Lafayette TRANSITION COMMUNICATION

Your Laptop and Cutover Weekend

What to do with your Windows laptop before cutover weekend, and what to expect the first time you sign in afterward. Most of it happens by itself. Your part takes a few minutes on Friday and about 15 minutes on Monday morning. **Contact the Employee Service Center for any problems: Submit an Incident ticket here or call the Post-Cutover Help Desk line at 844-696-1985.**

Contents

Contents 1

Guide for employees 2

1. What's happening to your laptop 2
2. When things happen 2
3. Before cutover weekend 2
4. Friday checklist 3
5. Your first sign-in after the move 3
6. Your files 5
7. If something goes wrong 5
8. Getting help 5

Guide for employees

1. What's happening to your laptop

Over cutover weekend, DT moves your laptop from the old Microsoft environment to the new one. Nothing is reinstalled, and your files and apps stay where they are.

Your username, password and email address stay the same, and you sign in to Windows exactly as you do today. What changes is the Microsoft 365 system behind Teams, OneDrive, Outlook, and the other apps, so each of them connects to the new environment the first time you open it on Monday.

The move runs automatically from DT's management tools. It takes a few minutes, and then your laptop restarts once. You do not need to install anything or contact the Employee Service Center.

2. When things happen

WHEN	WHAT TO DO
The week before cutover weekend - Monday to Thursday	Work through the checks in section 3.
Friday, before you finish work	Follow the Friday checklist in section 4. It takes about five minutes.
Cutover weekend	Nothing. Leave the laptop as section 4 says.
Monday, post-cutover	Sign in and follow section 5. Allow for about 15 minutes.

3. Before cutover weekend

Check these during the week. Each one avoids a common reason for a slow start on Monday.

CHECK	WHY IT MATTERS
Microsoft Authenticator is on your phone and up to date	On post-cutover Monday, you will add your work account to your phone again before Teams and Outlook will be able sign in. The separate MFA Setup Guide, walks you through it.
If your Windows password is not about to expire	If Windows says your password expires soon, change it asap. Please do not change it later than Thursday before cutover weekend.
OneDrive says your files are up to date	Select the cloud icon next to the clock (may be hiding in the taskbar tray, click ^ to find it). Your OneDrive files are copied to the new environment over the weekend, and anything that has not synced by Friday is not copied and will be lost.
You have restarted the laptop once this week	A restart that is waiting for updates can hold up the move. Restart by Thursday or no later than Friday morning.
You know how you will connect on Monday	If you work away from the office, you will connect to the VPN as usual. Make sure you can sign in to it before Friday.

4. Friday checklist

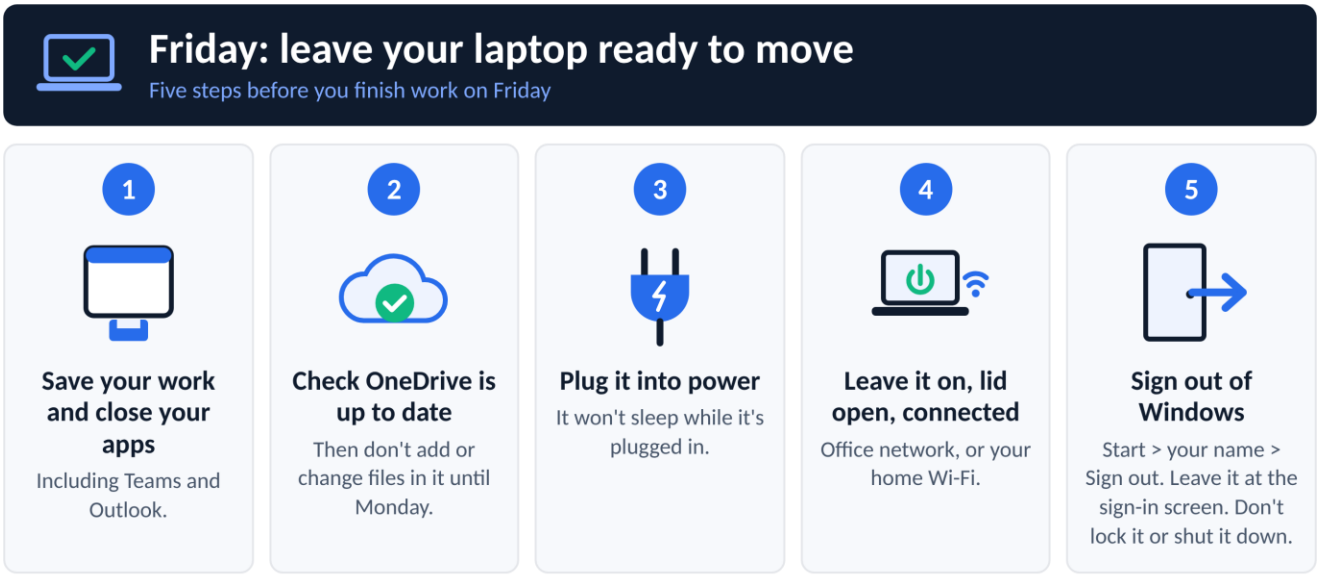


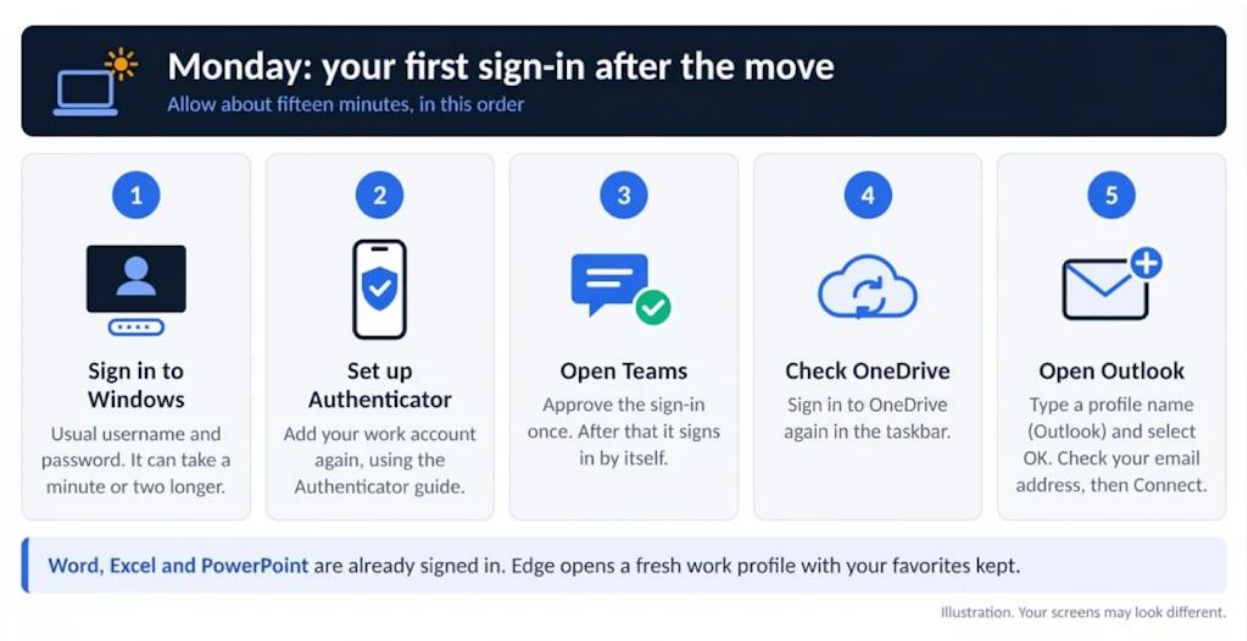
Illustration. Your screens may look different.

STEP	WHAT TO DO
1	Save your work and close your apps, including Teams and Outlook.
2	Check OneDrive one last time: it should say your files are up to date. After this, do not add or change files in your OneDrive folder until Monday.
3	Plug the laptop into power. It is set to not sleep while it has plugged in.
4	Leave it switched on with the lid open. In the office, leave it on the network. At home, leave it on your home Wi-Fi.
5	Sign out of Windows (Start >Power button > Sign out) and leave the laptop at the sign-in screen. Do not lock it or shut it down.

If your laptop is switched off or offline over the weekend, it moves the next time you switch it on and connect. Within about 30 minutes you will see a message that the laptop will restart. Save your work when you see it. The laptop restarts 10 minutes later, and then you continue with section 5.

5. Your first sign-in after the cutover

Sign in to Windows with your usual username and password. The first sign-in can take a minute or two longer than usual while the laptop cleans up the old environment's settings. Then set up Authenticator first and open your apps in this order.



APP	WHAT HAPPENS	WHAT TO DO
Microsoft Authenticator	The first app you open may say More information required.	Follow the MFA Setup Guide, then come back here.
Teams	Asks you to approve the sign-in once. If it offers more than one account, choose the one that shows EDF power solutions.	Approve in Authenticator. After that, Teams signs in by itself.
OneDrive	Navigate to the cloud icon on the taskbar and sign back into OneDrive. Then it starts showing your files.	If you can't sign in, open the settings gear, then Quit OneDrive. Open OneDrive again from the Start menu.
Outlook	Asks for a profile name. Your old mail settings were removed during the move, so this is expected.	Type Outlook and select OK. Check the next screen shows your usual email address, select Connect and approve in Authenticator. Your mail downloads again, which can take a while for a large mailbox. If you use Outlook data files (.pst), open them again from File > Open & Export > Open Outlook Data File.
Word, Excel, PowerPoint	Already signed in.	Nothing.
Microsoft Edge	Opens a fresh work profile. Your favorites, history and saved passwords are kept.	If Edge asks you to sign in, use your usual work email address.
VPN (Cisco Secure Client)	Signs in as before.	Connect as usual if you work away from the office.
File shares, mapped drives, printers, and business apps	Unchanged.	Nothing.

6. Your files

Your OneDrive files were copied to the new environment over the weekend. When OneDrive signs in on Monday, the files will appear in your OneDrive folder again. Files download when you open them, so a large folder can take a while to sync. That is normal.

Files saved on the laptop itself, outside OneDrive, are not touched by the move.

7. If something goes wrong

WHAT YOU SEE	WHAT TO DO
A message says the laptop will restart in 10 minutes	Save your work and close your apps. The restart cannot be postponed.
Windows does not accept your password	Check Caps Lock and try once more. Do not keep retrying, because repeated attempts can lock your account. Contact the Service Desk.
Teams keeps asking which account to use	Choose the account under EDF power solutions. If it asks again after that, contact the Service Desk.
OneDrive asks you to Re-enter credentials	Do not enter anything. Contact the Service Desk.
Word or Excel says the product is unlicensed	Close all Office apps and open them again. If the message stays, contact the Service Desk.
A file is missing from OneDrive	Wait an hour for OneDrive to finish. If it is still missing, contact the Service Desk. Do not recreate it.
Your laptop was off all weekend	Switch it on, connect (VPN if you are away from the office), plug it in and leave it for 30 minutes. Follow the restart message, then section 5.

8. Getting help

Contact the Employee Service Center for any problem with your device after the move: Submit an Incident ticket here, or call the Post-Cutover Help Desk line at 844-696-1985. Extra support is available in the first working days after cutover.

Tell them what you see, which app is involved, and any error message(s). A photo of the screen/error helps.

All User support guides are available here:



DT will never ask you for a code from Authenticator or ask you to approve a sign-in over the phone or by email. If anyone does, it is not DT. Report it.