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 personal Windows PC is not. Outlook, Teams, Word and OneDrive on your PC 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:

- **Personal Windows PCs**, including PCs where your work account appears under **Settings > Accounts > Access work or school**
- **Macs:** use the guide “Account Switch Guide – Mac”.

You do three things: remove the old account from your apps, disconnect the old sign-in from Windows, and sign in again with the same address and your new password. Everything happens in normal Windows and Office settings screens; nothing is installed. 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

1a **Outlook (new Outlook):** go to **Settings > Accounts > Email accounts**. Next to the account with your address, select **Manage > Remove**. Leave accounts of other organisations in place.

1b **Outlook (classic):** close Outlook. Open **Control Panel**, search for **Mail**, open **Mail (Microsoft Outlook)** and select **Show Profiles**. Select **Add**, name the new profile **Julius Clinical** and select **OK**. In the window that opens, select **Cancel** for now. Under "Always use this profile", pick **Julius Clinical** and select **OK**. (Your old profile and its mail stay on the PC; you can remove it later.)

2 **OneDrive:** click the OneDrive cloud icon near the clock, select **Help & Settings > Settings**, open the **Account** tab, select **Unlink this PC**, then **Unlink account**. Your local files are not deleted. Then right-click the cloud icon and choose **Quit OneDrive**.

3 **Teams:** open Teams, select your profile picture and choose **Sign out**. Then close Teams.

4 **Edge:** select your profile picture at the top right and **Sign out** of the old work profile (or remove that profile under **Settings > Profiles**). Export your favourites first (see Before you start).

Step 2: Disconnect the old sign-in from Windows

1 **Office:** open Word, go to **File > Account** and select **Sign out** next to every account listed. Confirm. Then close Word, Excel, PowerPoint and OneNote.

2 **Work account in Windows:** go to **Start > Settings > Accounts > Access work or school**. Select the entry with your address and the organisation P95, choose **Disconnect**, then confirm. If it isn't listed, skip this step.

3 **Other saved sign-ins:** go to **Settings > Accounts > Email & accounts**. Under **Accounts used by other apps**, select your old account and choose **Remove**, if it's there.

4 **Restart your PC.**

> **PC managed by another company?** If the entry under Access work or school belongs to another company that manages this PC (you sign in to Windows with that company's account), leave it. Only disconnect the P95 entry if there is one. Not sure? Contact IT Support; we do it with you remotely.
>
> **Important:** Never choose **Reset this PC** in Windows recovery settings. That erases the device, including your personal files.

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**. If Windows then asks whether to **stay signed in to all your apps**, untick **Allow my organization to manage my device** and select **OK**. Check **File > Account**: your address, the organisation Julius Clinical, product activated.

2a **Outlook (new Outlook):** select **Add account**, type your address and sign in. Your mailbox and calendar appear after a short while.

2b **Outlook (classic):** open Outlook. It uses the new **Julius Clinical** profile and asks for an e-mail address: type your address, select **Connect** and sign in. 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 from the Start menu and sign in. The new folder is **OneDrive – Julius Clinical**, with your files in it.

5 **Edge:** select your profile picture, choose **Other profiles > Set up new work profile** (or **Add profile**), sign in with your account and import your favourites.

> **Tip:** Always type your full address and let Authenticator approve. If a window offers a saved account, don't pick it: choose **Use another account** and type the address.

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** (File > Account) shows your address, the organisation Julius Clinical, and says the product is activated.
- **Settings > Accounts > Access work or school** no longer lists the old P95 connection.
- **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	A saved password is still on the PC. Close every Microsoft app, open **Control Panel > Credential Manager > Windows Credentials** and remove every entry that starts with **MicrosoftOffice**, **ADAL**, **OneAuth** or **MicrosoftAccount**, and any entry with your email address. Restart and sign in again. Rather not? Contact IT Support: with **Quick Assist** (built into Windows) we do it with you in ten minutes.
Teams still opens the old organisation	Sign out of Teams and close it. Go to **Settings > Apps > Installed apps**, find **Microsoft Teams**, select **(...) > Advanced options > Reset**, open Teams and sign in with your address.

Problem	What to do
Classic Outlook keeps asking for a password or shows the old mailbox	Outlook is still using the old profile. Do Step 1b (new profile “Julius Clinical”, set as “Always use this profile”), then open Outlook and sign in.
The old P95 connection is still listed under Access work or school	Select it and choose **Disconnect**. If Disconnect fails, contact IT Support. Don’t reset your PC.
“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.
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.