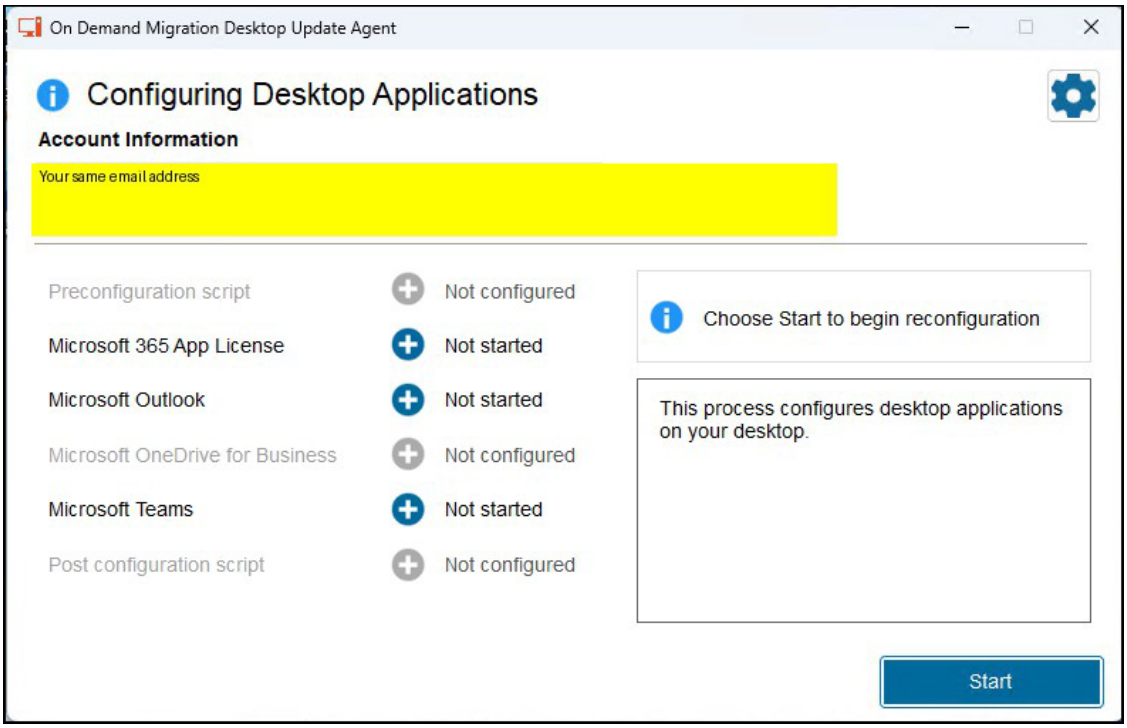
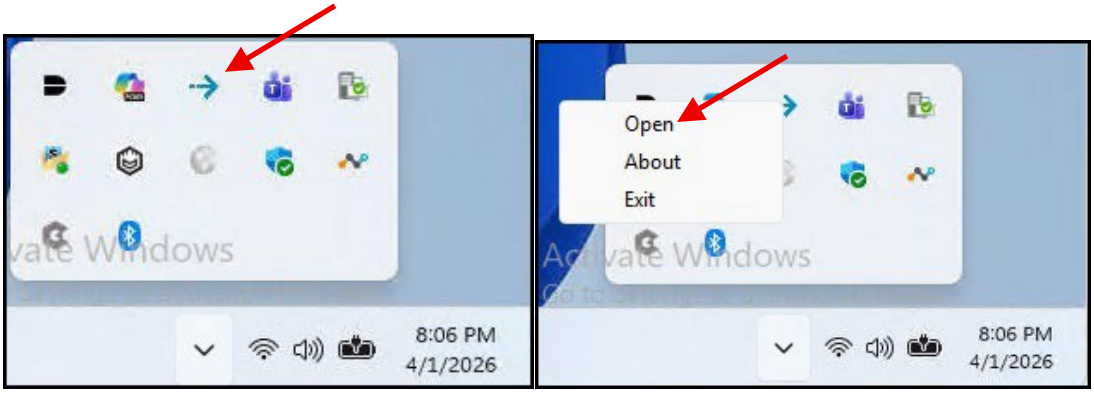
MHC – Communications

Migration Agent (End User Experience)

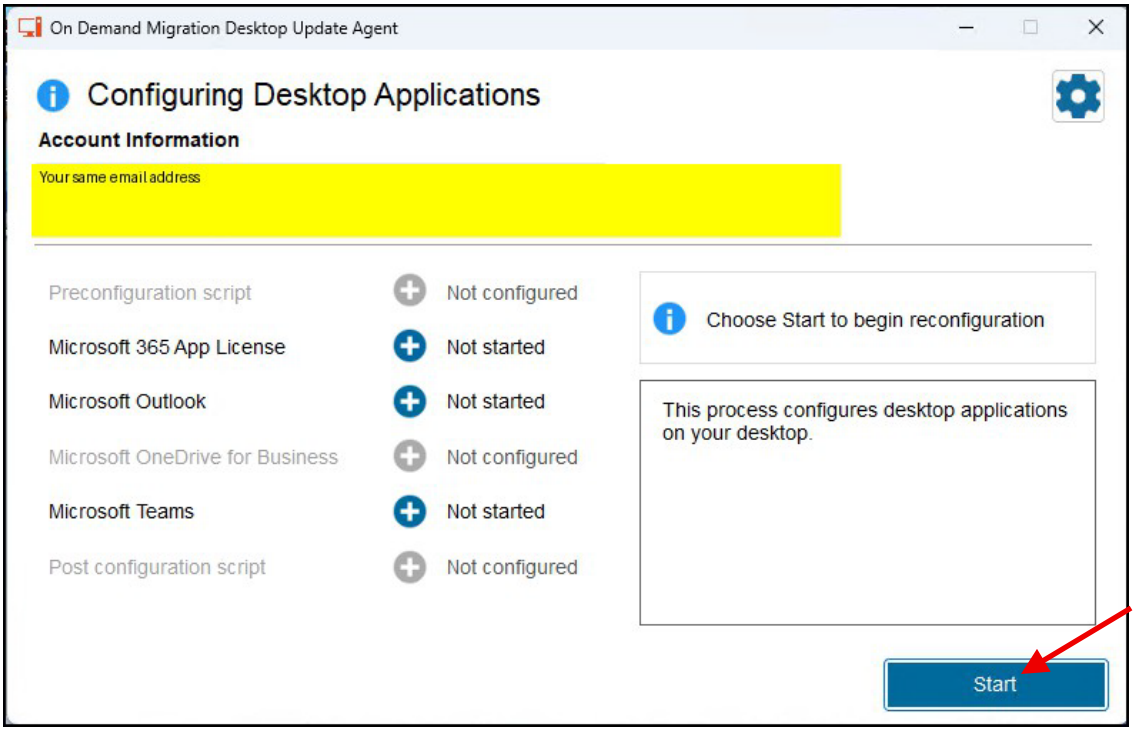
1. User logs into their Windows computer post-migration
2. After a few minutes, the user should be prompted to start the agent by a pop-up window:



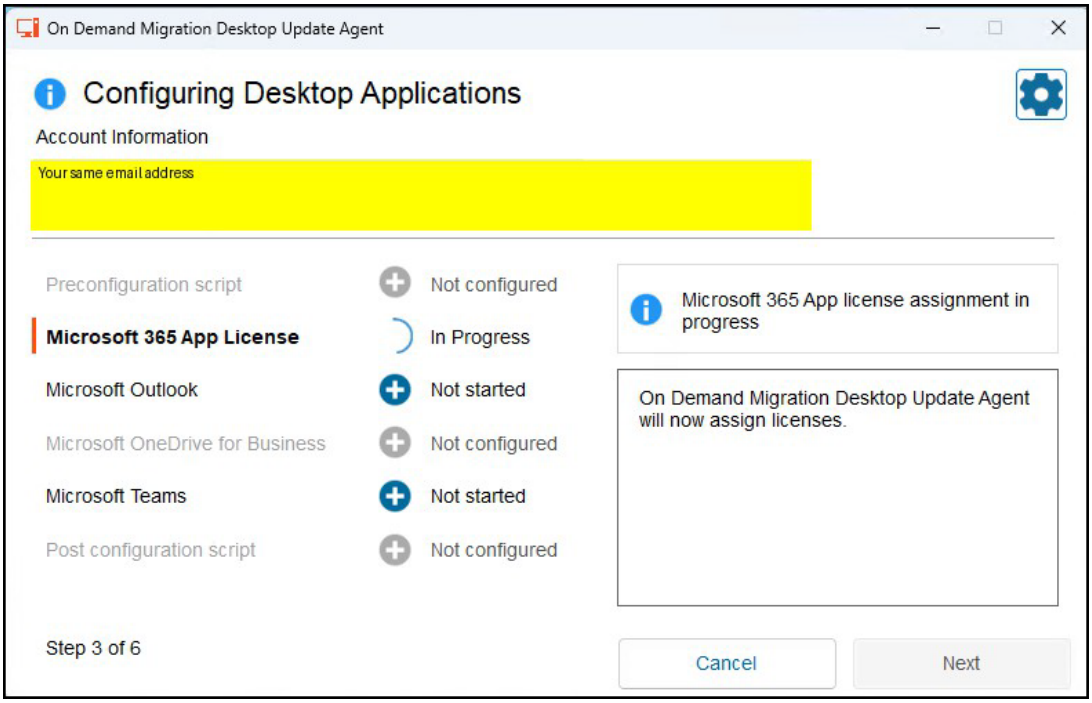
3. If the User does not see the screen above, they should go down to the system tray, click on the ^ to expand the list of programs. Click on the Blue Arrow facing to the right and then click **Open**



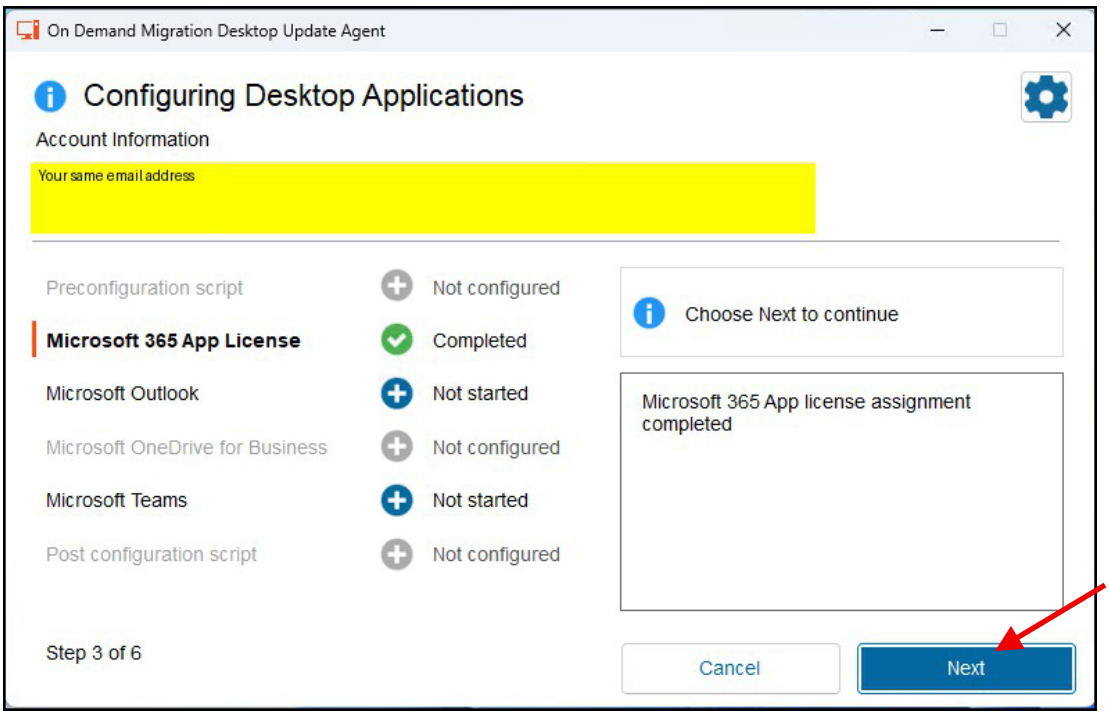
4. Once the Agent screen is present, the user should then click on the **Start** button



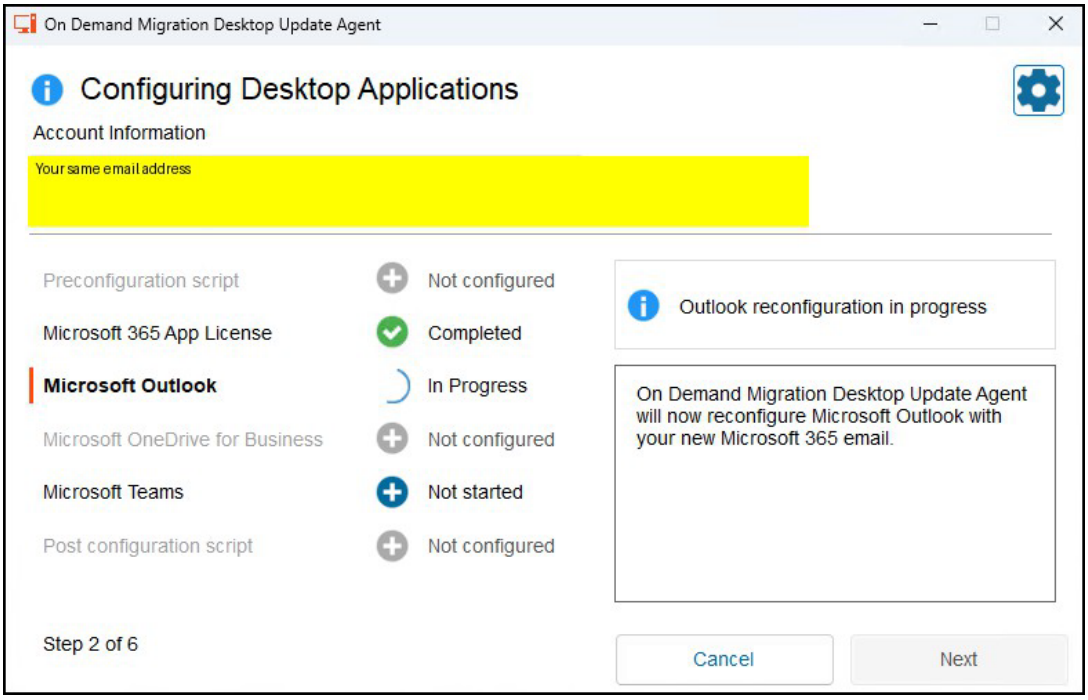
5. Once the user clicks Start, the process will begin with the first item in the list, the Microsoft 365 App License step. This will run and clear the current app licensing.



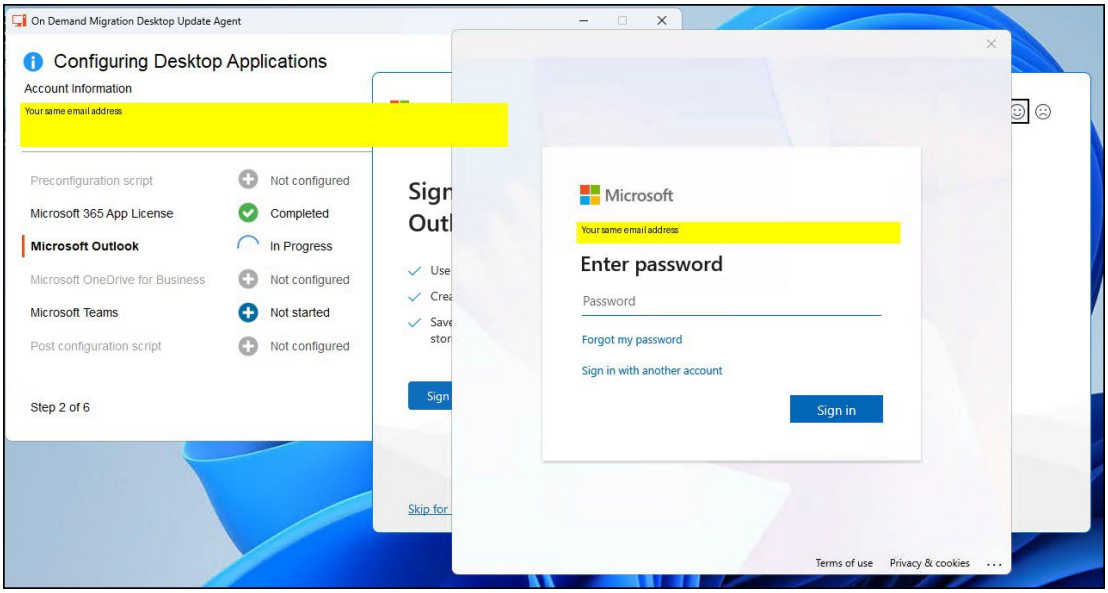
6. Once the Microsoft 365 App License step states **Completed** as in the screenshot above, the user clicks **Next.**



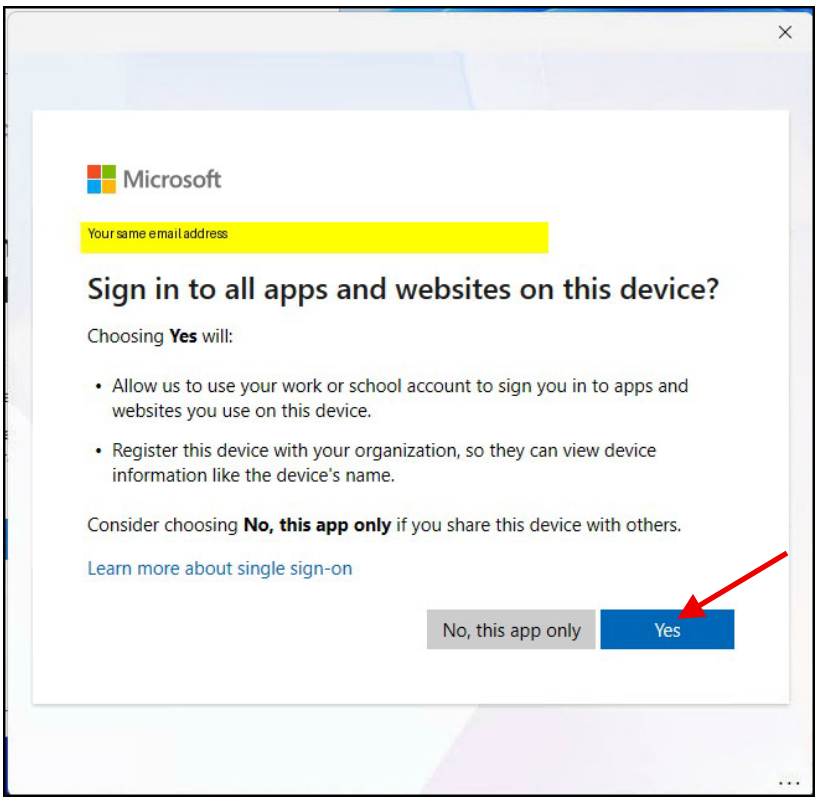
7. Once the user clicks Next, the Microsoft Outlook transition will begin. This will run and transition the Outlook profile from the source tenant account to the target tenant account.



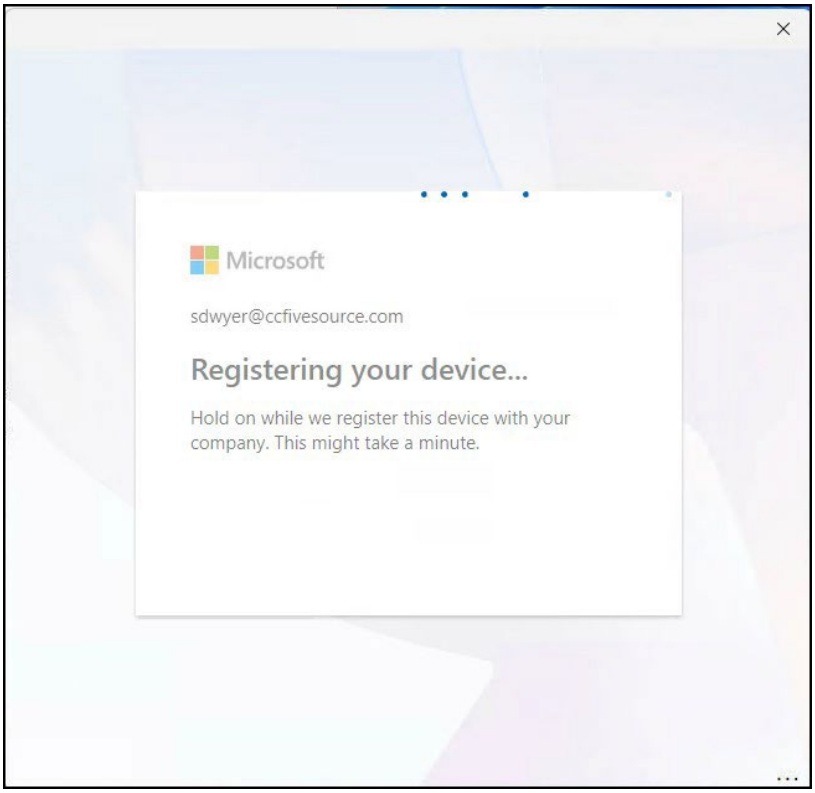
8. During the Microsoft Outlook transition, the user will be prompted for credentials to the account in the target tenant (new tenant). The user enters their username and password and then clicks on **Sign in.** These credentials should be the same as their current credentials.



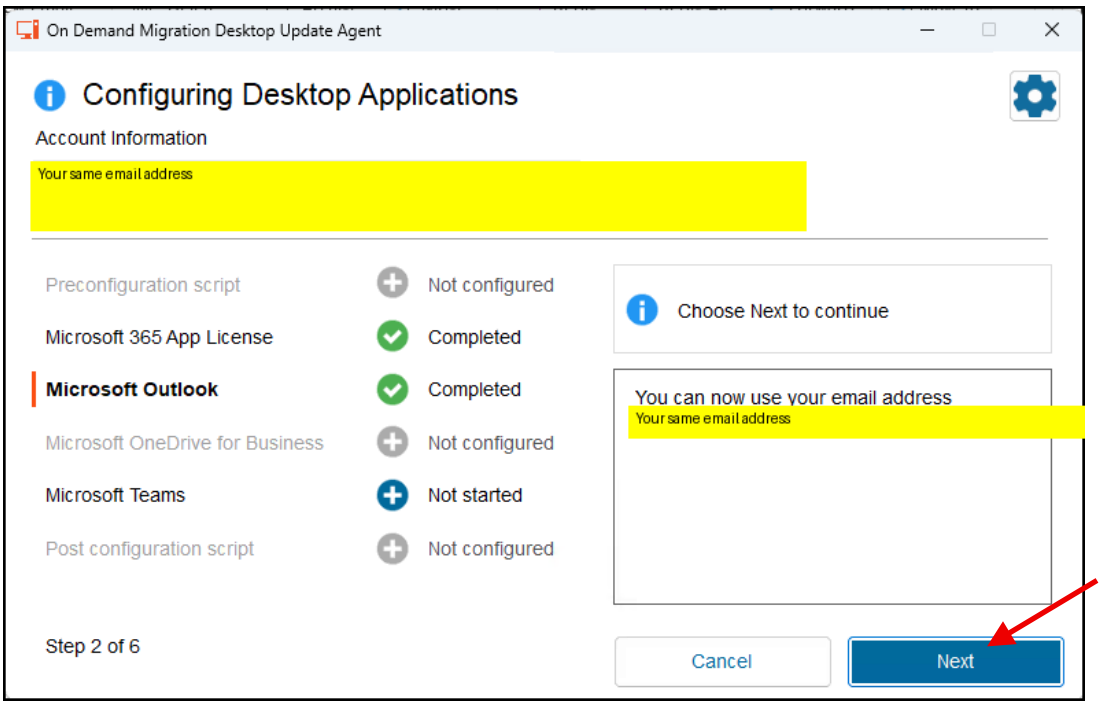
9. The user will then be prompted on how to sign into all Office 365 related apps and websites. The user should click **Yes** to indicate they want to sign into all apps and websites with this identity.



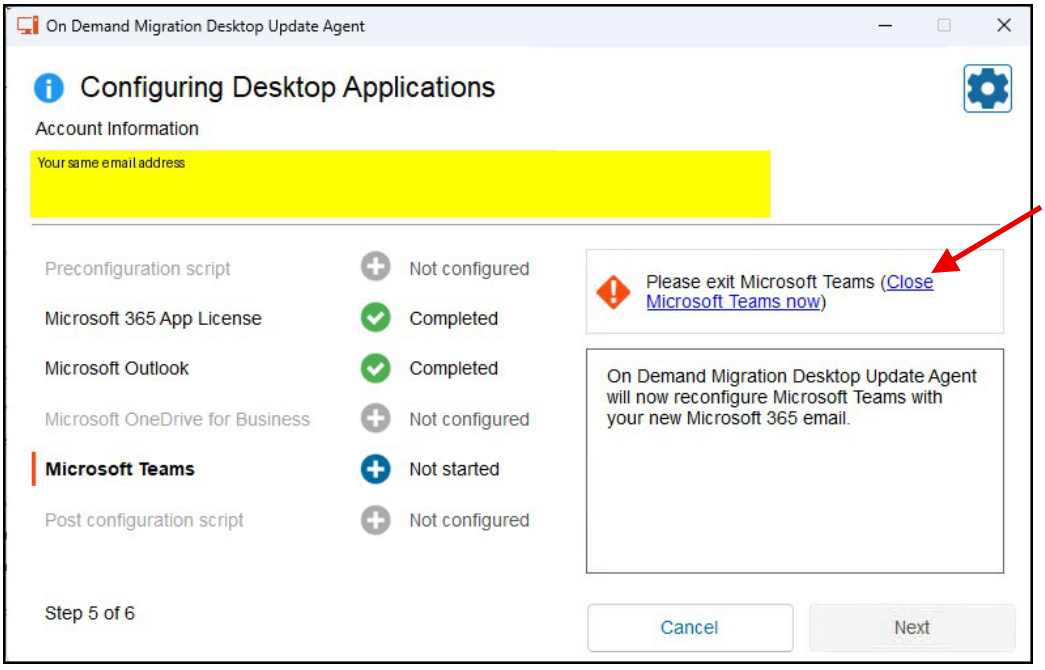
10. When the user clicks Yes, the device will be registered with the new tenant.

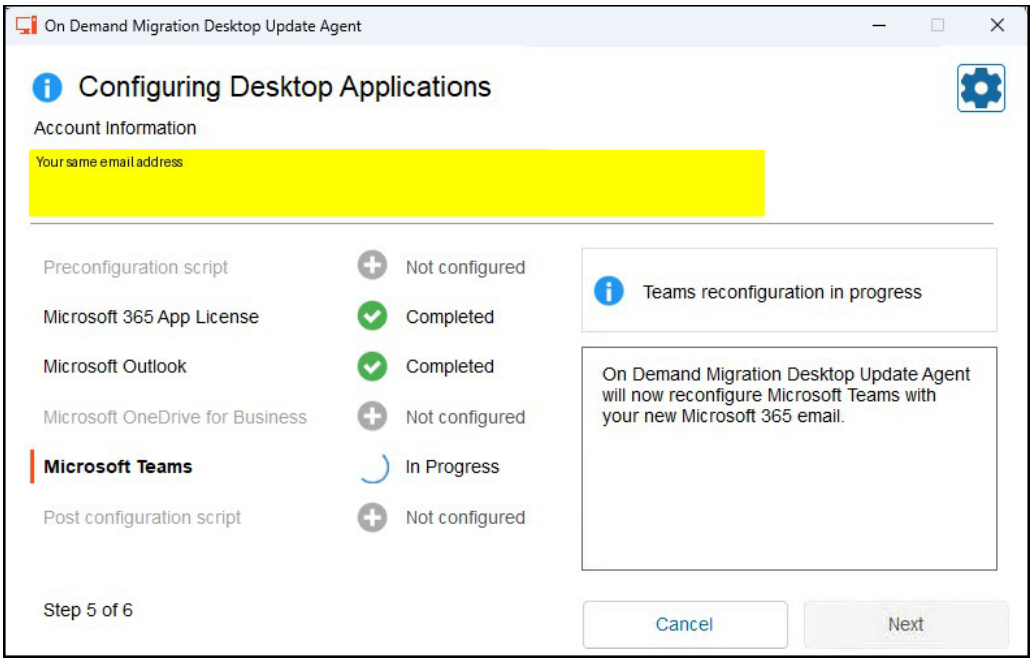


11. Once the Microsoft Outlook step states **Completed** as in the screenshot above, the user clicks **Next.**

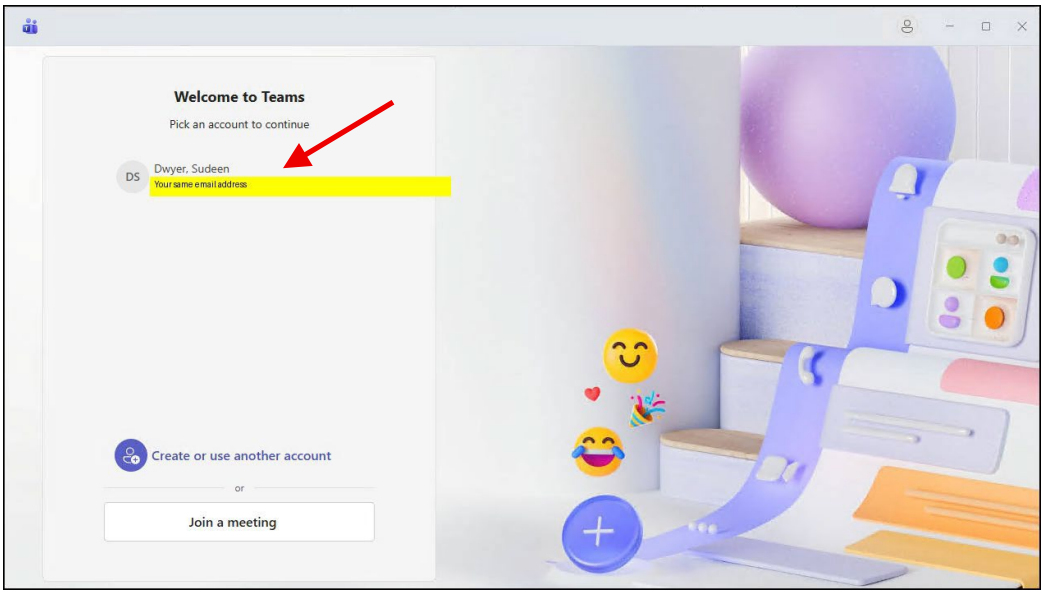


12. Once the user clicks Next, the Microsoft Teams transition will begin. This will run and transition the Teams profile from the source tenant account to the target tenant account. If Teams is open, the user will be prompted to close it and they should click the provided link shown in the screenshot below.

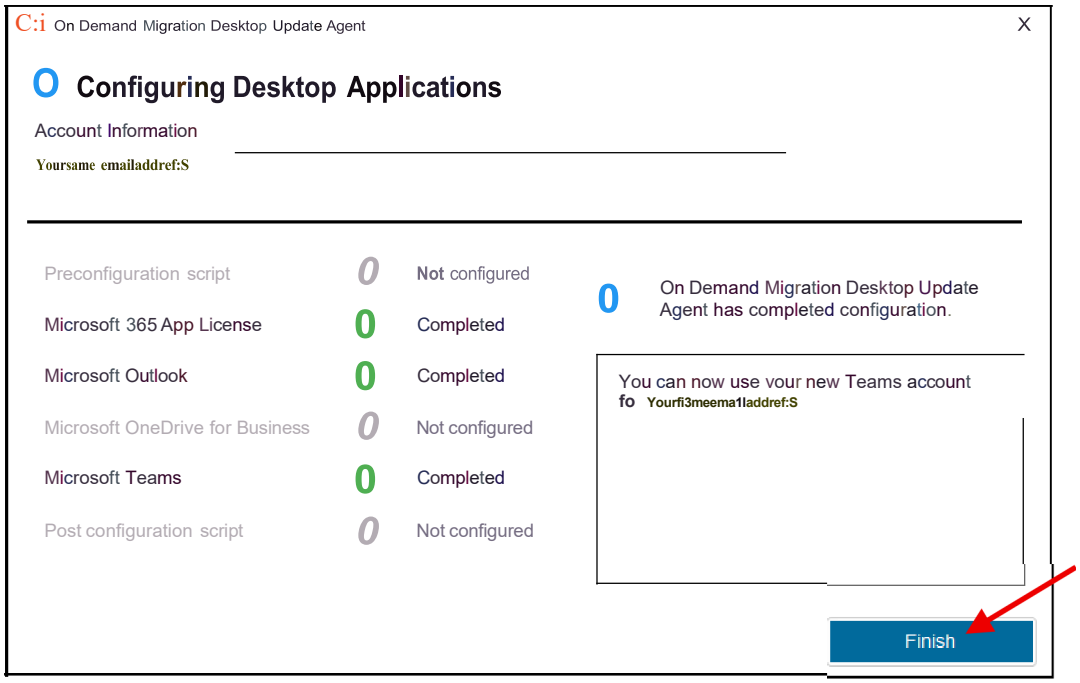




13. Microsoft Teams will relaunch during the process. The user will click on their account to login to Microsoft Teams.

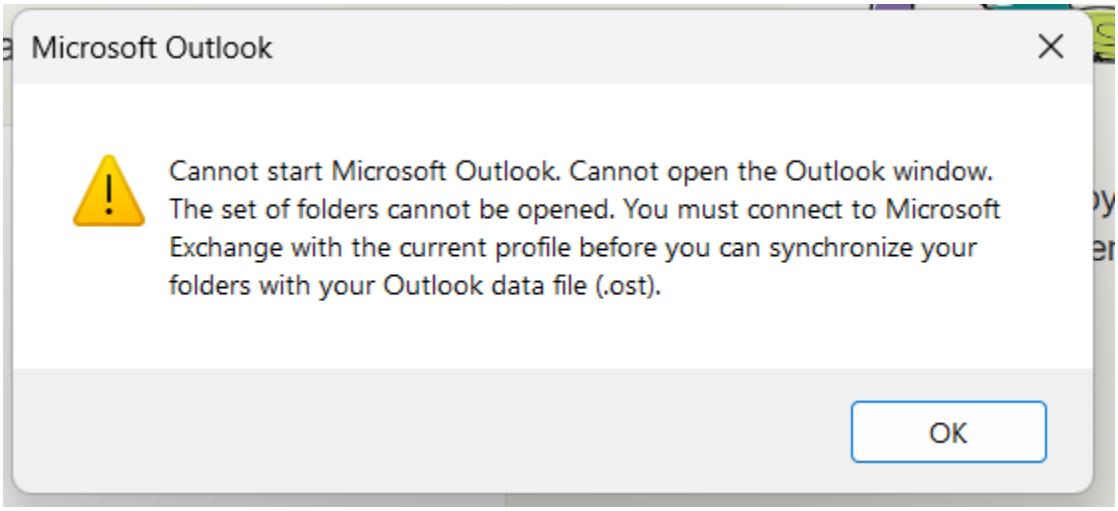


14. Once the Microsoft Teams step states **Completed**, the user clicks **Finish** to complete the wizard. The process is now complete!



Troubleshooting Outlook errors:

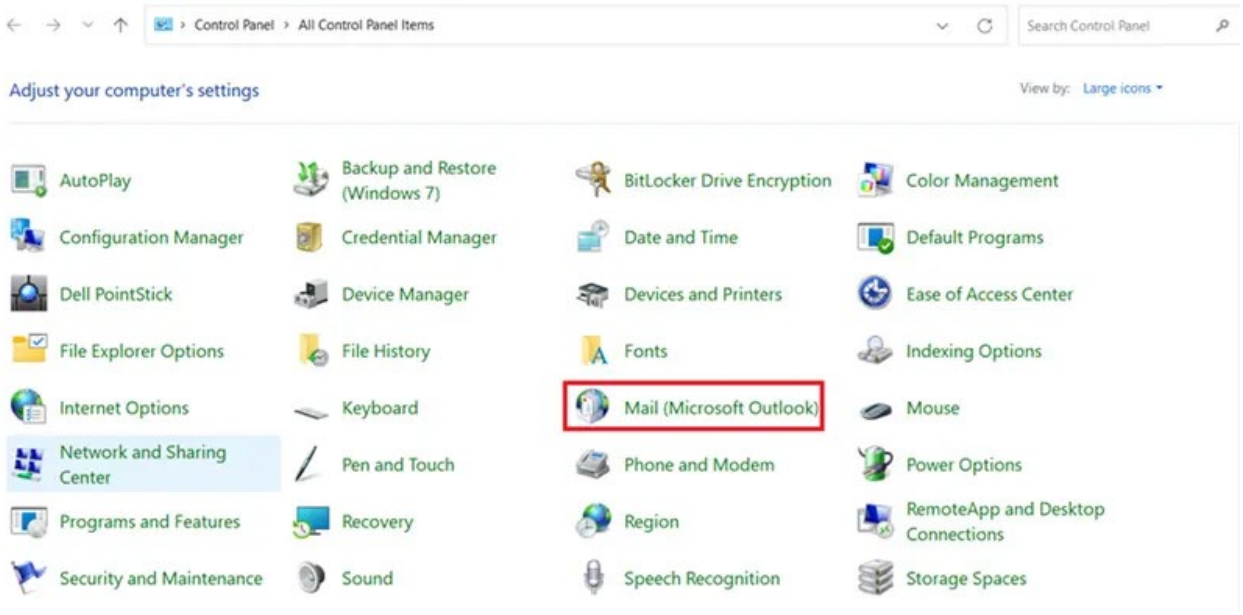
If you are unable to connect to Outlook after running the Agent and have an error like this:



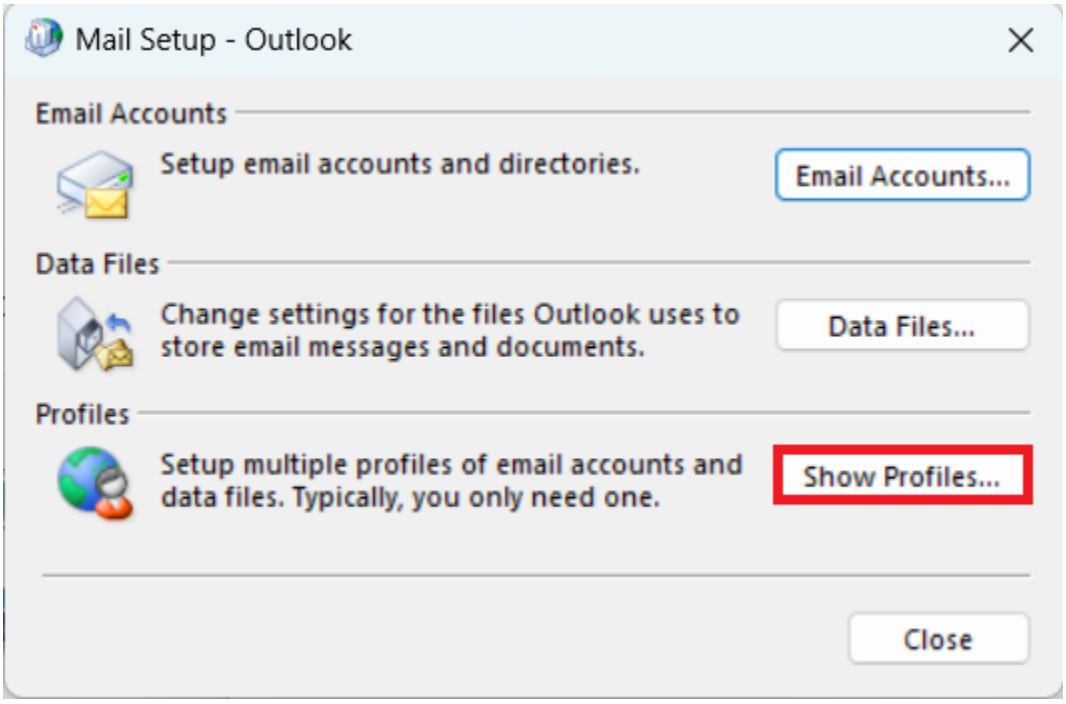
You will need to execute the following steps and re-run the Desktop Agent

1) Press the Windows Key `Windows Key` (⊞) on your keyboard and type **Control Panel** to open the Control Panel.

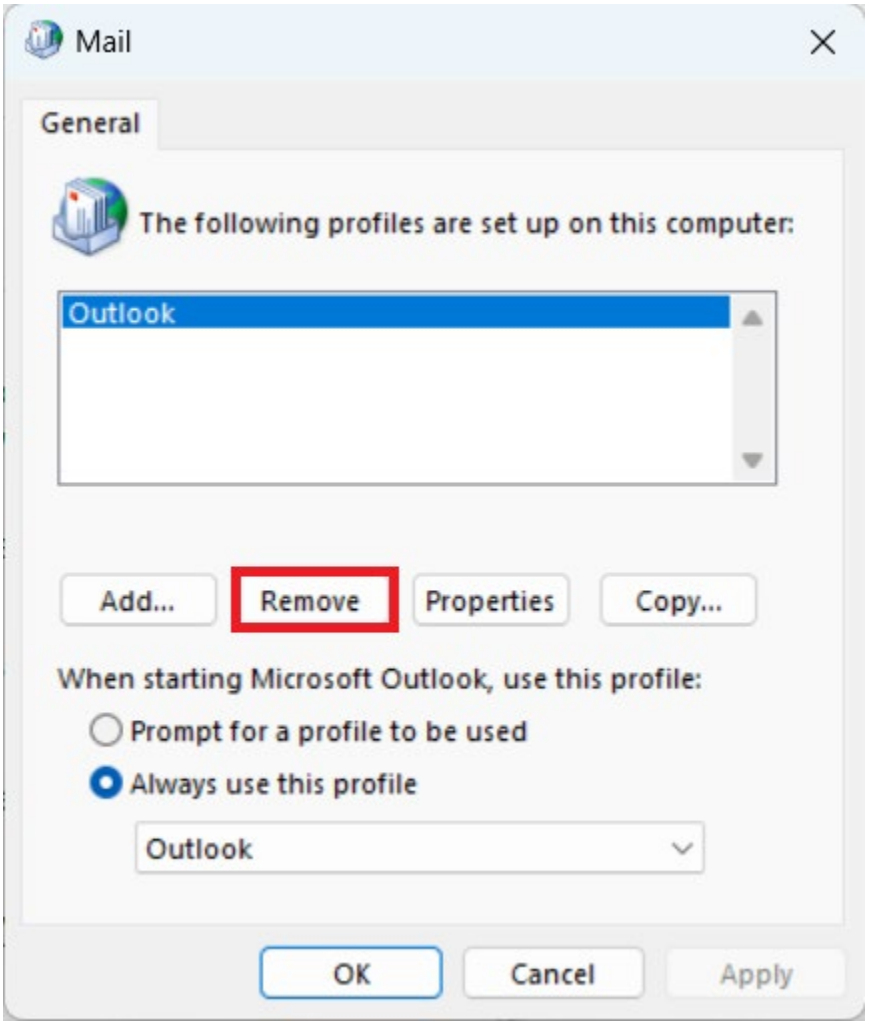
2) Type **Mail** in the Control Panel search to pull up the **Mail** tool. You can also find this in the **User Accounts** category.



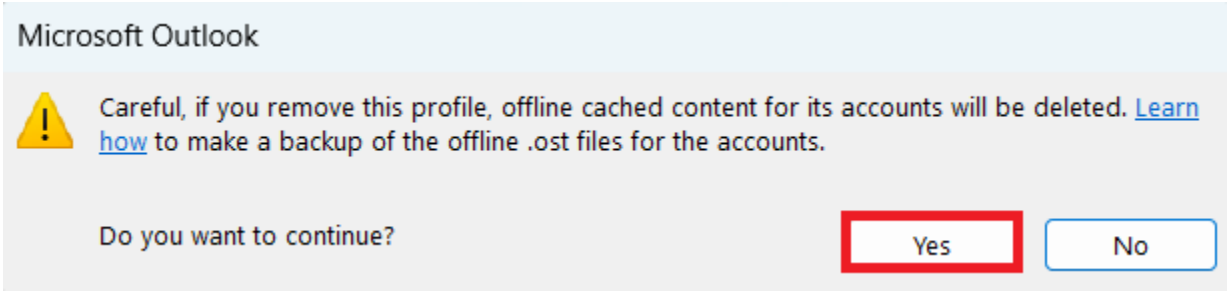
3) Click Show Profiles



4) Select your old profile and click **Remove** (the name may be different than what is shown below).



5) Confirm that you want to remove the account by clicking **Yes**



6) Restart your Desktop Agent configuration as specified in Step 3 on page 1.