About this guide

During the weekend of 24–25 October your P95 account moved to the Julius Clinical Microsoft 365 environment. Your mailbox, calendar, Teams chats and OneDrive files moved with it. **Your sign-in address has not changed**: it is still **firstname.lastname@p-95.com**. Two things did change: your **password** (the one you chose during the setup on Thursday or Friday) and the organisation behind the account, which Microsoft apps now show as **Julius Clinical**.

Company laptops are switched automatically. A Mac is not. Outlook, Teams, Word and OneDrive on your Mac still hold the old sign-in, so they keep sending you to the old environment, ask for a password or show errors until that old sign-in is removed and you sign in again.

This guide is for:

- **Macs** (personal or company) with Microsoft 365 apps
- **Phones and tablets:** use the main "Account Switch Guide".

You do three things: remove the old account from the apps, run a small Microsoft reset tool that clears the old sign-in from your Mac, and sign in again with the same address and your new password. Allow about 20 minutes. A restart is included.

> **Old or new?** Both accounts use the same address, so look at the organisation name instead. The **old** account shows P95. The **new** one shows **Julius Clinical**. That name is correct, even though your address still ends in @p-95.com.
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> **Watch the sign-in window.** Every sign-in window must show **Julius Clinical**. If it shows the **P95 logo**, or an address ending in **@p95heverlee.onmicrosoft.com**, or says "you don't have access to this resource", the app is still using the old account. Close it and type **firstname.lastname@p-95.com** yourself; never pick an account the window already offers. If that keeps happening, contact IT Support.
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> **Company laptop?** If you have a P95 company laptop, you do not need this guide for it: that switch runs automatically. Use this guide only for personal devices.

Before you start

1. **Know your password.** You sign in with **firstname.lastname@p-95.com** and the password you chose during the setup on Thursday 22 or Friday 23 October. If you did not do that setup, use the **temporary password** from the e-mail IT sent you on Wednesday 22 October; you will be asked to choose a new password at the first

sign-in. No temporary password, or neither password works? Contact IT Support first (see **Need help?**). After a short identity check we give you a one-time code.

2. **Have your phone with Microsoft Authenticator at hand.** You will be asked to approve sign-ins. Approve them with the entry named **Julius Clinical**. It may still show firstname.lastname@juliusclinical.com; that is fine, it renames itself. Keep the entry named P95 as well for now.
3. **Save browser favourites and passwords** from a browser profile that used your old work account. In Microsoft Edge, open the old work profile and go to **Favourites > More options (...) > Export favourites**. You can also export saved passwords under **Settings > Passwords**.

Step 1: Remove the old account from your apps

The reset tool in Step 2 clears saved sign-ins, but not the accounts configured inside Outlook, OneDrive and Teams. Remove those first.

1. **Outlook:** open Outlook, go to **Tools > Accounts**, select the account with your address, then choose **Manage > Remove Account** (or the **–** button) and confirm. Leave accounts of other organisations in place.
2. **OneDrive:** click the OneDrive cloud icon in the menu bar, select **Help & Settings > Settings**, open the **Account** tab, and choose **Unlink this Mac**. Your local files are not deleted.
3. **Teams:** open Teams, select your profile picture and choose **Sign out**.
4. **Apple Mail, Calendar, Reminders:** open **System Settings > Internet Accounts**. If an Exchange account named P95 is listed, select it and choose **Remove account**. (If you use Apple Mail or Calendar for work, add it again after Step 3 with **Add account > Microsoft Exchange** and your address.)
5. **Quit every Microsoft app** with Cmd+Q: Outlook, Word, Excel, PowerPoint, OneNote, Teams and OneDrive. Check the Dock: no dot under any of them.

Step 2: Clear the old sign-in with Office-Reset

Office-Reset is a small Microsoft tool for Office on Mac. With the one option below it removes only the saved sign-ins and the Office licence. It does not touch your documents, mail or settings.

1. Download **Office-Reset** from HERE and open the downloaded file (“Microsoft_Office_Reset_2.0.0.pkg”).
2. Click **Continue** until you reach **Installation Type**, then click **Customize**.

3. Tick **ONLY** the line **Reset licensing and sign-in** (in Dutch: “Licentie opnieuw instellen en inloggen”) under Reset Office apps to factory settings. Every other line (including “Reset Word”, “Reset Outlook”, “Reset Teams” and “Completely remove Microsoft 365/Office”, must stay unticked.
4. Click **Continue**, then **Install**, and enter your Mac password. It takes a few seconds. Click **Close**.
5. **Restart your Mac.**

> **Also work for other organisations on this Mac?** The tool clears the saved sign-ins of **all** your Microsoft accounts on this Mac, not only P95. Nothing is deleted: after the restart those accounts simply ask you to sign in again in Outlook, Teams and OneDrive. Start with P95 so the P95 licence is used.

Step 3: Sign in to your apps again

1. **Word, Excel, PowerPoint:** open Word, choose **Sign in**, type **firstname.lastname@p-95.com** and your new password, and approve the sign-in in Authenticator (entry **Julius Clinical**). The window must show **Julius Clinical**. This activates all Office apps.
2. **Outlook:** go to **Tools > Accounts**, select **+** and type your address. Your mailbox and calendar appear after a short while.
3. **Teams:** open Teams, type your address and sign in. It now shows **Julius Clinical** as your organisation; your chats and teams are there.
4. **OneDrive:** open OneDrive, sign in. The new folder is **OneDrive – Julius Clinical**, with your files in it.
5. **Browser:** sign in to the Edge or Chrome work profile with your account and import your favourites.

> **Tip:** If your Mac asks to let an app use information in your keychain, enter your Mac login password and select **Always Allow**. Selecting **Allow** means you’ll keep getting the prompt.

Microsoft Authenticator (all phones)

1. Open Authenticator. You should see an entry named **Julius Clinical** with your address (or with firstname.lastname@juliusclinical.com; it renames itself). **This is your new entry. Keep it.** If you don’t have it, contact IT Support before you continue.
2. The entry named P95 is the old one. You can leave it; it does no harm. Once everything works you may remove it: tap it, tap the settings icon and choose **Remove account**. Never remove the Julius Clinical entry.

Check that everything works

- **Outlook** shows your mailbox with your existing emails and calendar, and a test mail to a colleague arrives.
- **Teams** shows **Julius Clinical** as your organisation, and you can see your chats and teams.
- **OneDrive** is syncing **OneDrive – Julius Clinical**, and your files are there.
- **Word** (Word > Accounts, or the sign-in window) shows your address with the organisation Julius Clinical, and the apps are activated.
- **Authenticator** approves sign-ins with the **Julius Clinical** entry.

Common problems

Problem	What to do
The sign-in window shows the P95 logo, an address ending in @p95heverlee.onmicrosoft.com, or "you don't have access to this resource"	The app is still using the old account. Close the window, open the app again and type your address yourself. If it keeps happening, the old sign-in is still stored on the device: repeat Step 1 completely, restart, and try again. Still stuck? Contact IT Support; we can fix it with you remotely.
Office keeps showing or asking for my old account	Step 2 was probably skipped or ran while an app was still open. Quit every Microsoft app (Cmd+Q), run Office-Reset again with only **Reset licensing and sign-in** ticked, restart, and sign in again.
Teams still opens the old organisation after the reset	Quit Teams (Cmd+Q). Run Office-Reset again and this time tick **Reset Teams** as well as **Reset licensing and sign-in**. Teams starts empty afterwards; sign in with your address, then add any other organisation's account via your profile picture > **Add account**.
Outlook on Mac asks for a password for the old account over and over	The old account is still in Outlook. Go to **Tools > Accounts**, remove it, then add your account again with **+**.
Apple Mail or Calendar keeps asking for a password	Remove the old Exchange account under **System Settings > Internet Accounts** and add it again with your address (Step 1, item 4).
"Unlicensed product" or "Account doesn't exist" in Word, Excel or PowerPoint	You're still signed in with the old account. Sign out, sign in again with your address and new password, and let Authenticator approve. Contact IT Support if the message stays.

Problem	What to do
My password doesn't work	If you did the setup on Thursday or Friday, use the password you chose then. If you did not, use the temporary password from the e-mail of Wednesday 22 October. Still stuck? Contact IT Support; after an identity check we give you a one-time code to set a new password.
No approval request arrives on my phone	Open the Authenticator app yourself; the request often shows up then. Or choose **Use a verification code** on the sign-in screen and type the 6-digit code shown under the Julius Clinical entry. No Julius Clinical entry at all? Contact IT Support.
"Your organisation requires your device to be managed" or "You can't get there from here"	This should not happen on a personal device. Don't install Company Portal. Take a screenshot and contact IT Support.
I see two OneDrive folders	That's expected. Use the new **OneDrive – Julius Clinical** folder; your files are there. The old folder is no longer synced and can be deleted.
My email signature is gone	In classic Outlook (Windows), go to **File > Options > Mail > Signatures** and select your signature again as the default. In new Outlook and on Mac, signatures are under **Settings > Accounts > Signatures**.

Need help?

If anything goes wrong or you're unsure about a step, contact IT Support:

- **Service desk:** https://servicedesk.juliusclinical.com/
- **Email:** it.support@p-95.com
- **Phone:** +32 477 90 71 66

> **Stay safe:** IT will never ask for your password by email, chat or phone. If a message about the migration looks unusual, don't click anything; contact IT Support first.