

OMC EMAIL MIGRATION

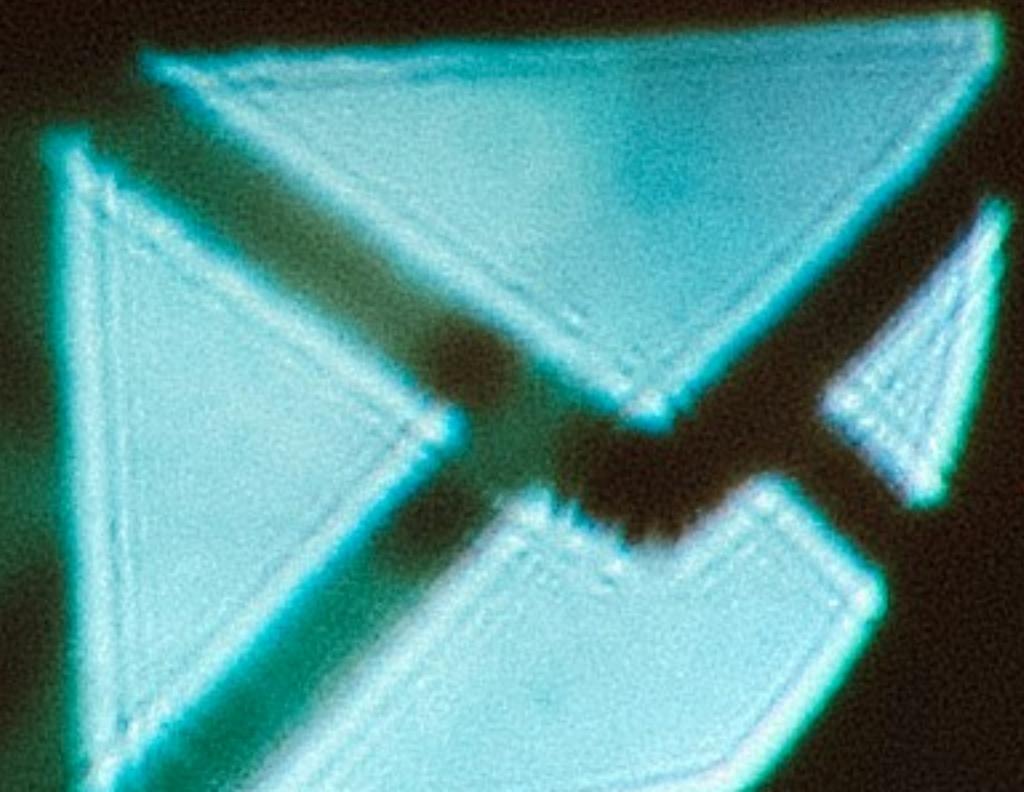


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Resources available via Omnicom IT Central Sharepoint page.



- Employee FAQs
- Employee Toolkit
- Application FAQs
- Migration User Guides: Mac & Windows



• Migration Dates



TUESDAY AUGUST 26TH

- CANADA | US | LATAM
8AM - 12PM (local time zone)

THURSDAY SEPTEMBER 4TH

- UK | GERMANY
8AM - 12PM (local time zone)



CALENDAR BLOCKS

- Make sure to accept the “OMC Email Migration Calendar HOLD” invite.



REMOTE EMPLOYEES

- Adjust your calendar to block 8AM-12PM in your local time zone.



Out of Office During Email Migration?

It's OK if you are out of the office during our scheduled migration. You can run through the process to complete when you return.

Check your email for instructions from OMC.

Check Your Location & Internet Connection.

- For most people **WFH on the day of migration may be the best option** - check your home wi-fi.
- Each location (**for their migration weeks only**) will have **3 days approved WFH** and HR is going to suspend all letters/tracking of in office compliance.
- **If in office DO NOT use either OMC or Guest wi-fi**
- If you are in an OMC office on migration day, **you MUST use a WIRED connection to the network.**



APPLICATION ACCESS + DELAYS.

Most applications will work after you've successfully completed the migration steps.

If after one hour they are not working - contact the IT Hyper Care Bridge.

Applications with

Delayed/Impacted Access:

- **OneLearning:** Available after 24 hrs
- **EMS:** Available after up to 48 hours
- **Reach:** Sync completes in 6-8hrs CA
- **Camp:** No access **1 -week post migration** while new @OMC.com emails are being added.

Contact the IT Hyper Care Bridge

after migration:

Smartsheet
One FS

SHARED INBOXES + DISTRIBUTION LISTS.



Shared mailboxes and distribution lists will not be impacted - no action is needed.

All distribution lists, *including dynamic distribution lists*, will automatically update to reflect the new email addresses of its members once they have migrated.

Read & Review

- Read all communications from CM and the OMC.com Program Team about migration.
- Review the Mac & Windows End User Guide found on OMC IT Central site (see image below).
- Review their pre-migration checklist on the Employee Toolkit.

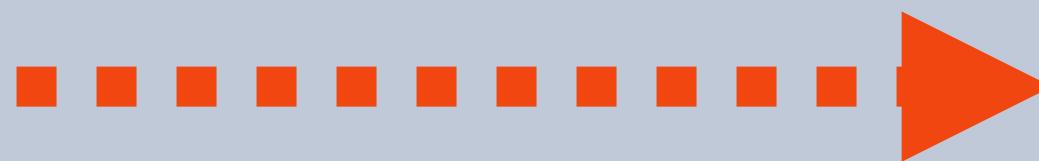
The screenshot shows a SharePoint site for Omnicom IT Central. The top navigation bar includes links for SharePoint, OmnicomGroup, Omnicom IT Central, Privacy Channel, OMC Hive, omnicomgroup.com, and OASYS-D365 North America. The main content area features a colorful abstract background with wavy lines in various colors (orange, red, green, blue, purple). On the left, there's a user icon and a link to 'Immersive reader'. The right side has a sidebar titled 'For the IT Community' which lists 'WP Engine', 'Website Lifecycle Procedure', 'Technical Training', 'IT Incident Management Process', 'Omnicom Branding', and 'Transition to OMC.COM Domain'. The 'Transition to OMC.COM Domain' item is circled in orange. A large green arrow points to the right at the bottom of the sidebar, and a dashed orange arrow points towards the circled text. The footer contains the text 'Transition to OMC.COM' and a copyright notice: '© Critical Mass Inc. All Rights Reserved.'

Day Before: Download Guides & Backup Your Work

- Download and review the Migration User Guide for Mac and Windows
- Keep an offline copy to reference the day of your migration
- Backup your data using OneDrive - especially anything important you might need during the migration period.
- Office documents shared via OneDrive will fail due to broken URL links - ensure you have what you need.
- Confirm you've been added to the Hyper-Care Bridge Teams chat
- Check for software updates
- Charge your devices and make sure you start the day with full battery
- Send high-priority emails or deliverables before migration to avoid delays

Follow the Guides

Follow the User Guides

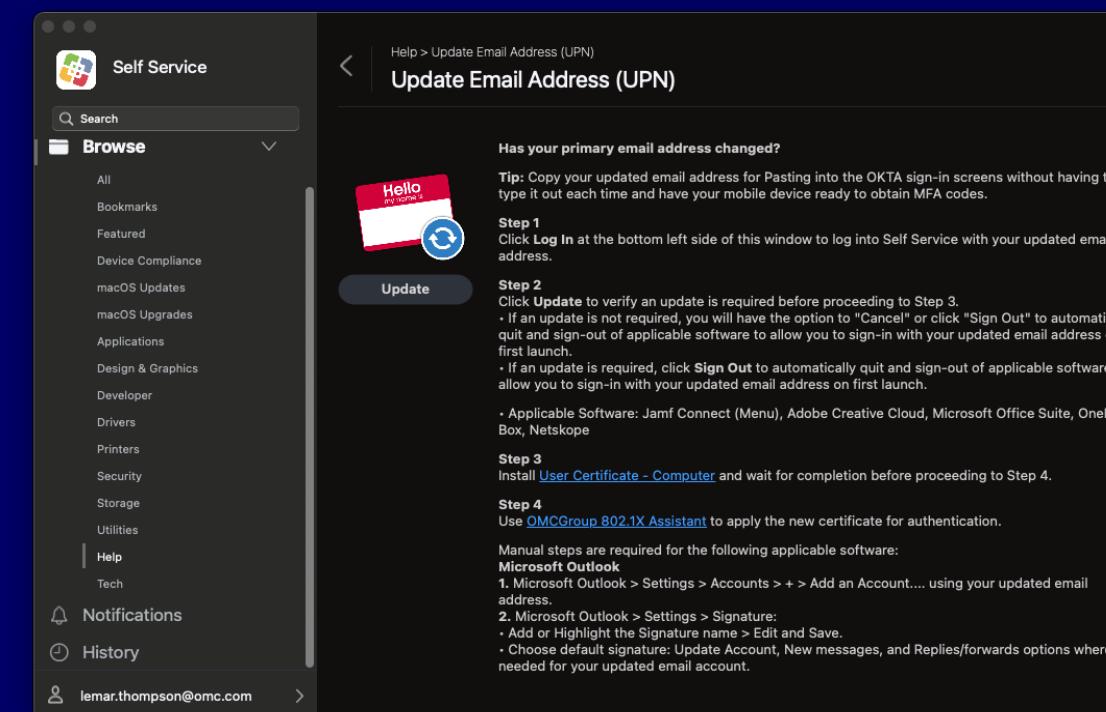


- Follow the steps located w/in the user guides. (*Shown right*)
- Follow step by step. *Do not jump ahead.*
- Watch out for “Looping” – if the process appears to be in a loop – reach out to the Hyper Care Bridge Team.

OMC.COM

On The Day

1. **Restart your computer** You can do this by clicking on the Apple menu and choosing **Restart**
2. At the **login screen** login with your **existing username**
3. Open **Self Service** and click **login**(at the bottom left corner) using your new email address your.name@omc.com
4. Type '**UPN**' into the search bar of the Self Service window and click on **Update Email Address(UPN)** (you may have to scroll to the bottom of the page)



5. Follow on screen instructions step by step – *do not jump ahead* – pay attention to the **manual steps** for Outlook. (See **Microsoft Outlook** on the image above)



Day Of: Post - Migration

Make sure you can access your mailbox and calendar

Confirm shared drives are loading correctly

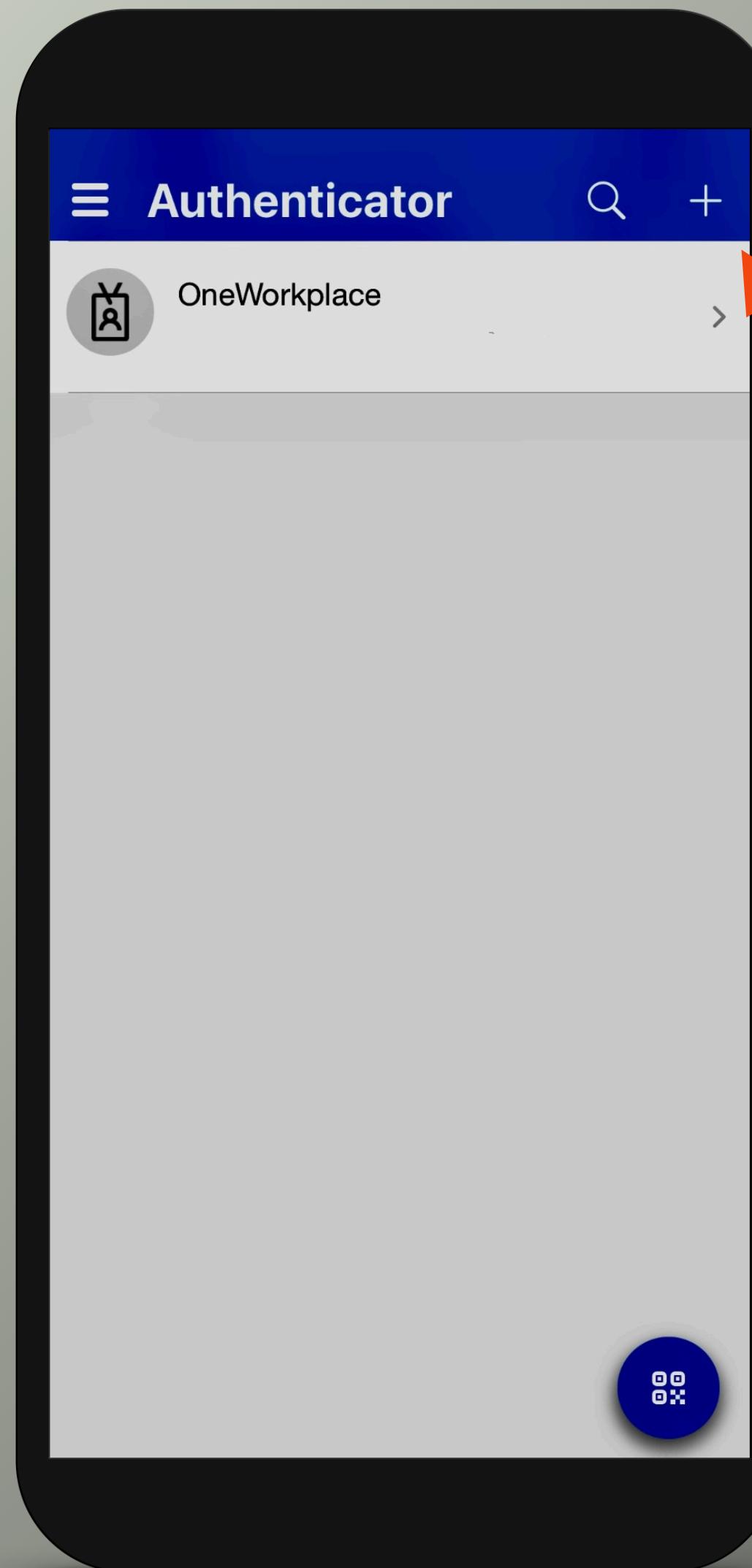
Send a test email to yourself and a colleague using your @omc.com email alias

Update your email signature w/ your new email

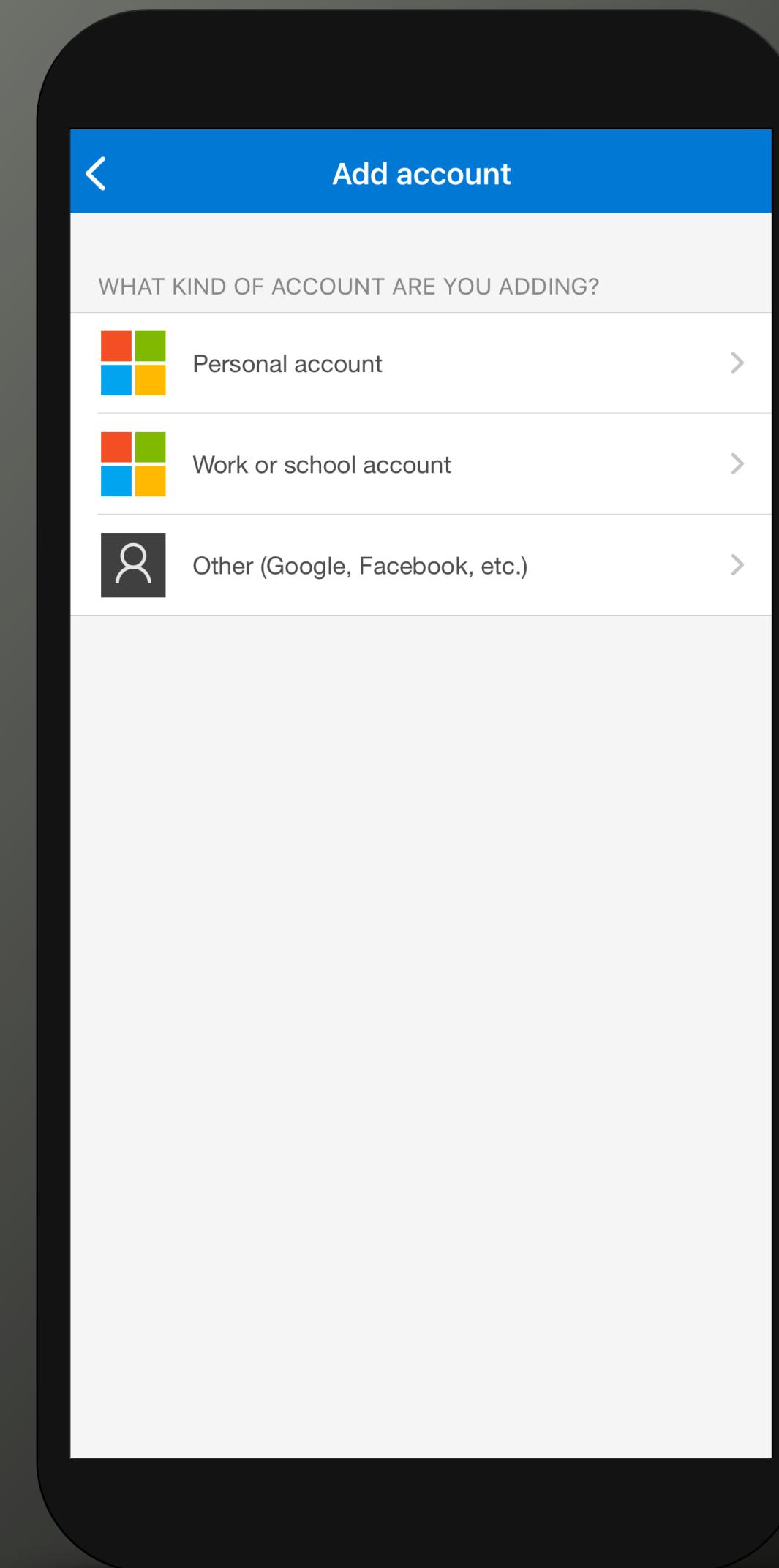
Update saved logins on applications & third party tools

Check that all applications are working and that your mobile device is set up

Check Your Device



- **IOS DEVICES** – Next time your password changes, you will need to add a new account in in your Microsoft Authenticator App.
- Click + at the top right corner and enter your new email address



ANDROID DEVICES - You may need to restart you mobile Office Apps.

Need Help? Report Issues Immediately.

- Report any issues to the Hyper Care Bridge Team.

You'll receive Hyper Care Bridge Team details **7 days prior to your migration & again 24 hours** before your scheduled migration.

- If you are OOO for migration and need help:
Contact the Paige Service Desk.

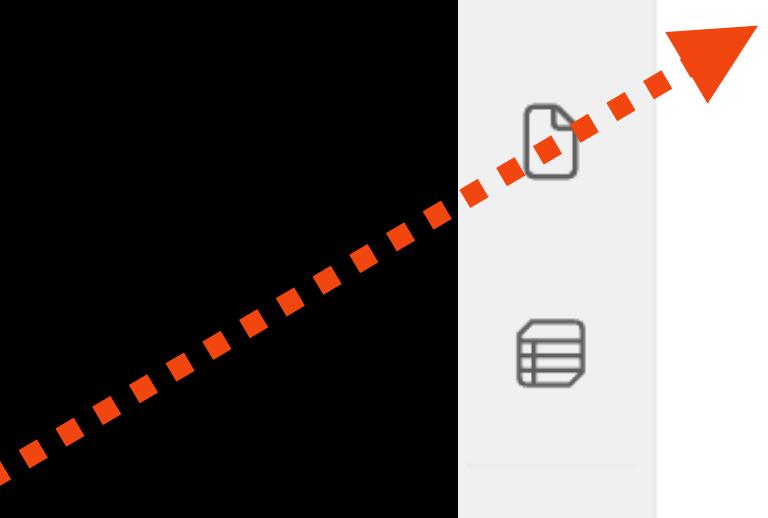




A Immersive reader

Resources:

FAQs



- [Employee FAQs](#)
- [Employee Toolkit](#)
- [Application FAQs](#)
- [Client FAQs](#)
- [Client Director Resources](#)

Migration User Guides:

- [Mac](#)
- [Windows](#)

Additional Support:

- **Hyper-Care Team**

During the week of your scheduled move, if you have additional questions or need more support, please contact the Hyper-Care Team.

HAVE QUESTIONS?

We've summarized the key details, but please do review the resources.

If you have specific questions, please email

omc.com-program@omc.com.

They are answering questions quickly since we are in the prioritization zone with all of OPMG.

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FINALLY
YOU



Critical Mass.