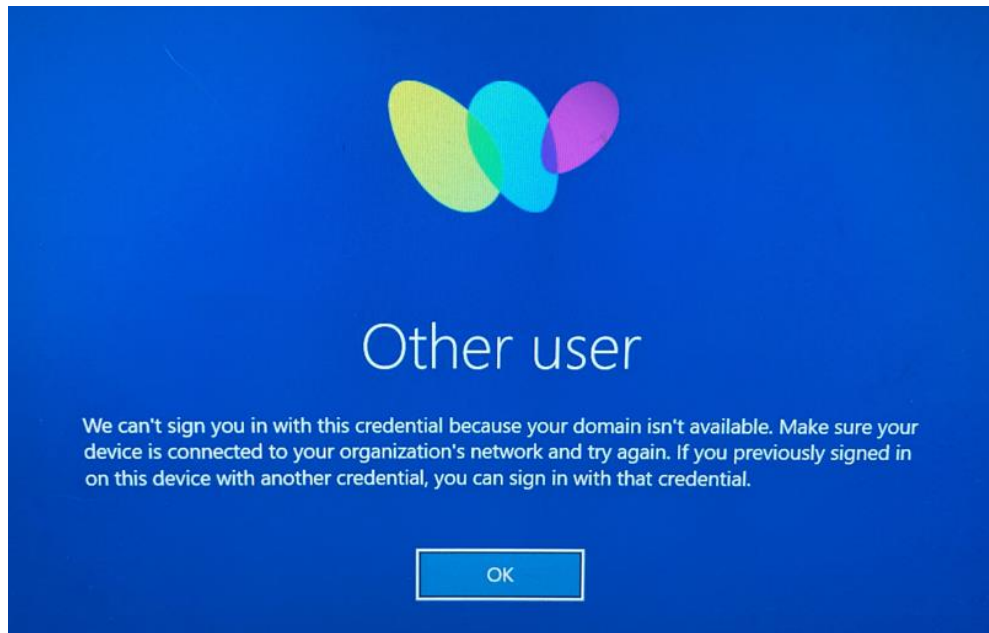




## Re-connecting your Device to the WH Network

Following your computer's migration to the new Active Directory, you may receive the error below when trying to login. This can occur when your device has been migrated over Wi-Fi and does not automatically re-join the WH network.

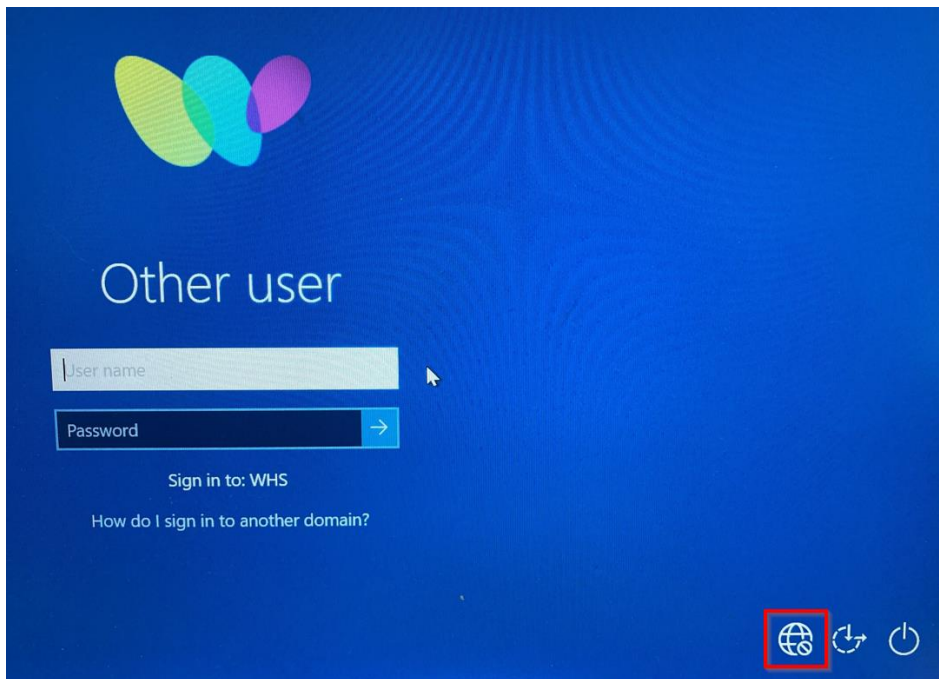
Please follow the below steps to re-connect your device to the Western Health network and login to your computer post-migration.



### Step 1: Check your internet connection status and connect to the WH network

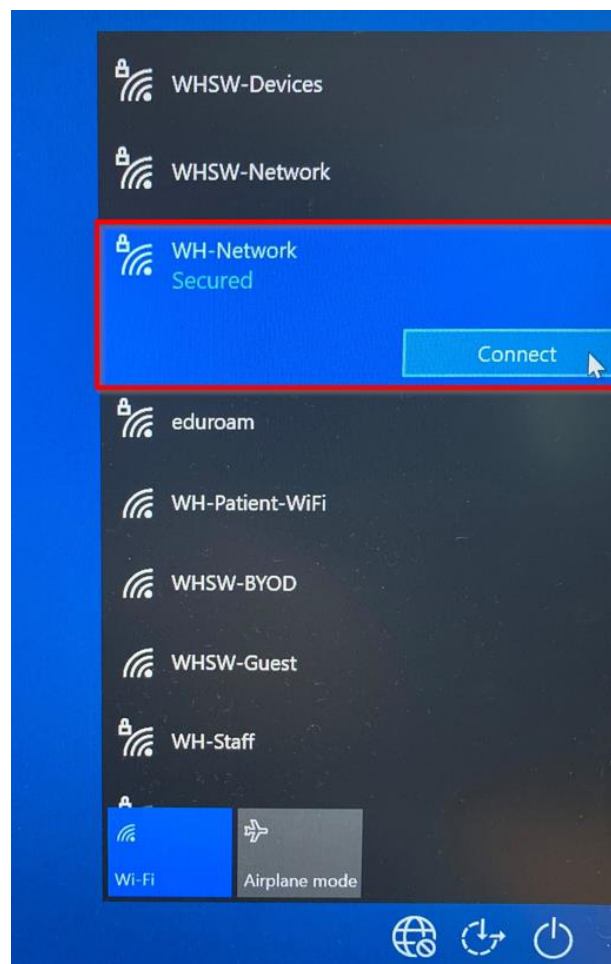
To check if your computer is connected to the internet:

- Navigate to the blue login screen (where you enter your credentials)
- In the bottom right-hand corner, you will see a globe icon. Click on the globe icon.



A list of available Wi-Fi networks will appear.

- Select **WH-Network**
- Click **Connect**



The icon will change to the icon below. This means you are now connected to the WH network.



You should now be able to login with your WH username and password.

**Important things to note;**

- After you are migrated and after you have set up eMail on your phone, 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.
- If any of the checks included in this QRG fail, please contact ServiceDesk and provide a brief description of your issue:
  - Phone: 03 8345 6777
  - Email: [servicedesk@wh.org.au](mailto:servicedesk@wh.org.au)
  - Online: <http://servicedesk.wh.org.au>
- If you have any queries relating AD user migrations, please email [WHS-EMRTechnicalTeam@wh.org.au](mailto:WHS-EMRTechnicalTeam@wh.org.au)