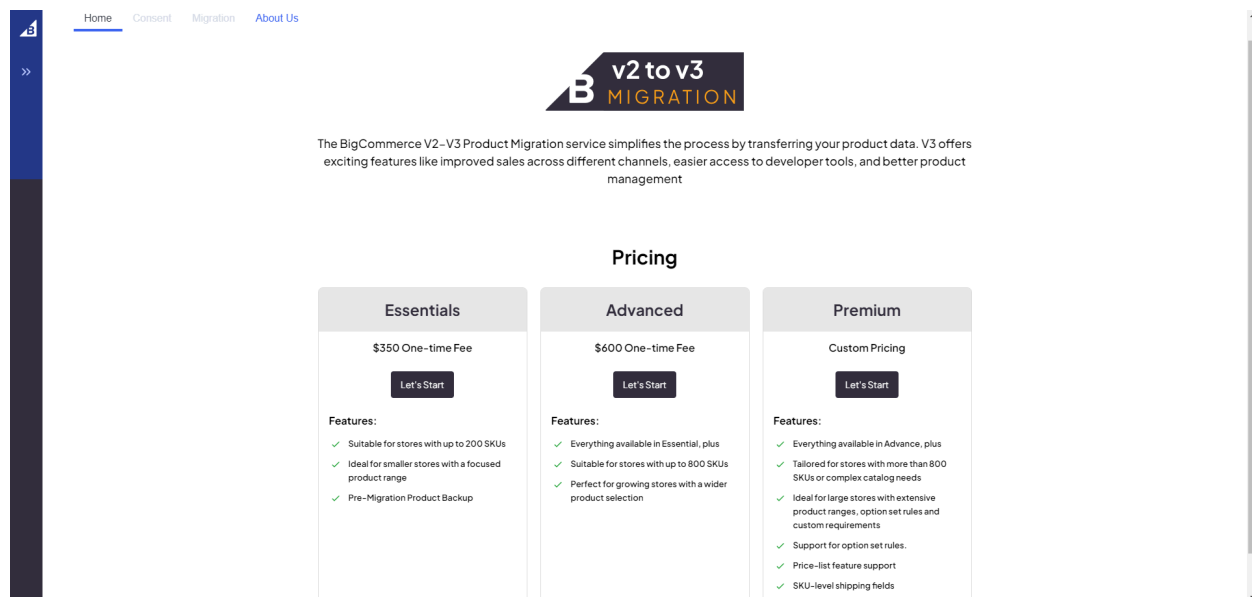# User Guide | v2 to v3 Migration App

When the v2 to v3 Migration app is successfully installed on the BigCommerce store, the store owner has full access to its admin setting and can view and manage the following tabs;

- Home
- Consent
- Migration
- About Us

v2 to v3 Migration App: Home tab

Upon launching the app, the admin user is redirected to the Home tab, where they can access detailed information about all the available subscription plans. The admin user can then review and select a plan that best meets their needs.

v2 to v3 Migration App: Consent Tab

The Consent tab in our app is where customers must review and accept the terms and conditions associated with the app's features, functionality, and usage. This step is mandatory to ensure that users fully understand and agree to the app's guidelines before using it. Unless the 'Terms and Conditions' are agreed upon in the Consent tab, the user will not be able to access any of the subsequent tab in the app.

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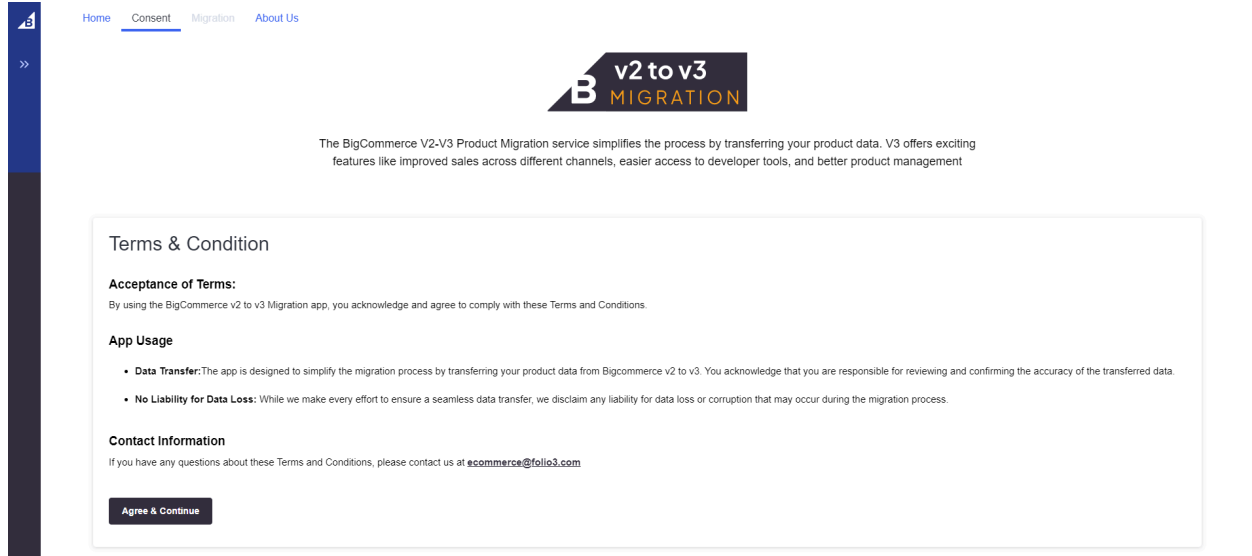
v2 to v3 Migration App: MigrationTab

The app allows the store owner to back up their product data before initiating the product data migration to the v3 instance. This precautionary step helps prevent any potential loss of catalog data during the migration process.

After the **Consent** tab, the store admin is redirected to the **Migration** tab;

- Click on the Back-Up button
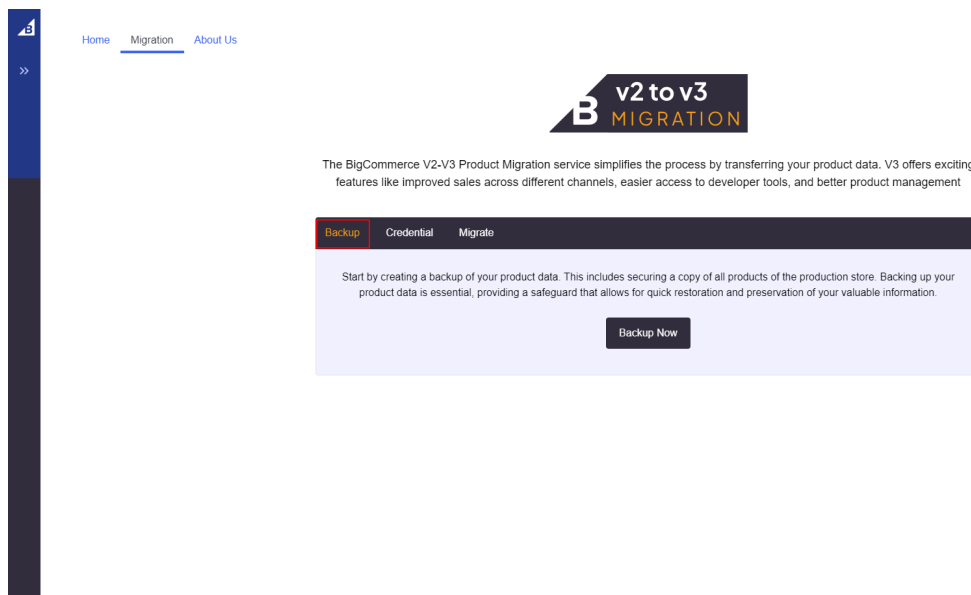
Upon clicking the backup, the app generates a backup of your production products' data. Once the backup is complete, the store owner is redirected to the store credentials screen, where they can optionally provide the sandbox store's hash and token. This step can be skipped if desired. The primary purpose of accessing the sandbox store is to assist developers in the debugging process, should any issues arise during the migration.

To provide Folio3 developers access to the sandbox store, the admin can;
- Provide the store hash and store token of the sandbox store.
- Click Save
- In case the store admin does not want to provide the access he can click *Skip for now*
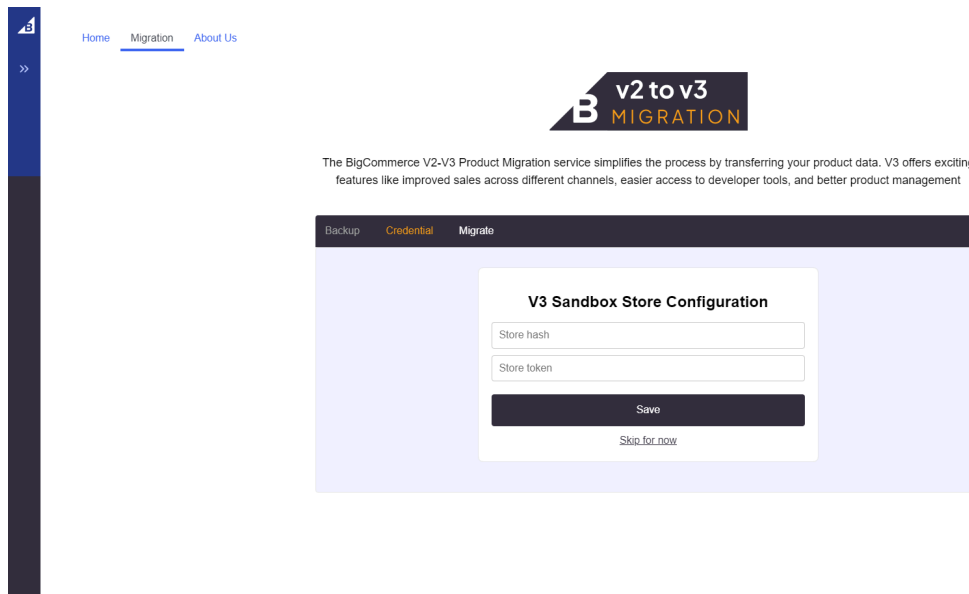
After finishing the sandbox store credentials step, the customer can advance to the next stage by contacting Folio3's BigCommerce development team to start the migration process.

To communicate with the Folio3's dev team, the admin user is required to click the **Contact Us** button.
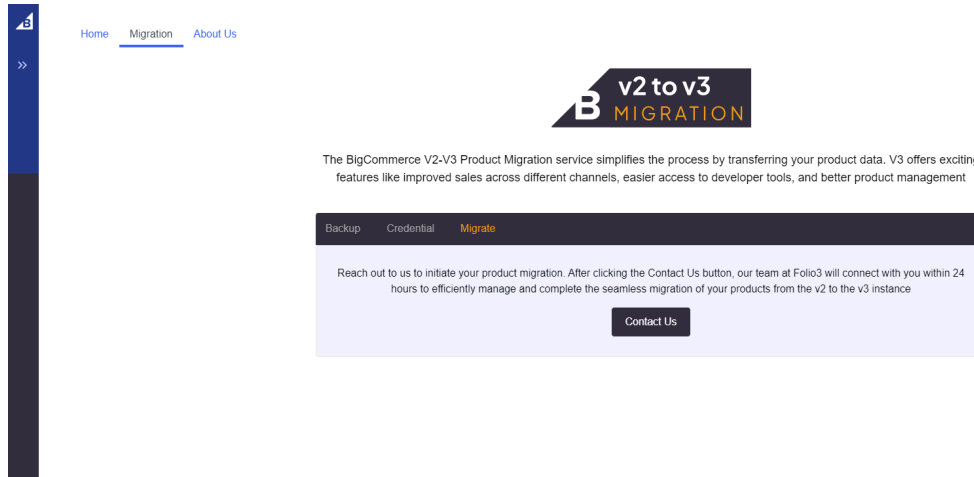
Upon clicking the **Contact Us** button, an email from the store admin will be sent to the Folio3 team, requesting the initiation of product migration from the v2 to v3 instance. Our team will promptly follow up within 24 hours.