

# Productivity Tools

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## User Toolkit

Get ready for key tools—OneDrive, Email, Calendars, and Contacts—to move from Dominion Energy (DE) platforms to Enbridge platforms.

# Instructions

1. Please complete the following key activities **by December 12**. If you'll be away and cannot meet these deadlines, contact your leader.

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- Check DE VDI access on your Enbridge device [Page 3](#)
  - Move files from local drives to DE OneDrive, then to Enbridge OneDrive [Pages 4-9](#)
  - **Important:** Clean up Outlook and remove auto-forward rules [Pages 10-13](#)
  - Add Enbridge email signature [Page 14](#)
  - Confirm your cell phone number and IMEI [Page 15](#)
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2. During your **regional migration window** please:

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- Recreate Calendar in Enbridge Outlook & Cancel DE Outlook [Pages 16-17](#)
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3. Changes to **mobile devices** after the migration in January:

- Enbridge mobility service transition instructions will be provided after productivity tools migration is complete. Please wait for these instructions before taking any action (e.g., backup or factory reset).

# Check DE VDI access on your Enbridge device



Virtual Desktop Infrastructure (VDI): enables access to a virtual DE desktop environment on the Enbridge device, until all business systems migrate. **If you have not transitioned fully to DE VDI, please do so immediately.** Refer to the job aid: [DE VDI Enhanced Training](#) or watch the video: [DE VDI Enhanced Training Video](#)

## ***Tip*** Accessing email workflows post migration:

- If the business systems application has migrated to the Enbridge environment, links will open without issues. [Here](#) is the list of migrated business systems application (refreshed weekly).
- If the business systems application is still in the DE environment and you receive automated reports, email notifications or workflows, use DE VDI on your Enbridge device (see video and job aid above) in Enbridge Outlook. [Here](#) is the list of business systems application that have not yet migrated (refreshed weekly).
- You can still click and open links in DE emails after migration, but you cannot send, forward, or edit messages.
- As a last resort, if the link still doesn't work and you have access to your DE device, open the email in DE Outlook and try the link there. And as always contact the Enbridge Service Desk for support 1-844-362-6948 select ext. 5 option 1.

# Move Files

**Tip** Use your DE or Enbridge device (OneDrive app is on DE VDI). Do not move files between browser windows, as this causes errors. Instead, use File Explorer on your local device for uploads or transfers. Keep both environments active during the copy process, which runs in the background and may take time. After completion, check the log for success or errors—missing files usually mean an environment was closed too soon.

In preparation:

- Copy files from U: or C: drives to DE OneDrive (do not copy directly to Enbridge OneDrive).
- Check out these additional resources [Move OneNote](#) and [Transfer Bookmarks from DE to Enbridge](#).

Important:

- DE OneDrive and Enbridge OneDrive do not sync. **Always update files directly in Enbridge OneDrive after migration.**
- DE OneDrive remains available until TSA Exit (Sept 7, 2026). Failure to migrate may cause downstream issues.



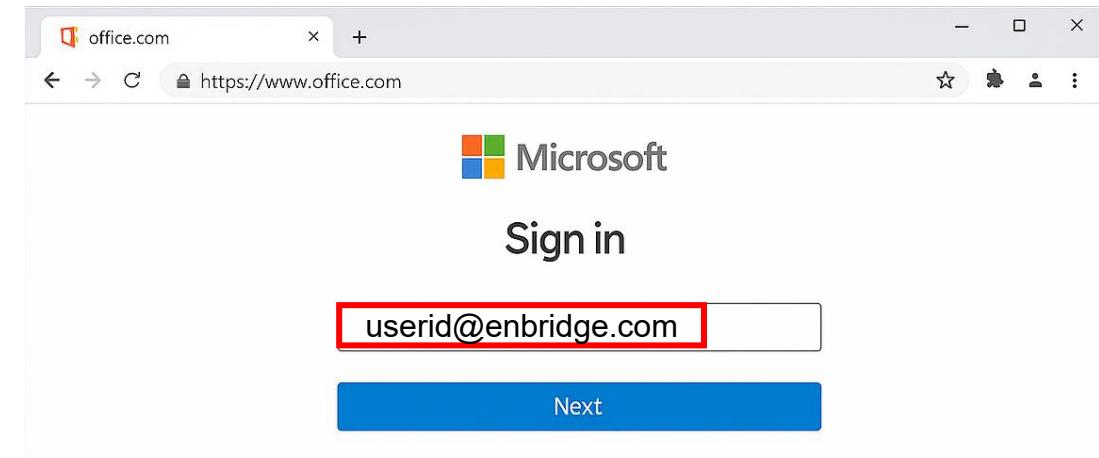
Repeat the same steps on your mobile device to move files from DE OneDrive to Enbridge OneDrive

# Move Files (Steps 1–2)

1. From a DE device or through DE VDI on your Enbridge device open a **Chrome browser** and go to [www.office.com](https://www.office.com) to sign into your Enbridge O365.

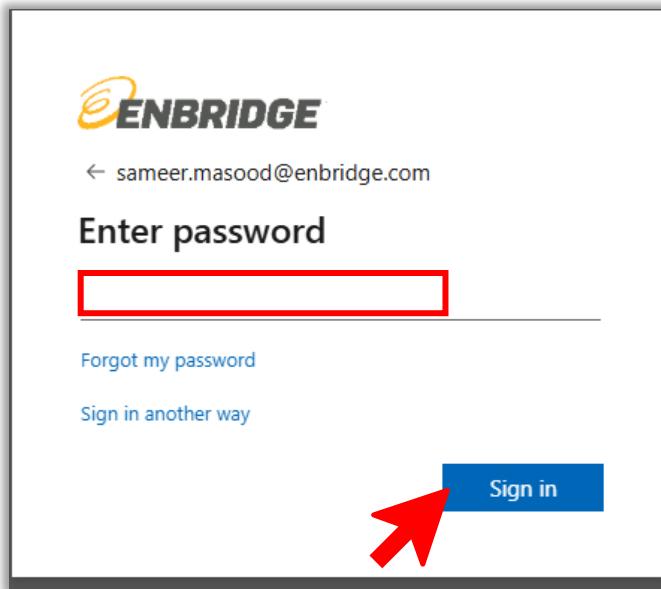


2. Enter your Enbridge userid@Enbridge.com and click Next

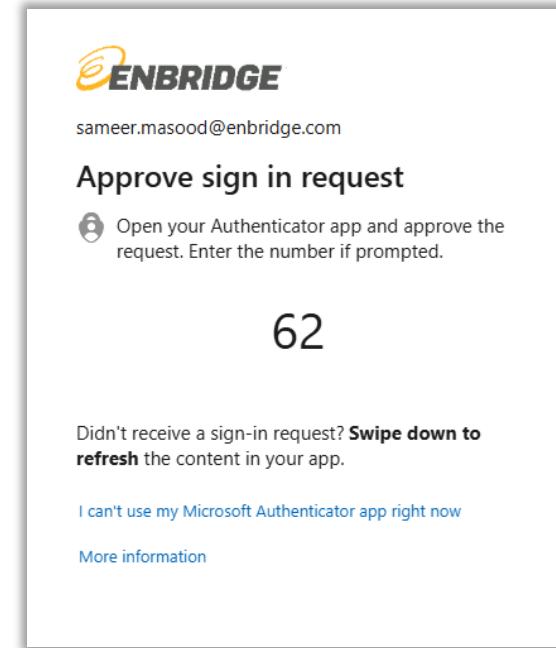


# Move Files (Steps 3–4)

3. Enter password to enbridge.com and **click sign-in**

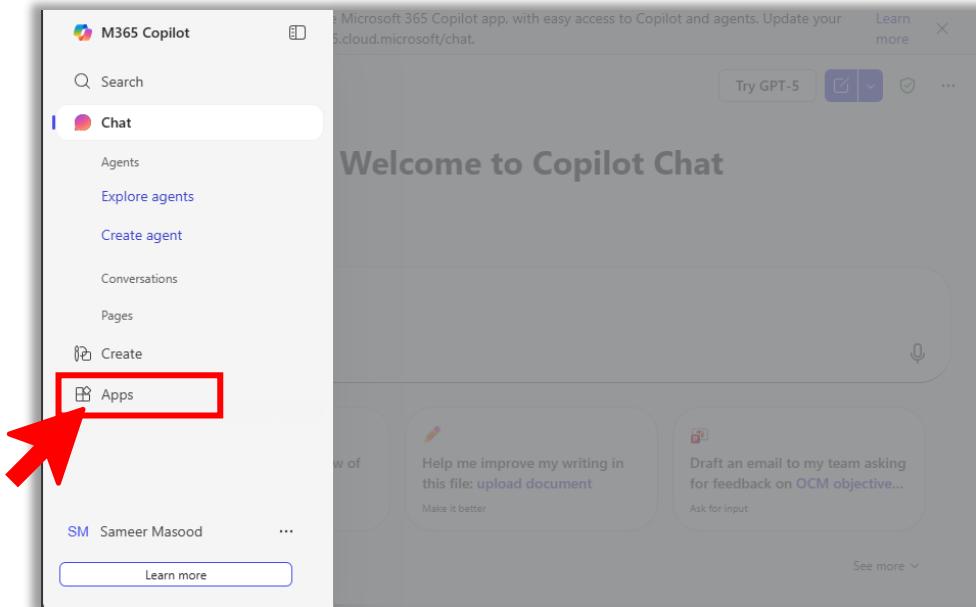


4. Follow MFA prompt steps.

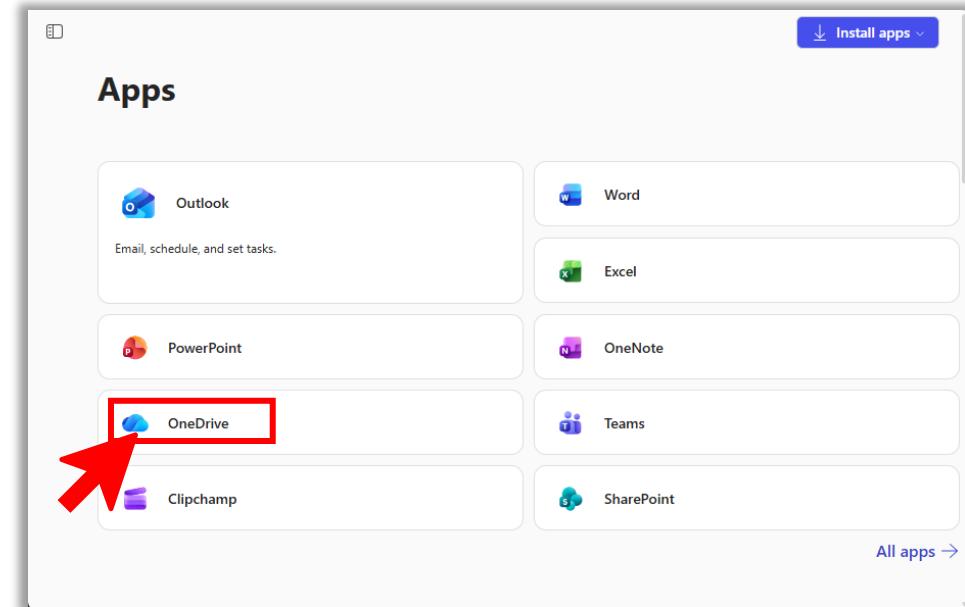


# Move Files (Steps 5–6)

## 5. Click on Apps



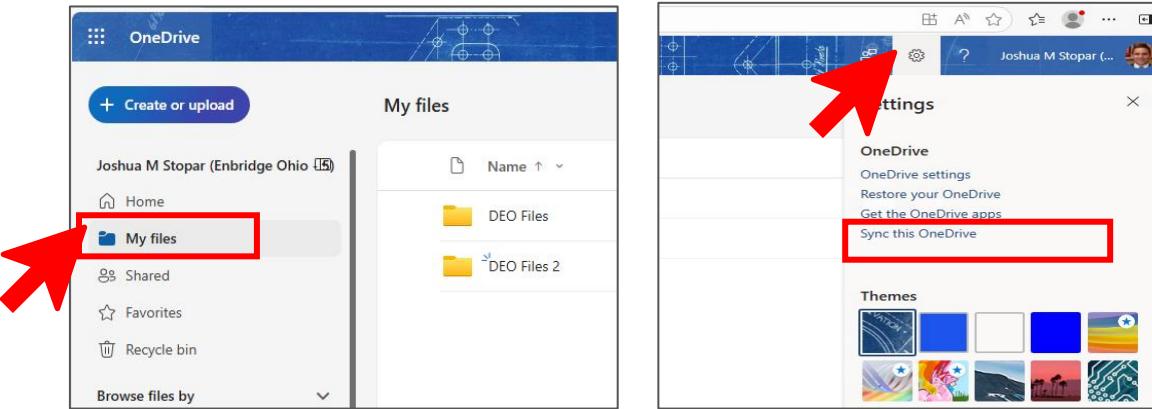
## 6. Click on OneDrive



# Move Files (Step 7) Sync Files

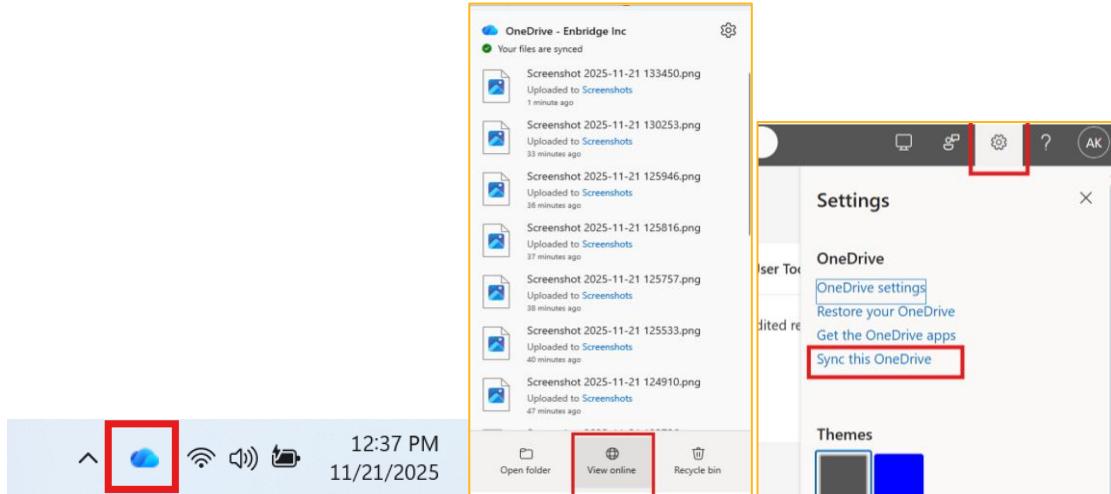
## Option 1

7. Once in OneDrive,
  - a) Go to my files
  - b) Then navigate to the settings cog and select "Sync this OneDrive". Click allow on any popup.



## Option 2

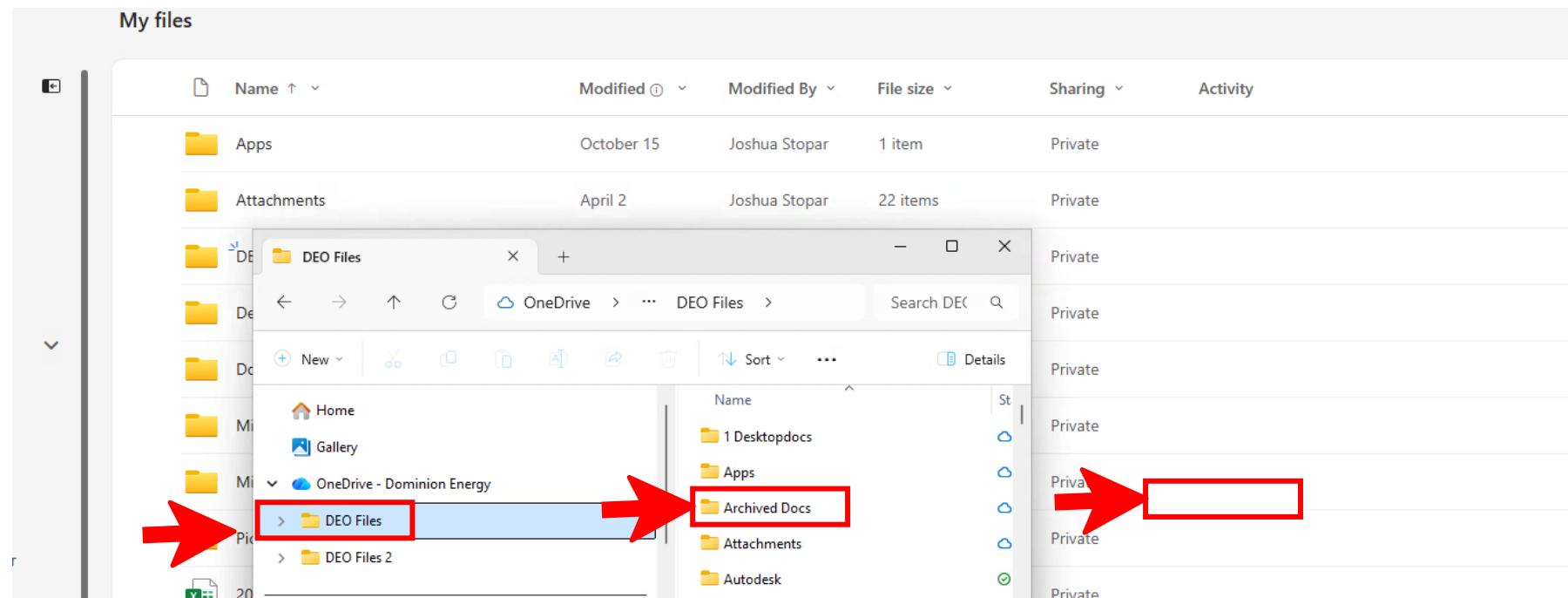
7. Once in OneDrive,
  - a) Right-click the blue cloud icon located in the DE VDI notification area.
  - b) You will be prompted to sync your files, follow the prompt.
  - c) If you do not see the prompt, click on view online => Settings => Sync this OneDrive



If your OneDrive is already synced, move to step 8

# Move Files (Step 8)

8. Reminder: Do not attempt to move files from web to web (e.g., between two browser windows). This causes errors. **Use File Explorer** on your local device to upload or transfer files. Open your DE OneDrive, right-click the folder → Compress to → Zip file. A ‘Compressed (zipped)’ folder will be created—drag it to Enbridge OneDrive. **Zipping speeds up migration and reduces time-out issues.** Check that all files copied to Enbridge OneDrive match the original sizes.



**Note:** Enbridge does not recognize OneDrive as a record repository; it should only be used for drafts or temporary storage. Once on the Enbridge network, please transfer records and any data not intended for personal use to a records repository or your department's SharePoint site if no repository is available.

# Important! Clean Up DE Outlook

Clean up DE Outlook in 10 minutes:

- Sort by ‘unread’ or ‘oldest’ to spot things you missed and outdated info you can delete
- Sort by sender – identify old subscriptions and unsubscribe, bulk-delete alerts
- Avoid rereading, if you’ve opened it, take an action: reply, schedule, file, delete
- Do you need that subfolder? If not, delete.
- Empty your Deleted Items folder - Right-click on the Deleted Items folder. Select Empty Folder. Confirm deletion when prompted. Note: Once emptied, items are permanently deleted and cannot be restored.

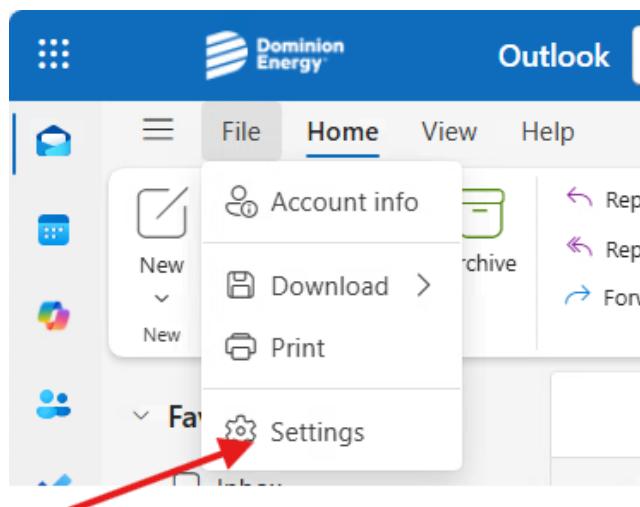
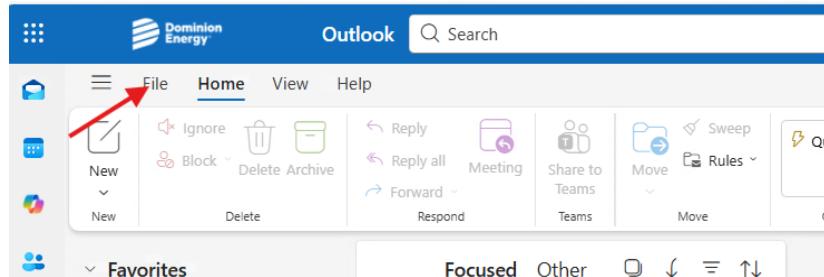
**Tip** During migration, emails left in your DE Outlook inbox will show as unread in Enbridge Outlook—even if previously marked read. This is normal. Simply select all and choose “Mark as Read.” Folders will not be duplicated during migration. If a folder already exists in both DE Outlook and Enbridge Outlook, no action is needed. During your migration window, auto-forwarding from Enbridge to DE will be turned off, so **monitor both inboxes**.

**Note:** Following migration, you’ll need to complete [Email Management](#) training in Workday ([English](#) or [French](#)). Starting Sept. 7, 2026, Enbridge will begin automatically deleting expired Workspace items and emails that aren’t classified. **No need to act now—just keep this on your radar, you’ll receive reminders.**

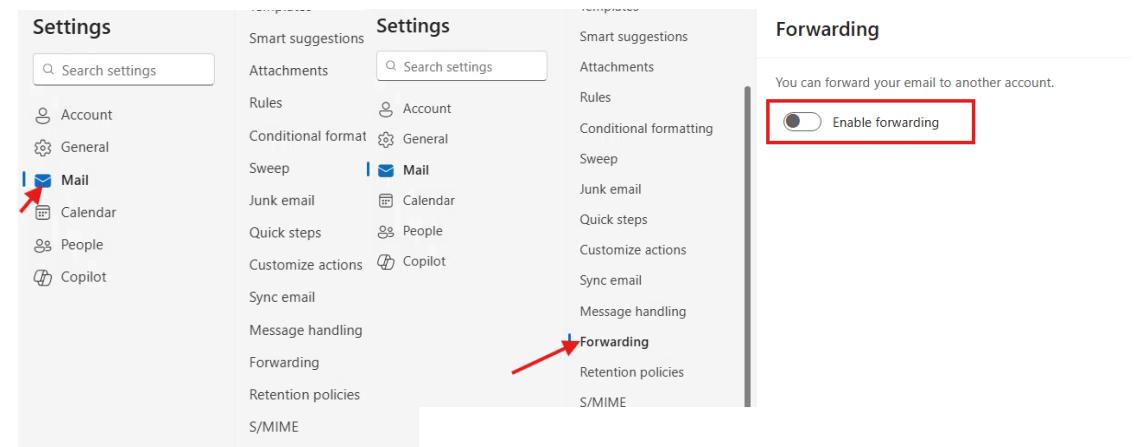
# Remove Auto-Forward (Steps 1-2) Web Version

Removing auto-forward rules before migration is critical to preventing duplicate emails, and ensures compliance, while avoiding errors during mailbox synchronization.

1. Go to File > Settings.



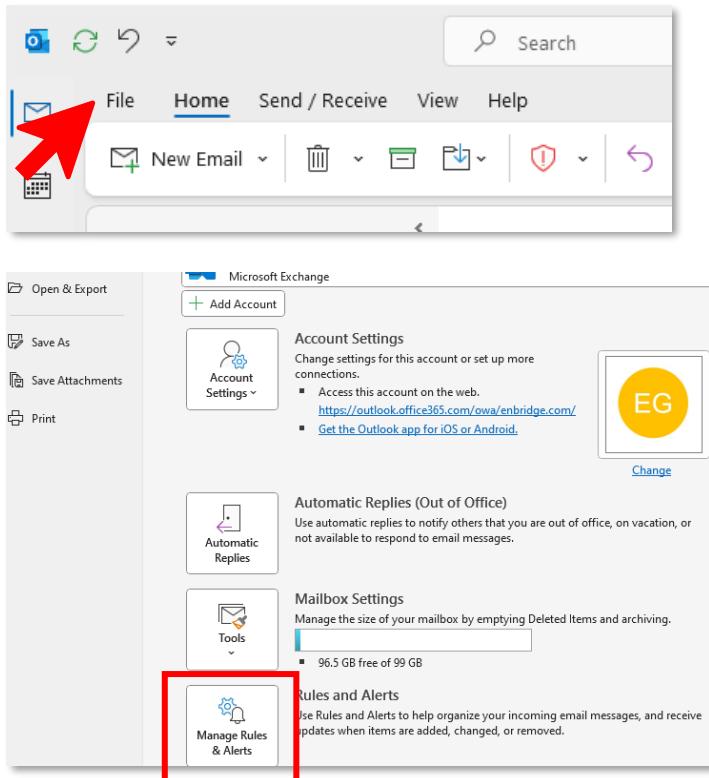
2. Go to Mail > Forwarding - ensure forwarding is NOT enabled.



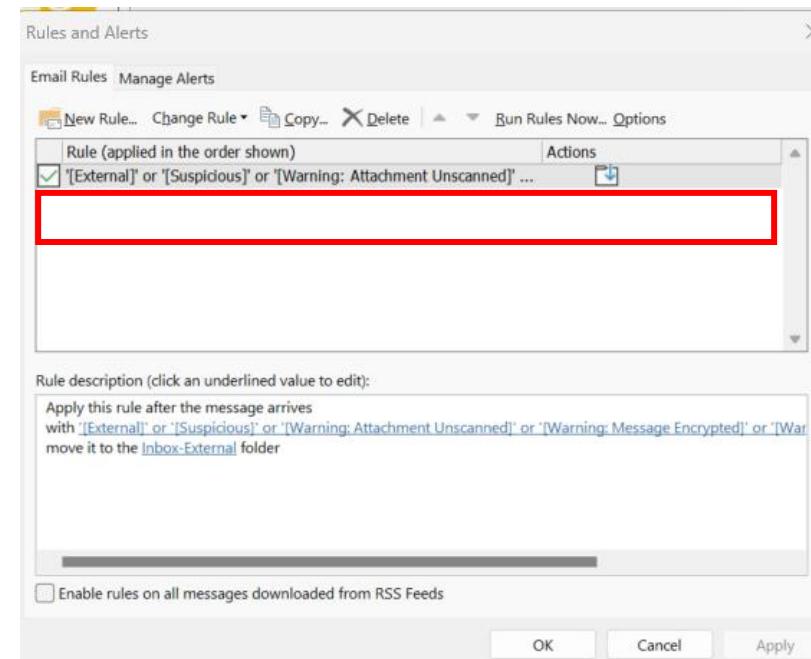
A screenshot of the Outlook Settings interface. On the left, there's a sidebar with 'Settings' and 'General' sections. In the main area, there are two tabs: 'Smart suggestions' and 'Settings'. Under 'Settings', there are several categories: 'Attachments', 'Rules', 'Conditional format', 'Sweep', 'Junk email', 'Quick steps', 'Customize actions', 'Sync email', 'Message handling', 'Forwarding', 'Retention policies', and 'S/MIME'. On the right, there's a 'Forwarding' section with the heading 'You can forward your email to another account.' and a toggle switch labeled 'Enable forwarding' which is currently off. Red arrows point from the text in step 2 to the 'Forwarding' section and the 'Enable forwarding' toggle switch.

# Remove Auto-Forward (Steps 1-2) Desktop

1. Go to File > Manage Rules & Alerts

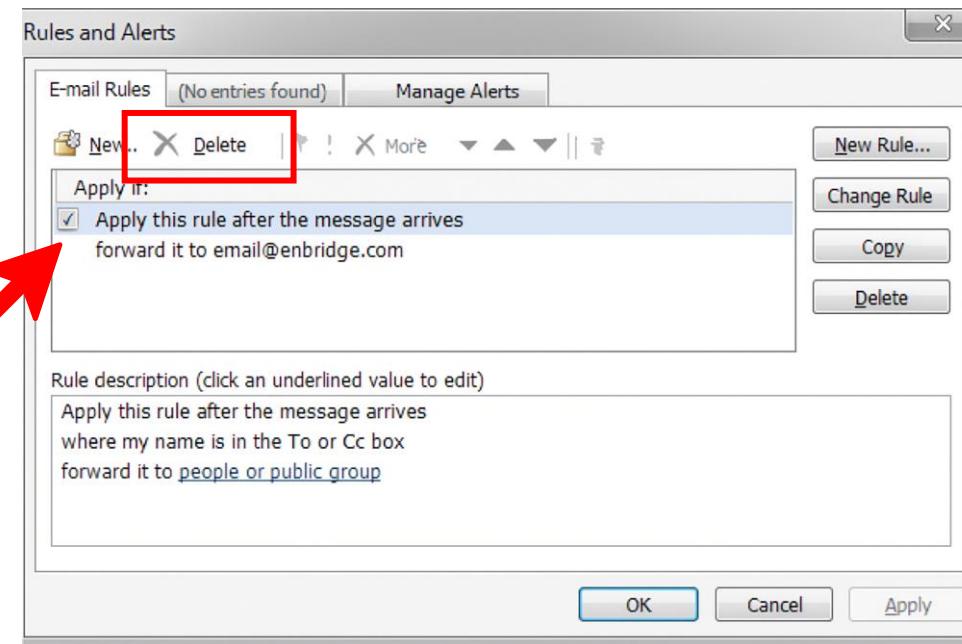


2. Locate any auto-forward rule. If no rule exists, you're done—no further action needed. **If it exists, proceed to step 3.**

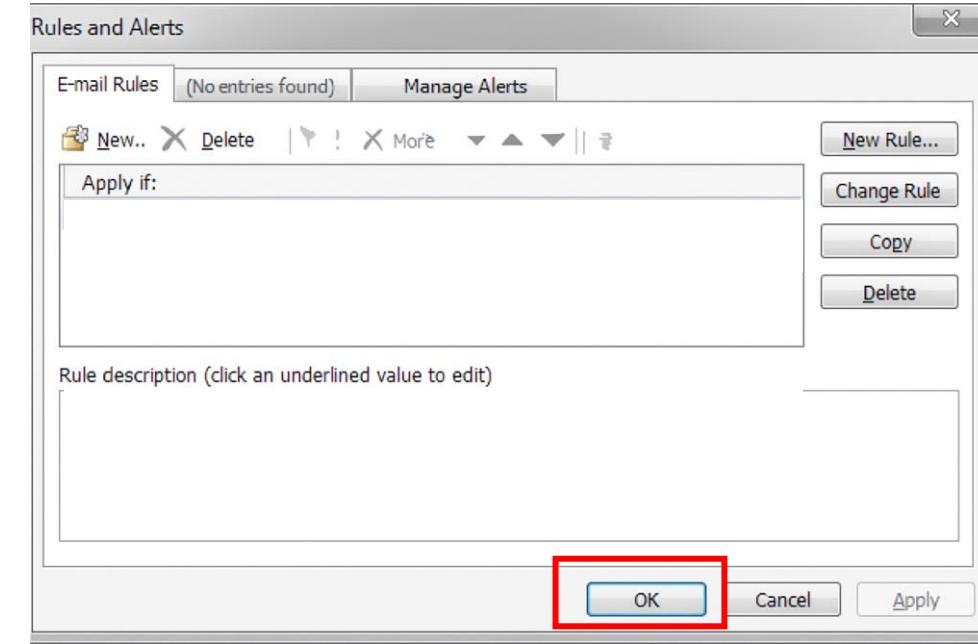


# Remove Auto-Forward (Steps 3-4)

3. If you have a rule that forwards emails to your Enbridge (ENB) address. Select the rule and click Delete (or clear checkbox to disable).



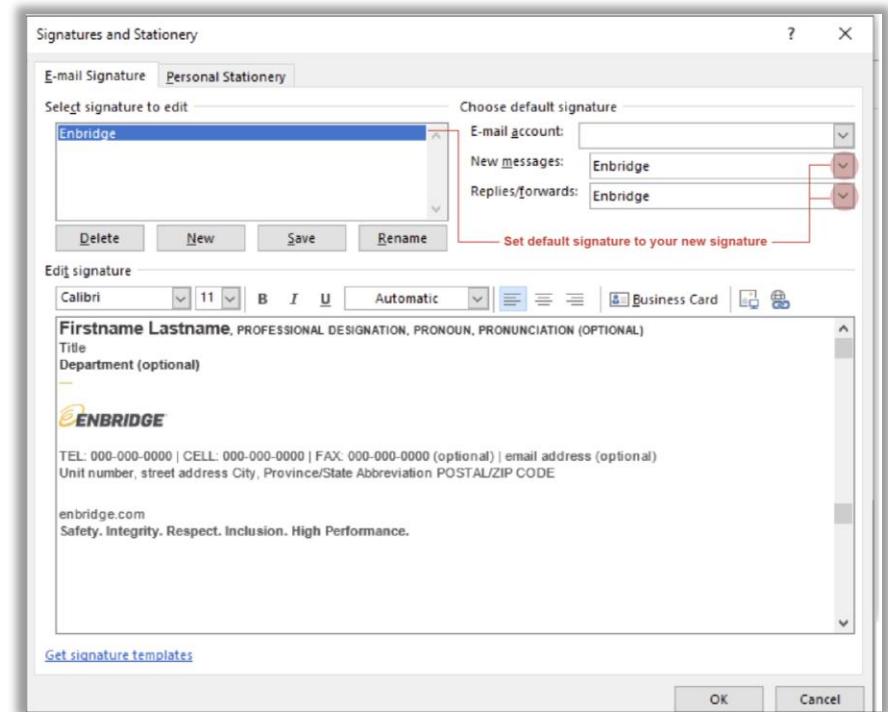
4. Confirm the change and click ok. Verify the removal by exiting and repeating steps 1-2.



# Email Signature

To create brand consistency in email communications, all Enbridge team members (including contractors) are expected to utilize the Email signature standard. To create your email signature in Enbridge Outlook:

1. Use the Enbridge Gas template document.  
Choose the signature you like and copy.
2. Open Outlook and select File>Options>Mail>Signatures. In the Signatures and Stationery window:
  - a) Click **New**.
  - b) Type in the name for your signature when prompted to Type a name for this signature. Click **OK**.
  - c) Right click in the black edit signature window and select Paste to paste the signature you copied above.
3. Make the changes noted in the screenshot in red.



# Confirm Cell Phone & IMEI

**Tip** Technical work for mobile transitions will happen in the background through early January—no action is needed until you receive instructions. **If you unexpectedly lose cellular service during migration, restart your phone (power off and back on).** Do not perform a factory reset unless told to do so.

Please keep the following information on-hand as the mobile transitions team will reach out to confirm:

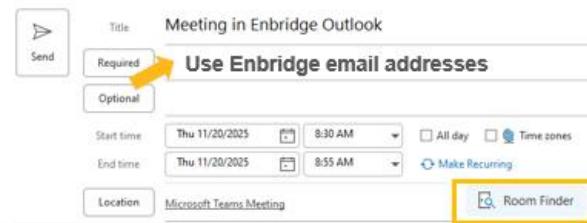
- Your cell phone number
- The IMEI Number - see instructions [here](#)

# Recreate Calendar and Cancel in DE Outlook

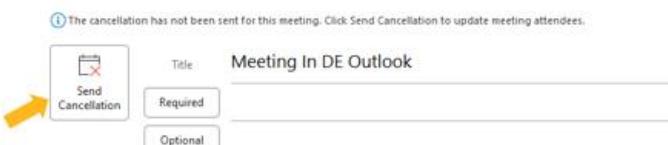
**Tip** check out the video: [Recreate Calendar in Enbridge Outlook and Cancel in DE Outlook](#)

All meeting rooms are moving to Enbridge Outlook. Recreate because the room's details (like its email address) have changed.

- 1 Recreate your calendar in Enbridge Outlook for all meetings starting from the date DE Outlook read-only.

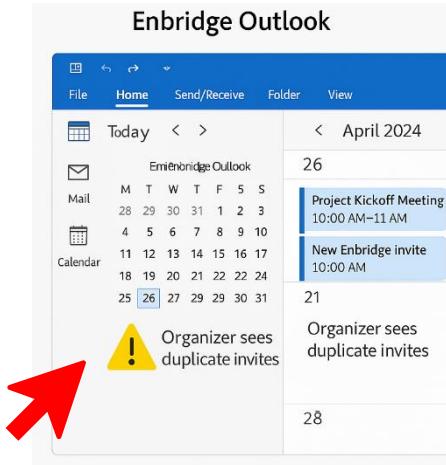


- 2 Cancel all DE Outlook meetings the day before read-only.

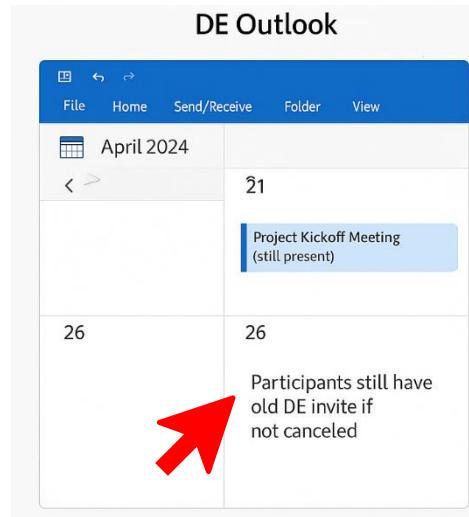


Recreate using Enbridge emails. Cancel DE Outlook meetings before read-only date to avoid duplicates

# What if I don't Cancel DE Outlook Events?



**Enbridge Outlook:** Organizer sees duplicate invites (old DE invite + new Enbridge invite). Lots of post-migration calendar clean-up to do.



**DE Outlook:** Participants still have the old DE invite if it wasn't canceled. Given migration is happening by region and in batches this is likely to create confusion.

## Need help?

Click to join a Technical Support Session

- [Dec 29, 30, Jan 2 - 11:00 AM ET](#)
- [Jan 5, 6, 7, 8, 9 - 11:00 AM ET](#)
- [Jan 12, 13, 14, 15, 16 - 11:00 AM ET](#)
- [Jan 19, 20, 21, 22, 23 - 11:00 AM ET](#)
- [Jan 26, 27, 28, 29, 30 - 11:00 AM ET](#)
- [Feb 2, 3, 4, 5, 6 - 11:00 AM ET](#)

# Support

- **Self-serve FAQ** visit the USUI Resource Center [here](#)
- **Access Card, Technical Security Issues**

Emergencies? **call 9-1-1** and then contact the [Enbridge Global Security Operations Center \(GSOC\)](#)

Enbridge access card or technical security issues? Please call:

**Enbridge GSOC 1-844-786-8305, ext. 6**

- **Enbridge General Technical Support**

Enbridge technical questions or issues? Please call:

**Enbridge Service Desk 1-844-362-6948 select ext. 5 option 1**

### Device Access & Login Support

Login & MFA  
Enbridge VDI  
New Hires – device or accessory requests

### Hardware

Laptops  
Mobile devices  
Printers  
Telephony  
Device or accessory requests

### Software & Apps

Application issues  
Applications & SailPoint Requests

- **DE General Technical Support**

Please continue to contact **DE Service Desk 1-877-947-4636** for issues with your DE devices, DE applications and DE VDI (DE environment on your Enbridge device).