



## Active Directory QRG – Post-migration checks for laptop and desktop users

If you use one of the following devices:

- Desktop computer
- Laptop
- 2 in 1 Laptop
- All In One

Please perform the following checks after your migration to the new Active Directory.

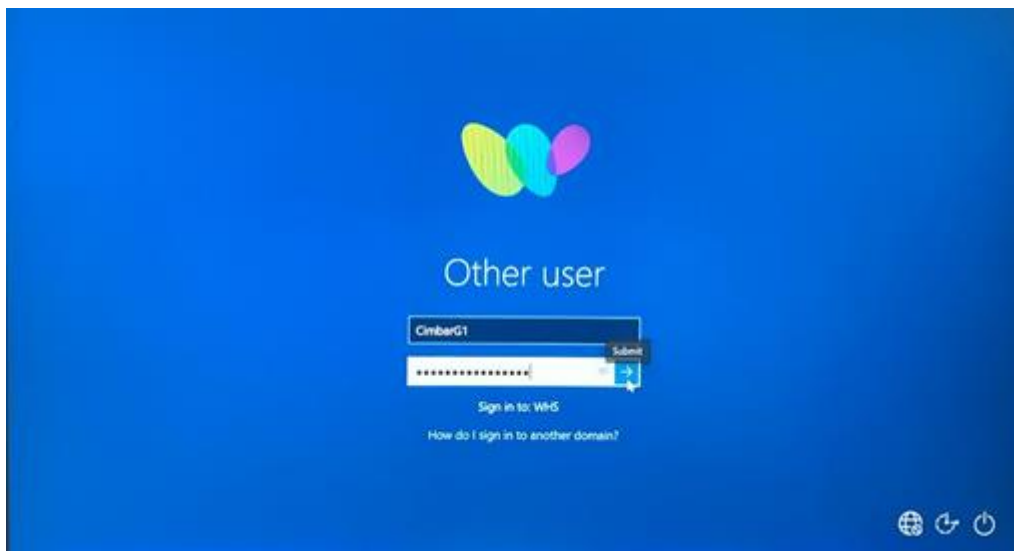
These checks should take 10 minutes or less.

**Step 1: Restart your computer and remain onsite until the below checks are complete**

**Step 2: Log into your workstation as normal (using domain 'WHS')**

Login as normal using your Western Health username and password.

- Enter your credentials and click **Submit**



**Step 3: Confirm your desktop looks like before, except the background colour is now purple**

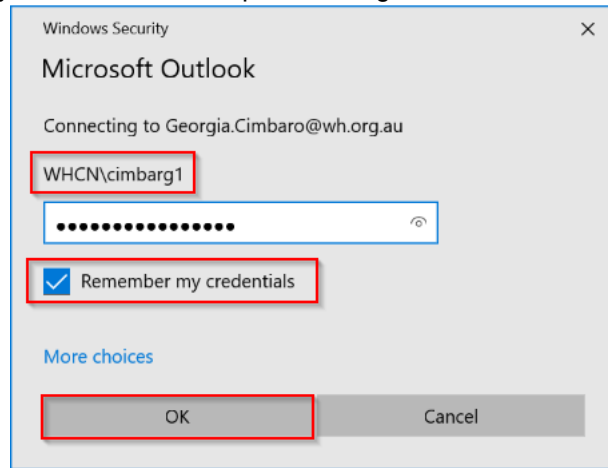
Your desktop background colour will have changed to *purple*. This is the expected outcome and indicates your workstation has been migrated successfully.

**If your background is not purple:** Please connect the Western Health network and restart your device.

1. Confirm your desktop short cuts and icons are there
2. Confirm your personalised settings have not changed

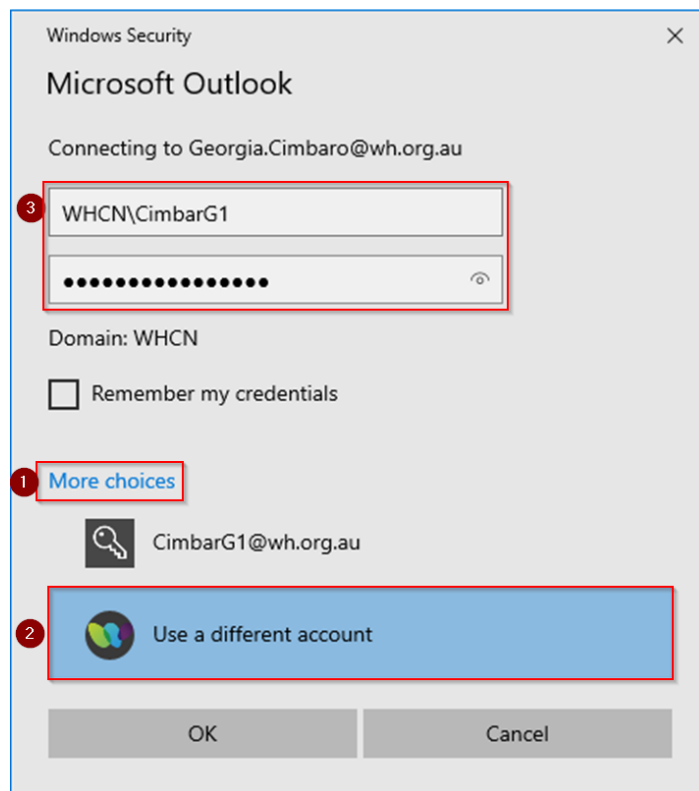
**Step 4: Launch Outlook and verify that your historical emails exist**

1. Open Outlook
2. You will be prompted to enter your credentials (you will only need to do this once).
3. If it shows **WHCN\username** you can continue as per the image below.



If **WHS\username** is showing:

1. Click **More Choices**
2. Click **Use a different account**
3. Enter **WHCN\username**
4. Enter your password
5. Click **OK**



Check that your emails (prior to migration) are visible.

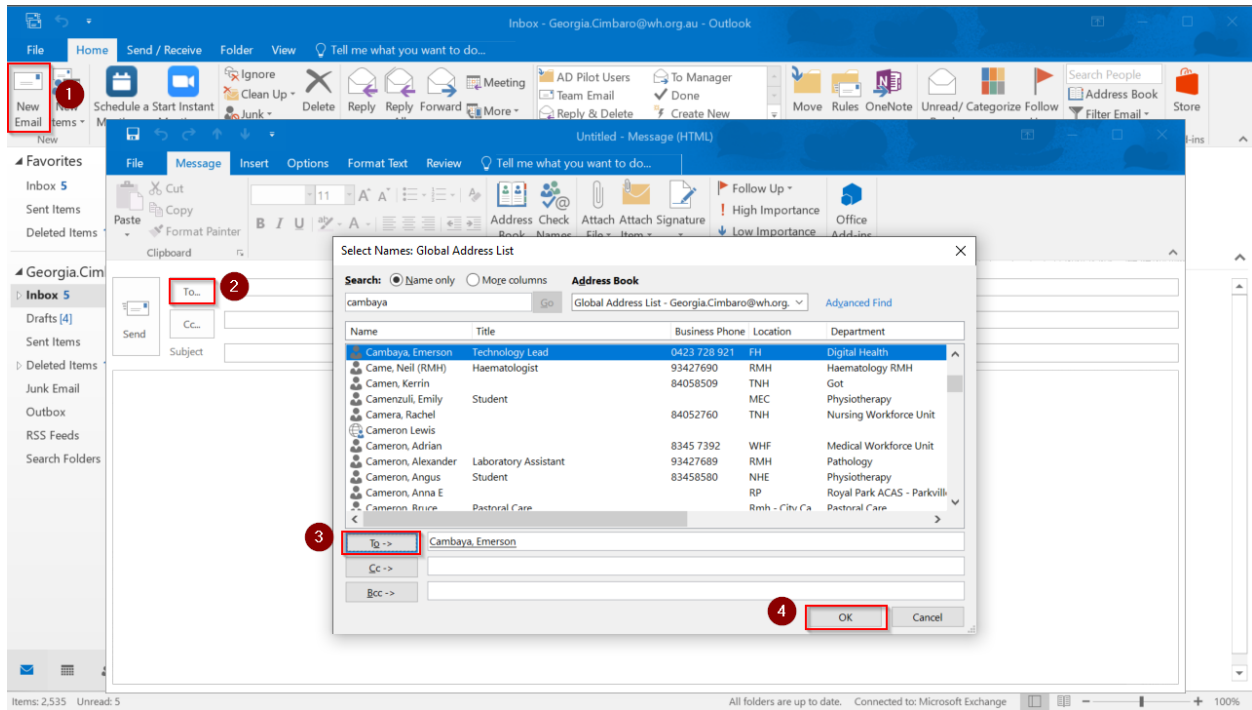
**Please note:** historical emails may take up to **2 hours** to synchronise and become visible following migration.

## Step 5: Send and receive a test email

Send a test email to a co-worker.

1. Click the **New Email** button in the top left corner of Outlook
2. Click **To...** to open Outlook Global Address List

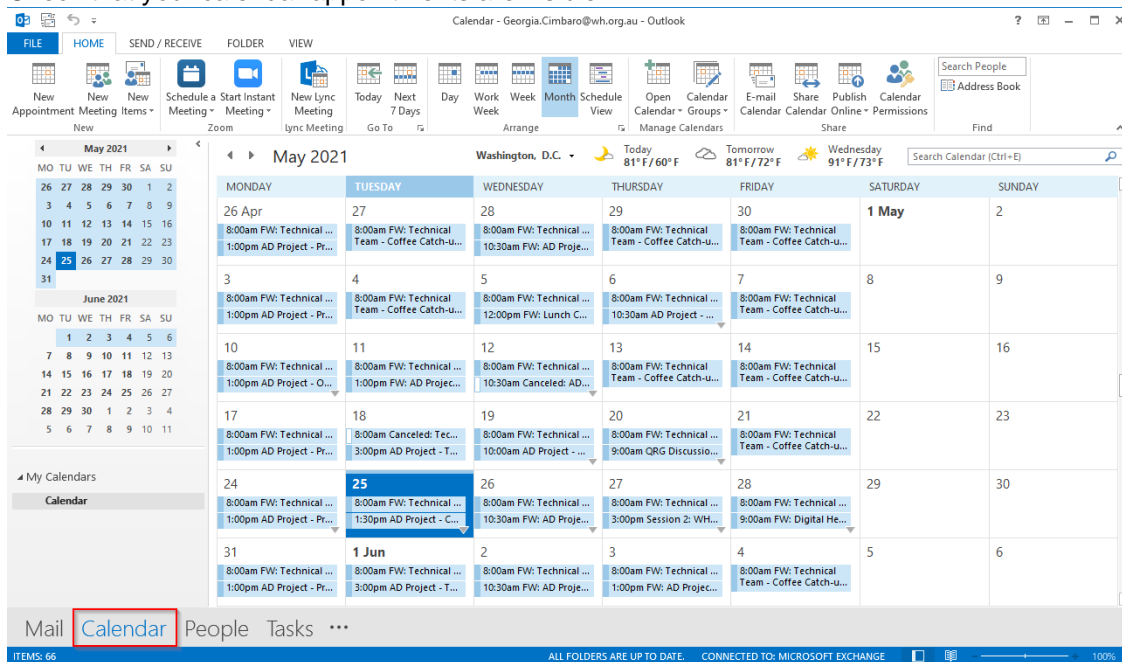
3. Search for a co-worker who is nearby so they can confirm they can receive your email
4. Once you have found your co-worker's email address, click **To->** and **OK**



5. Enter a **Subject Header** for your email, e.g. 'Active Directory Email Test'
6. Click **Send**
7. Verify the email has been received and ask them to send back a reply.
8. Confirm you received the reply in your inbox.

## Step 6: Verify that calendar appointments are in your outlook calendar

1. Open your Outlook **Calendar**. This can be found in the bottom left corner of Outlook.
2. Check that your calendar appointments are visible



## Step 7: Check access to shared mailboxes or calendars (if applicable)

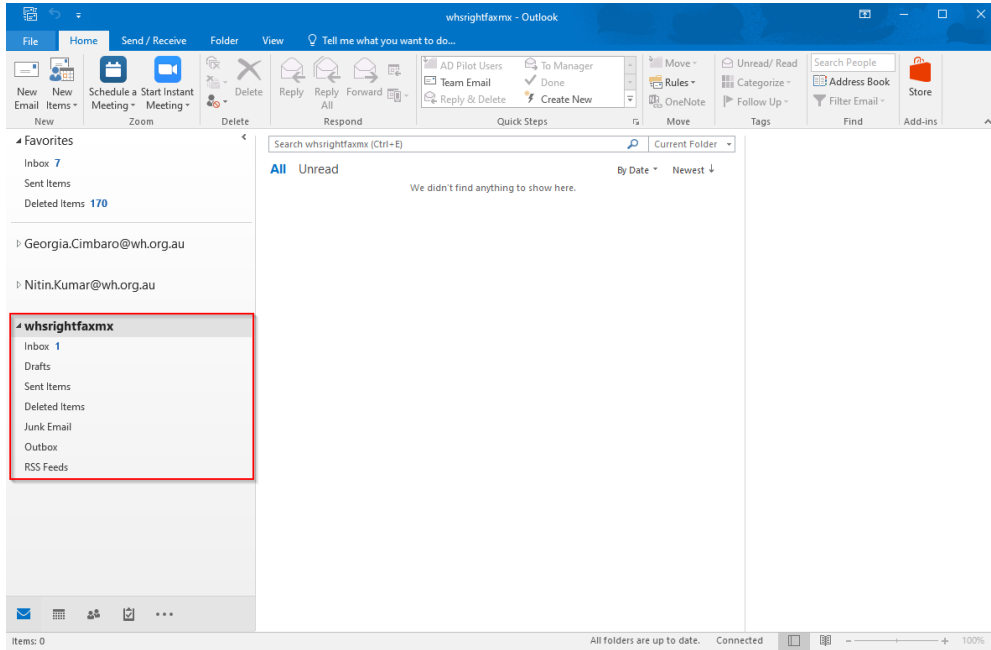
If you do not have any delegated mailbox or calendar permissions, you can **skip to the next step**.

A shared mailbox or calendar is when you have been given permission to view a calendar or mailbox that isn't yours. This includes individuals who have given you access to view their availability and calendar content.

**Please note:** There is a possibility that access to shared calendars/mailboxes will be temporarily lost. This will be restored once all users are migrated, without you having to do anything.

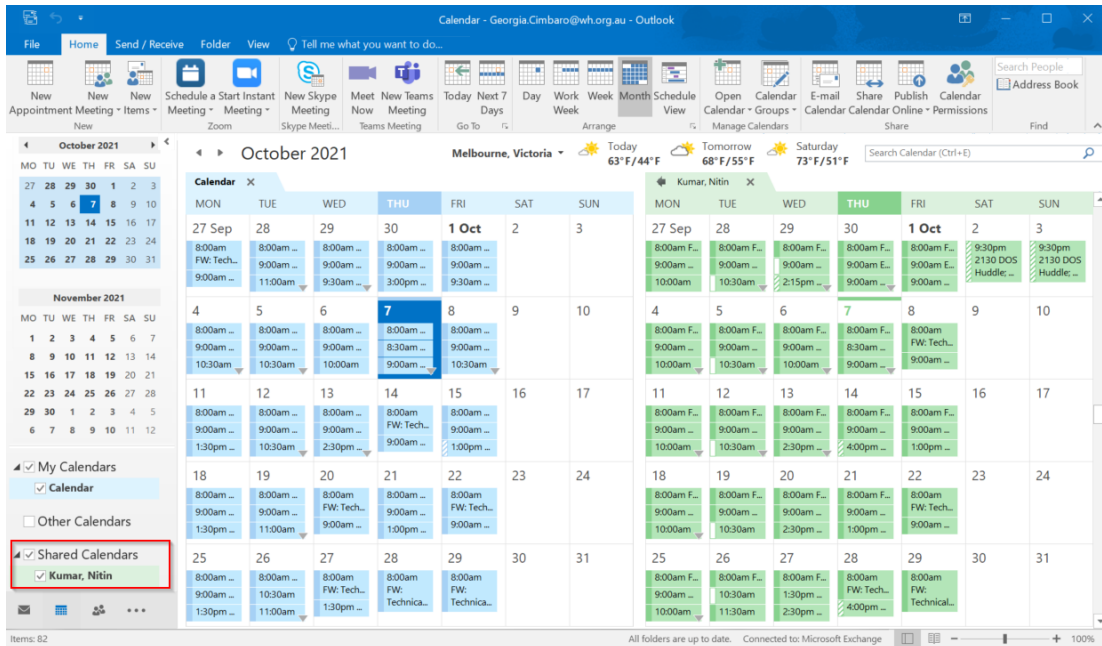
Open your Outlook **Mailbox**.

1. Check that your shared mailboxes are visible



Open your Outlook **Calendar**. This can be found in the bottom left corner of Outlook.

2. Check that your shared calendars are visible



## Step 8: Confirm you have access to the S Drive

1. Click on the Windows **Start** button located in the bottom left corner of your desktop.

Updated: 22/02/2022

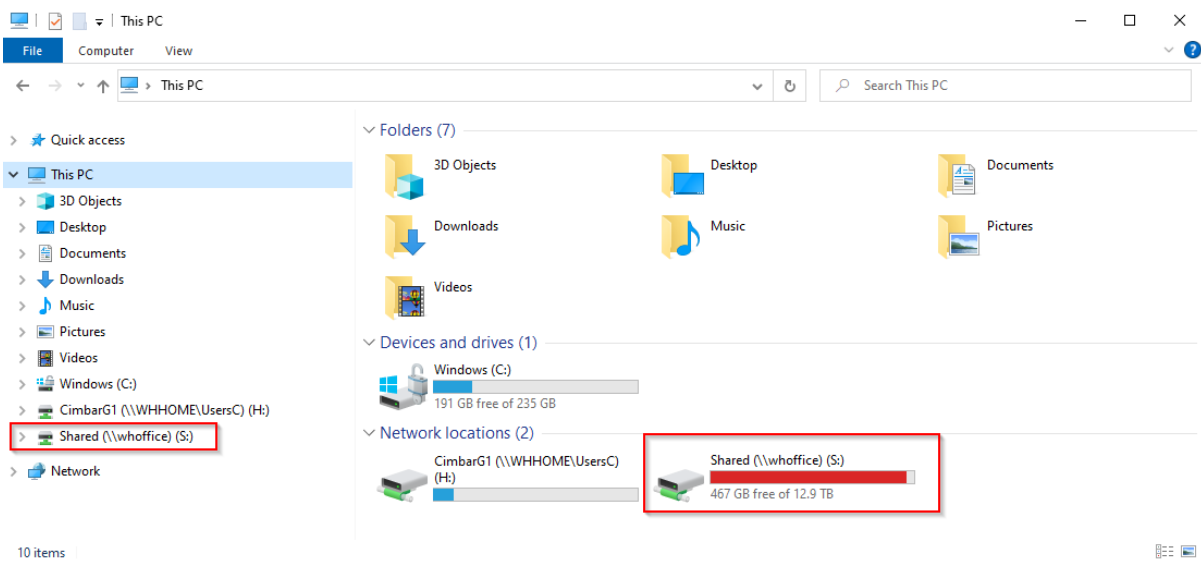
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Version: 0.04

Created by: Georgia Cimbaro

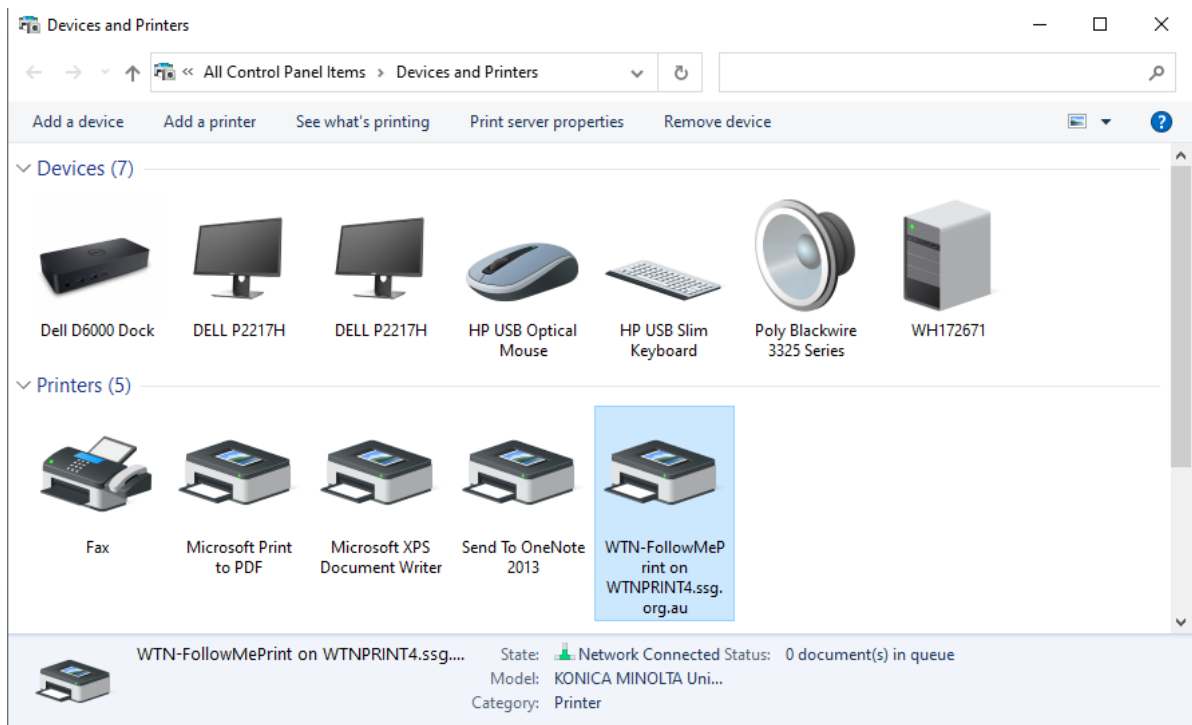
Approved by: Ken Atwell

2. Open **This PC**
3. Confirm (S:) drive is visible. Click on (S:) drive and confirm you are able to access your usual folders



### Step 9: Confirm printers are installed and print test page

1. Click on the Windows **Start** button located in the bottom left corner of your desktop
2. Open **Devices and Printers**.
3. Under **'Printers'** check that your printers are installed by finding the printer's name, with the image not greyed out
4. Print a test page to your selected printer by opening a word document and printing it out

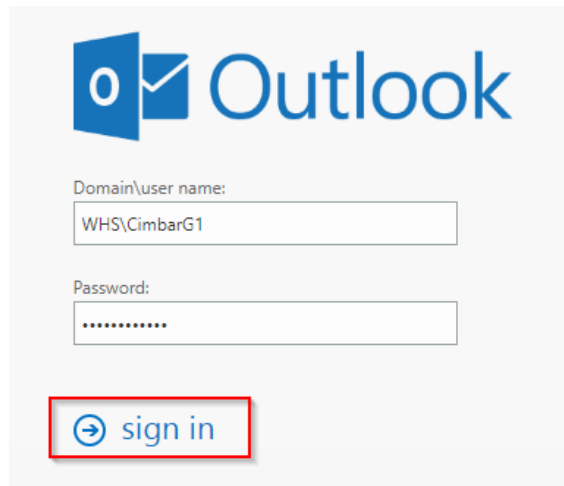


### Step 9: Verify emails are accessible from the Outlook Web App (OWA)

Open the web browser on your device. Type in <https://mail.wh.org.au/>

1. Enter **WHS\username**
2. Enter your password

3. Click **Sign In**
4. Check your emails are visible and up to date



#### In summary:

- You will be able to access your clinical and non-clinical applications immediately after your migration has been completed, they have not been affected
- After you are migrated, email synchronisation may take up to 2 hours. During this time you can use email normally, but you may have limited access to your historical emails.
- There is a possibility that access to shared calendars and mailboxes will be temporarily lost. This will be restored once all users have been migrated to the new Active Directory, and you do not need to do anything.

#### How to get help or assistance:

If any of the checks outlined above fail, please contact ServiceDesk:

- o Phone: 03 8345 6777
- o Email: [servicedesk@wh.org.au](mailto: servicedesk@wh.org.au)
- o Online: <http://servicedesk.wh.org.au>

Please provide the following details to allow the ServiceDesk team to triage your ticket accurately:

- Brief description of the issue you are experiencing
- Screenshot of the issue (if possible)
- Your WH asset number (can be found on the yellow sticker on your workstation)
- Your WH Username
- Your best contact number
- Your exact location

ServiceDesk ticket example:

“Hi, I was recently migrated to the new AD as part of the Active Directory Project. Since my migration I have been experiencing **[insert issue description]**.

- My asset number is **[insert WH asset number]**
- My username is **[username]**
- My phone number is **[phone number]**
- I am located at **[location]**

Please see the attached screenshot example.”

- If you need to get in touch with the project team regarding the active directory migration please email [WHS-EMRTechnicalTeam@wh.org.au](mailto:WHS-EMRTechnicalTeam@wh.org.au)

