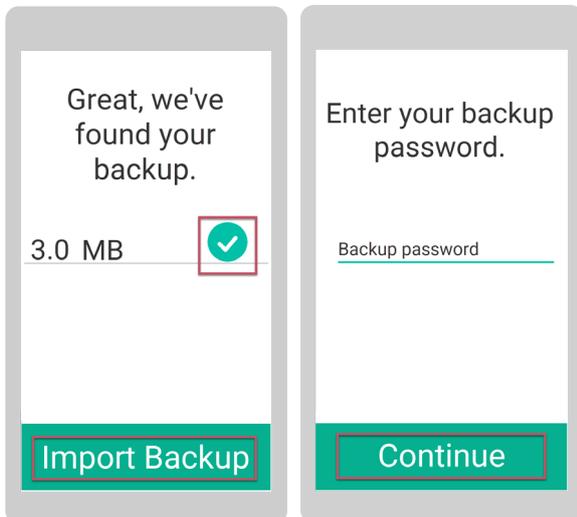

How do I import my backup to restore my content on a new device?

1. On your new device, install **ginlo** via the Apple App Store or Google Play Store.

2. Tap **Get Started**.

3. Define a device password and confirm it on the following screen.

4. Enter the mobile number you used when you registered your account on your old device.

5. Enter the confirmation code you've received via SMS.

ginlo

Let's start with your device password.

Device password

Continue

Now please enter your mobile number.

Country
Germany

Country Code and Mobile Number
+49 1711234567

Accept & Continue

Confirm your mobile number.

012   345

Continue

Get Started

6.   **In iOS**, select the backup and tap **Import Backup**.

In Android, tap **Find Backup in Google Drive** and log in to your Google account. Then select the backup and tap **Import Backup**.

7.   Enter the backup password you defined when creating the backup.

Great, we've found your backup.

3.0 MB ✓

Import Backup

Enter your backup password.

Backup password

Continue

Your chats, files, and contacts are now being imported. Depending on how old your backup is, you can continue chatting nearly where you left off on your old device.

Important: After importing a backup, you need to create a backup again on your new device.

Still got some questions?

We're here for you in person and happy to help. :-) Just send an e-mail to support@ginlo.net.