Welcome back

Over the weekend your account, email, calendar, Teams and files moved to the new P95 Microsoft 365 environment. Almost everything is where you left it, but some things look different or need one extra step. Please check this page before contacting IT Support.

Your first 10 minutes

1. Sign in with your **P95 account** (*firstname.lastname@p-95.com*) and your new password (that you set last week or during the migration).
2. Open Outlook and **accept the new meeting invitations** you received (see question 18).
3. In Teams, older messages are under **Conversation History** at the top of each chat (see question 11).
4. Switch your **phone, personal PC or Mac** to the P95 account with the Account Switch Guide (see question 9).

Signing in

1. I can’t sign in.

Make sure you use your **P95 account** (*firstname.lastname@p-95.com*), not your old Julius Clinical account, and your new password. Your old account no longer works.

After several wrong attempts your account is locked for a short while. An old phone or personal PC that still tries your old password can also cause this, so switch those devices over (question 9). If you still can’t sign in, contact IT Support.

2. I’m asked to approve sign-in or set up more information, but my Authenticator app doesn’t work.

Your old Authenticator entry belonged to your old account and no longer works. Go to aka.ms/mysecurityinfo, sign in with your P95 account and add Microsoft Authenticator for it.

If you can’t get in to do that, contact IT Support. After checking your identity, they can give you a temporary code to set it up.

3. My name, email address or profile photo looks different.

Your profile photo may take a while to appear everywhere; you can also add it again in Teams or Outlook. If your name is spelled wrong, contact IT Support.

4. Another (non-Microsoft) application doesn't recognise me.

Some applications that use your Microsoft sign-in are being switched separately. Try signing in with your P95 account. If the application says it can't find you, contact IT Support and mention the application's name.

Company laptop

5. My laptop wasn't migrated, or I never saw the migration pop-up.

This usually happens when the laptop was switched off or offline over the weekend. Switch it on, connect to the internet, sign in and wait up to 60 minutes for the pop-up. Then follow the Device Migration Manual. If nothing appears, contact IT Support.

6. My laptop seems stuck during the migration.

Some steps take a while and the laptop restarts several times. **Don't switch it off or unplug it.** If the screen hasn't changed for more than 30 minutes, contact IT Support. Tell them the step number from the Device Migration Manual and, if you can, take a photo of the screen.

7. My desktop, files or settings are gone. It looks like a new laptop.

Stop using the laptop and contact IT Support straight away. Don't save new files or delete anything. Your files are most likely still on the laptop and IT can reconnect them.

8. I see a BitLocker recovery screen asking for a key.

Contact IT Support and read them the **Recovery key ID** shown on the screen. After checking your identity, they'll give you the key. Don't guess: too many wrong attempts can lock the laptop.

Teams

11. My older chat messages are gone.

They're not gone. Messages from the last two months (since two months ago) were moved into your chats as normal messages. **Older messages are under the Conversation History link at the top of each chat.** It opens a file you can read, download or share.

In that file, messages may be in a slightly different order, and your own messages aren't shown on the right-hand side as they normally are.

12. A whole chat is missing.

Chats with people who weren't moved to the new environment, such as external people, guests or colleagues who have left, may not have been moved. You can start a new chat with them. If a chat with current colleagues is missing, contact IT Support and tell them who was in it.

13. There's an account I don't know in my chats.

Quest - Migration - Teams - Full is the account that was used to copy your chats to the new environment. This is expected and safe.

14. A team or channel is missing.

First check whether it's hidden: look at the bottom of your teams list for hidden teams. Then sign out of Teams and sign in again. If it's still missing, ask the team owner to check that you're a member, or contact IT Support.

15. My pinned chats, settings or background are gone.

Personal Teams settings weren't moved. Pin your chats again and set your preferences and background under **Settings**.

16. External partners can't find or reach me in Teams.

You have a new address, so external contacts need to start a new chat with @p-95.com account. Let your regular external contacts know.

17. A link to a file in Teams doesn't work.

Some links created before the migration point to the old location. Open the file from the team's **Files** tab and share the new link. If the file itself is missing, contact IT Support.

Meetings and calendar

18. I received lots of meeting cancellations and new invitations.

This is expected. Your meetings were recreated in the new environment with new Teams links, and the old meetings were cancelled. **Accept the new invitations** so they appear in your calendar as normal. Always join from the new invitation: links in old invitations may not work.

19. My meetings show as not accepted, or attendees haven't responded.

Everyone needs to accept the new invitation once. If you organise a meeting, you can check who has accepted in the meeting's attendee list and send a short reminder if needed.

20. When I change a meeting I organised, I get an "undeliverable" message.

Some attendees may still be listed with their old addresses. Remove those attendees from the meeting, add them again from the address book, and send the update. If it keeps happening, contact IT Support.

Email

21. Some emails seem to be missing.

Your whole mailbox was moved, including folders and rules. Search in **all folders**, including Junk Email, Archive and your online archive, and check both Focused and Other. If an email is really missing, contact IT Support with the sender, approximate date and subject.

22. When I reply to an older email, it bounces.

Outlook remembers the person's old address. Delete the suggested name (select the **X** next to it in the suggestions list) and choose the person again from the address book. If it keeps happening, tell IT Support.

23. A shared mailbox or someone else's calendar is missing.

It can take a few hours to appear. Restart Outlook. If it's still missing tomorrow, contact IT Support. For shared calendars, ask the owner to share it with you again.

24. My rules or automatic replies don't work as before.

Rules were moved, but rules that forward to or check for old addresses need updating. Check them in Outlook under **Settings > Mail > Rules** (or **File > Manage Rules & Alerts** in classic Outlook).

25. My email signature is gone.

Your signature may not have carried over to every device. Add it again in Outlook under **Settings > Account > Signatures** (or **File > Options > Mail > Signatures** in classic Outlook), using your new email address.

26. Outlook is slow or shows "updating".

Outlook is downloading a fresh copy of your mailbox, which can take a few hours. Keep it open and connected. In the meantime you can use Outlook on the web at https://outlook.office.com.

OneDrive and files

27. I have two OneDrive folders, or files with my computer's name added.

Use the new P95 OneDrive folder. Files with your computer's name added are copies made when the same file changed in two places: keep the newest one. The old folder no longer syncs; once you've copied anything you need from it, you can delete it.

28. Shared files don't open, or "Shared with me" is empty.

Links created before the migration may not work. Ask the owner to share the file again. "Shared with me" fills up again as people share files with you.

29. A SharePoint or Teams library stopped syncing on my computer.

Libraries linked to the old environment need to be set up again. Stop syncing the old library in OneDrive settings, then open the library in Teams or SharePoint and select **Sync** or **Add shortcut to My files**.

Need help?

If your question isn't answered here, contact IT Support:

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

To help us help you faster, mention the question number from this FAQ, your device (company laptop, personal PC, Mac or phone) and any error message.

> **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.