Overview

Following the migration of devices from Jacobs to Amentum, users may encounter login failures with errors such as "The domain is not available" or "The account is disabled."

After a password reset, users may be able to log in, but their device may load their old JACOBS profile instead of the expected AMENTUMCMS profile, affecting access to AMENTUMCMS systems and resources.

Symptoms

- Login errors: "Domain not available" or "Account is disabled."

- GlobalProtect VPN auto-connects pre-login, showing "Connected."

- Logging in with AMENTUMCMS credentials loads the user's old JACOBS profile.

- Issues accessing AMENTUMCMS resources.

Resolution

Step 1: Log In with Cached AMENTUMCMS Credentials

1. At the logon prompt, click "Other User."

2. Enter:

   - CMSUK\ followed by your username e.g. CMSUK\USERNAME

   - Your account password

3. Press Enter to log in using cached credentials.

4. Verify profile:

   - Open the Command Prompt by searching "Command Prompt" in your Windows search bar.
   - Type: whoami /user
   - If it shows JADE\your_username or JEGINTL\your_username, **skip to Step 4. If not, proceed to Step 2.**

```
Microsoft Windows [Version 10.0.22631.5768]
(c) Microsoft Corporation. All rights reserved.

C:\Users\THOMPSJ6>whoami/user

USER INFORMATION
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User Name        SID
============== ================================================
cmsuk\thompsj6 S-1-5-21-257751751-1671909181-1373913305-98108

C:\Users\THOMPSJ6>
```

Step 2: Reset Password via SSPR

1. Open a browser and go to the SSPR portal (https://mysignins.microsoft.com)

2. Reset your password using MFA (e.g., phone code, email).

3. Note the new password.

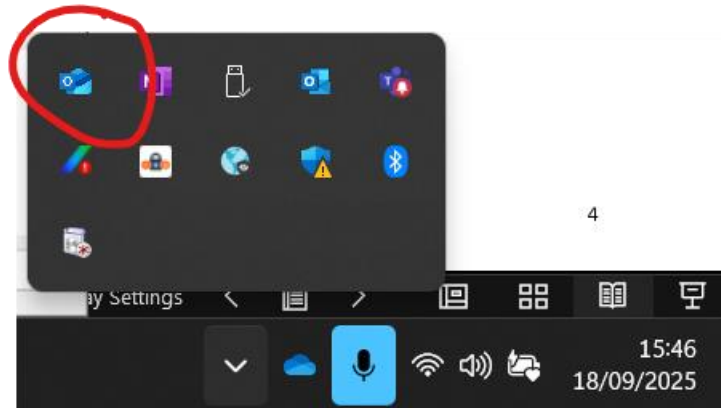## Step 3: Reconfigure Cloud Services

1. **Microsoft Teams:**

    o   Open Teams, click profile (top-right), select **Sign out**.

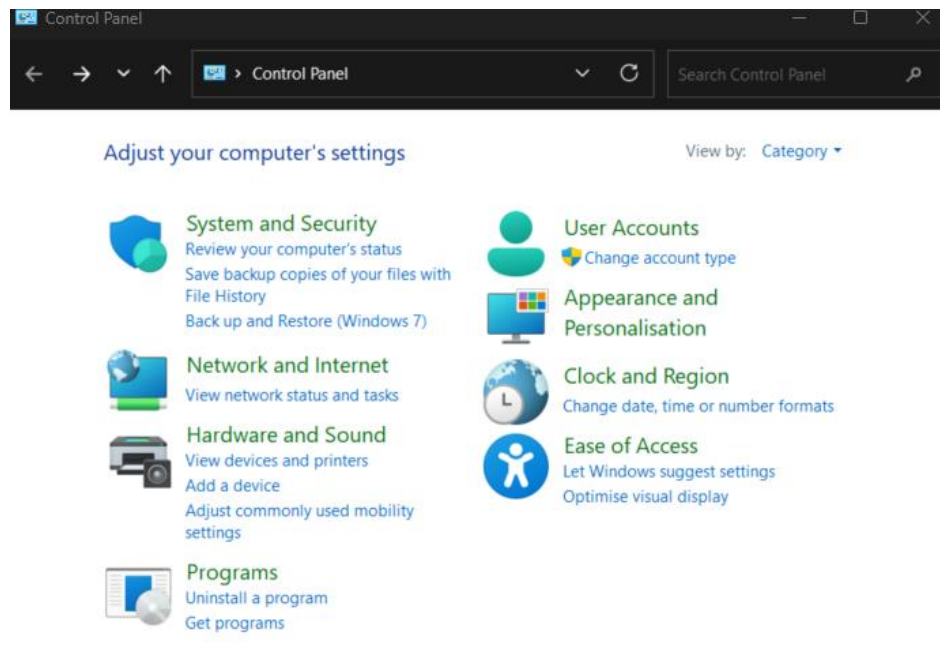   o   Close Teams (right-click system tray icon, select Quit).

4
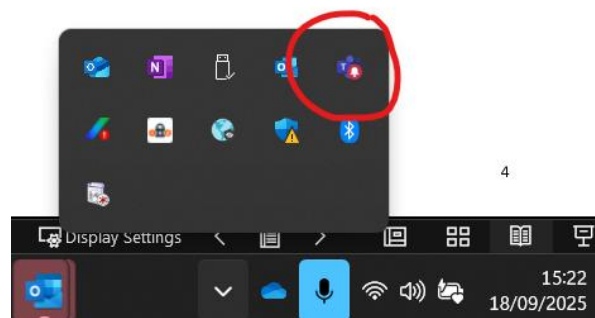
- o Reopen and sign in with your Amentum Email and password.
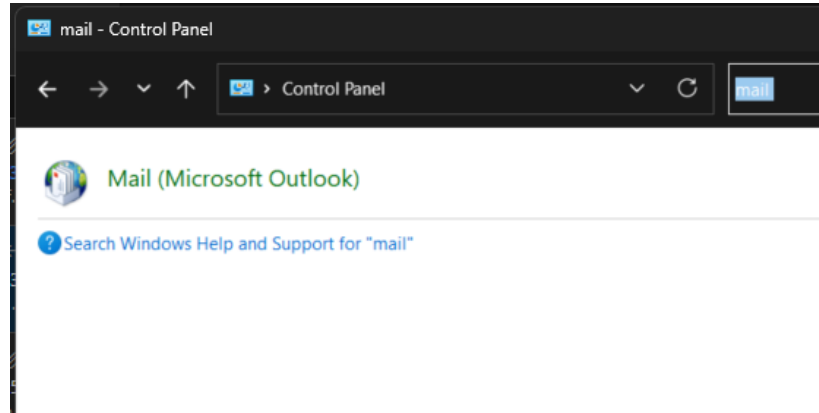
2. **Outlook**:

   - o Close Outlook from the system tray (right click > Quit)
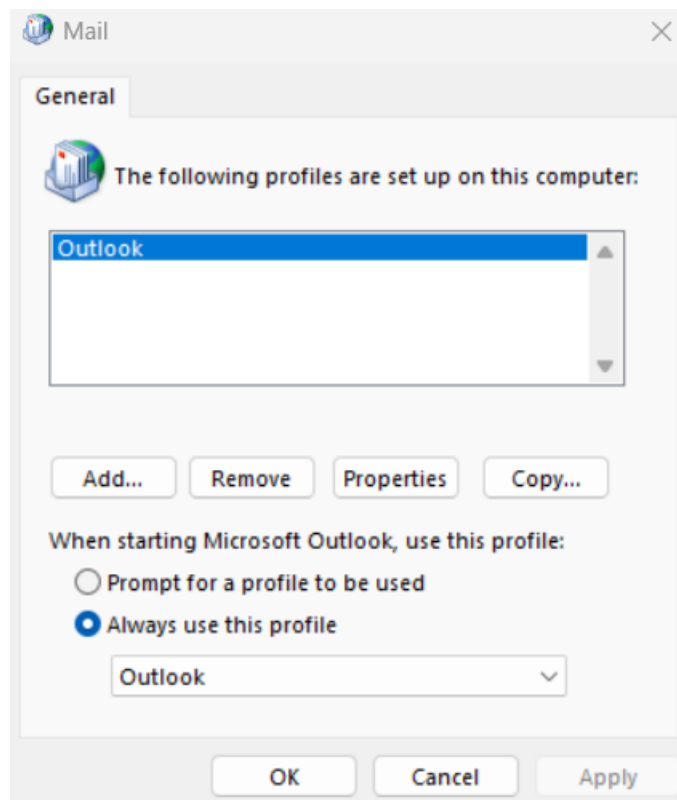

   - o Open the Control Panel – Search for it using the Windows button / search bar.

   - o In the Control Panel, search for Mail.

- o Click Mail and then click "Show Profiles".

- o Select each listed profile and select Remove. When all have been removed, click Apply.
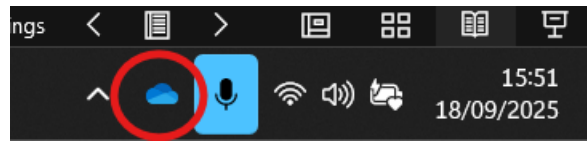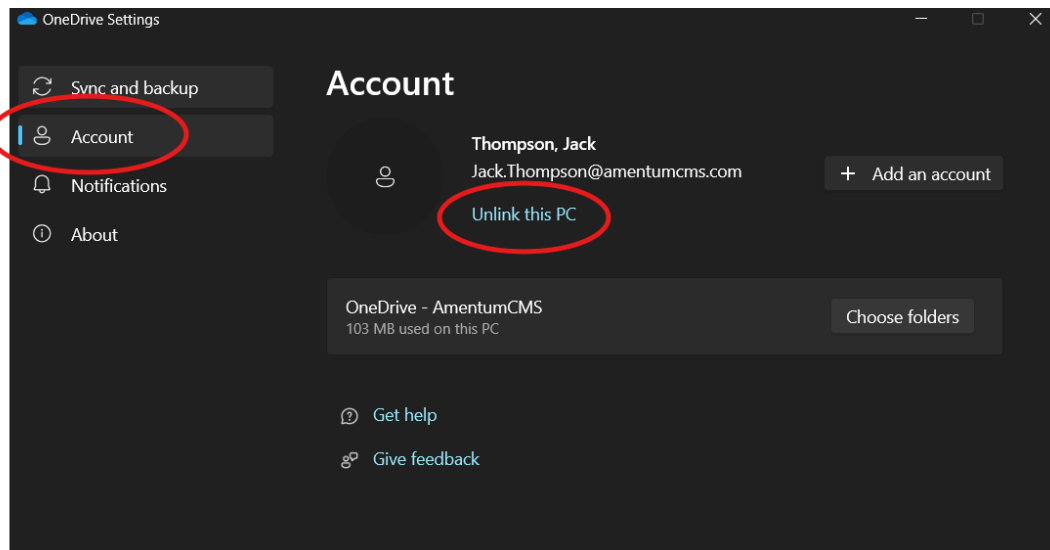

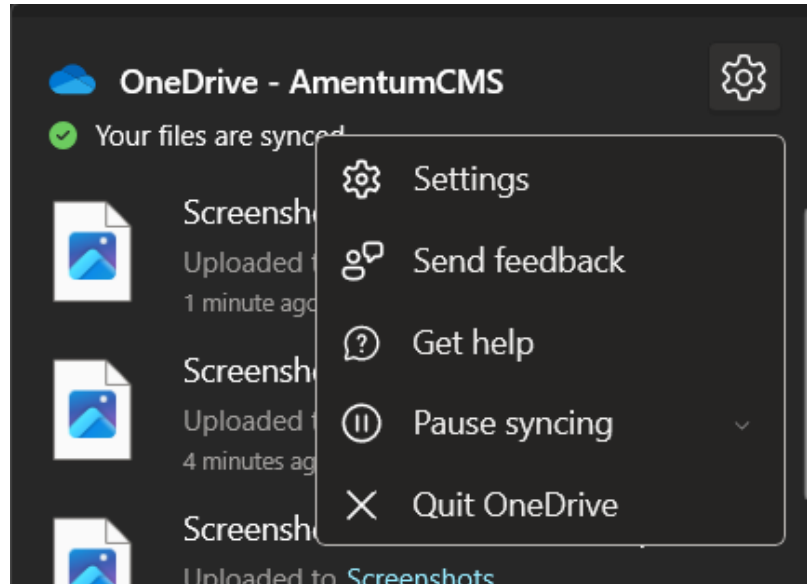
- o Close window and re-open Outlook.

3. **OneDrive:**

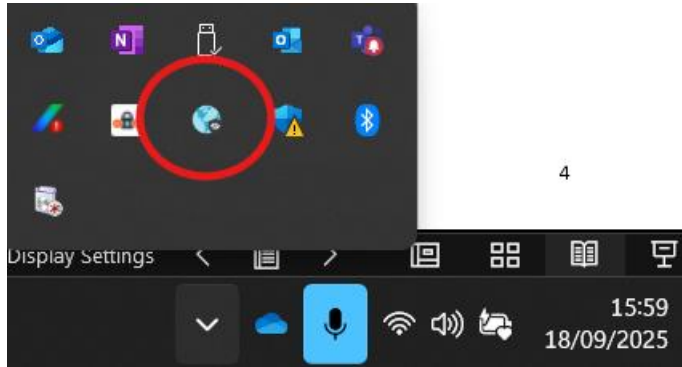- o Click the OneDrive icon in the system tray (cloud icon)

- o Go to **Settings** > **Account** > **Unlink this PC**.

- o Reopen OneDrive - sign in with AMENTUMCMS credentials - select sync folders.
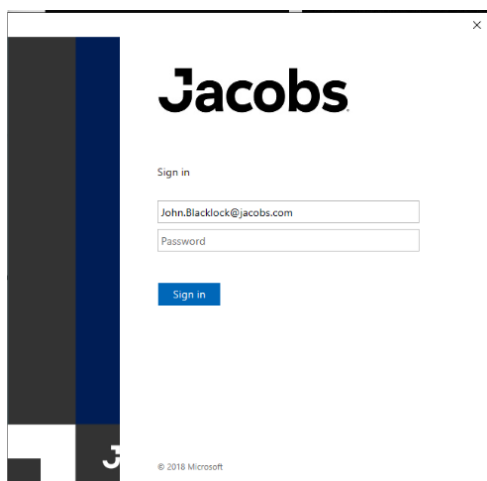
Step 4: Sync Password and Verify

1. Open GlobalProtect (from the system tray or Start menu) and connect with new password.

2. Lock computer (Ctrl + Alt + Del > Lock), then unlock with new password.

Important Notes:

- These steps are essential to ensure your apps and cloud services are correctly synced with your AmentumCMS identity.

- If you experience issues during any of these steps, please contact the IT Service Desk.

- If you see the below pop-up, ensure you have followed all the guidance in **Step 4** and unlinked all your Jacobs profiles. Continue to close down the pop-up and it will eventually disappear.

- If you are unable to see your files after log-in, these can be found in the C Drive /Users. The folder you are looking for should end with .jegintl.