Accessing Intranet Applications in the New Domain

1: How to Access the Intranet

If you cannot access Intranet Applications following your Active Directory Migration, please follow the below steps to fix it:

1. Open 'Internet Explorer'
2. Update the prefix from 'WHS' to WHCN' as shown below:
   a. Username: 'WHCN'\<username>
   b. Password: enter your login password
   c. Tick 'Remember my credentials'

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Important things to note;

- You will be able to access your clinical and non-clinical applications immediately after your migration has been completed

- After you are migrated, eMail synchronisation may take up to 2 hours. During this time, you can use email normally with 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
    - Online: http://servicedesk.wh.org.au

- If you have any queries relating AD user migrations, please email WHS-EMRTechnicalTeam@wh.org.au

Western Health