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| |  |  | | --- | --- | | **WHAT:** | Your device is scheduled to be updated as part of a project to improve how we manage and secure our computers. This update will change how your device connects to our systems—from an older method to a modern, cloud-based setup. The process takes around 5–15 minutes and can be scheduled at a time that works best for you.  **IMPORTANT: During the migration process, you will see this screen, DO NOT LOGIN until the migration has been completed!**    What does this mean for you?  Some devices were originally set up using a legacy method that relies on a direct connection to our internal network. As more of us work remotely, this setup can cause issues—like needing a VPN or having problems with passwords not syncing properly.  This update will move your device to a cloud-based connection, which means:   1. Your password will stay in sync across services. 2. Your device will be easier to support and keep secure. | | **WHEN:** | Start: Thursday 18th September  **Migration Window: 15th – 29th October** | | **WHY:** | This migration improves:   * **Manageability**: Devices will be easier to support and update. * **Scalability**: Prepares us for future growth and infrastructure changes. | | **IMPACT:** | * **During Migration**: Your device will restart 2 times. The process typically takes**10–30 minutes**.   Migration Steps:   * The Migration agent popup will show on your device and advise to “Start” the migration. * You will be able to schedule the migration at a time that best suits you using the “Snooze” button. * Your device will now restart and begin the migration process and complete various related tasks. * You will be met with a login screen showing “Migration in Progress”, you do not need to sign in at this point as the migration is still in progress. * Your device will then restart one final time, and you will be prompted to log back in using your Microsoft Email Address and Password Clarification on Password Types:   **Microsoft Account Password:** This is the password you use to authenticate to any online M365 resource such as Teams or Outlook etc. **Windows Password:** This is the Password you use when you sign into your device   * **Support**: Guidance and support will be available throughout. If you experience any issues, the Support Desk is ready to assist. * **Scheduling**: You’ll have the flexibility to choose a time that works best for you to minimize disruption. | |
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| |  |  | | --- | --- | | **FURTHER INFORMATION:** | If you have any questions or issues, please raise a ticket with IT Support using one of the below methods.  Phone: **US: +1 475-999-4124 | UK: +44 140-332-2084**  Email: [Support.Desk@EnvisionPharma.com](mailto:Support.Desk@EnvisionPharma.com)  Portal: [Self-Service Portal](https://envisionpharma.service-now.com/sp) | |