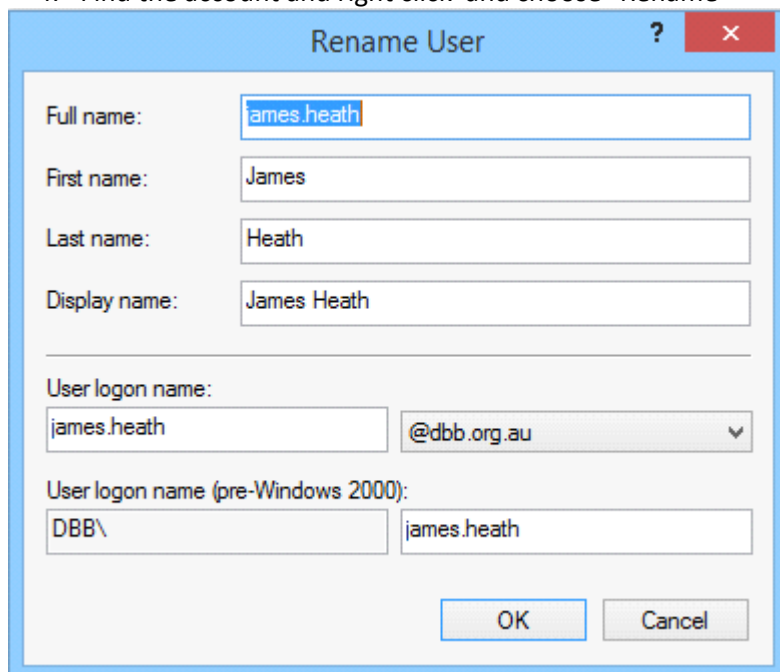


# Currently under review - Changing Usernames and Email addresses for Staff - Name Change Process for Service desk

Friday, 6 September 2013 9:33 AM

1. Wait till the user calls and can go through the process with the Service desk
2. Make sure they have logged off all machines at the site
3. Login to AD using the local DC to the user
4. Find the account and right click and choose "Rename"



The screenshot shows the 'Rename User' dialog box. The 'Full name' field contains 'james.heath'. The 'First name' field contains 'James'. The 'Last name' field contains 'Heath'. The 'Display name' field contains 'James Heath'. The 'User logon name' field contains 'james.heath' and the domain dropdown is set to '@dbb.org.au'. The 'User logon name (pre-Windows 2000)' field contains 'DBB\' and 'james.heath'. The 'OK' and 'Cancel' buttons are at the bottom.

5. Change the **Full name** and **logon name** accordingly (19 characters including the full stop). Click Ok when finished.
6. Task Kylie to change the Display name in FIM
7. Then Right click and go to the properties of the account and click on the Profiles tab

The image shows a Windows-style dialog box titled "james.heath Properties". It has a tabbed interface with the following tabs: Organization, Published Certificates, Member Of, Password Replication, Object, Security, COM+, General, Address, Account, Profile (selected), and Telephones. The "Profile" tab is active, showing two sections: "User profile" and "Home folder". In the "User profile" section, the "Profile path:" text box contains the text "\\dbb.local\\local\\profiles\\james.heath", and the "Logon script:" text box is empty. In the "Home folder" section, the "Local path:" radio button is selected, and its corresponding text box is empty. The "Connect:" radio button is unselected, and its corresponding text box is also empty. At the bottom of the dialog box are four buttons: "OK", "Cancel", "Apply", and "Help".

8. Then correct the profile path to match the new user name and click apply.
9. Then logon to the Exchange console and find the mailbox, right click and choose "Properties"

James Heath Properties

Member Of	E-Mail Addresses	Mailbox Settings
Mail Flow Settings	Mailbox Features	Calendar Settings
General	User Information	Address and Phone
	Organization	Account

James Heath

Organizational unit: dbb.local/Diocese/Users/Staff/Office of the Bishop

Last logged on by: DBB\james.heath

Total items: 27052

Size (KB): 1659720

Mailbox database: MBX009

Archive database: ARC009

Modified: Sunday, 29 May 2016 12:27:33 PM

Alias:

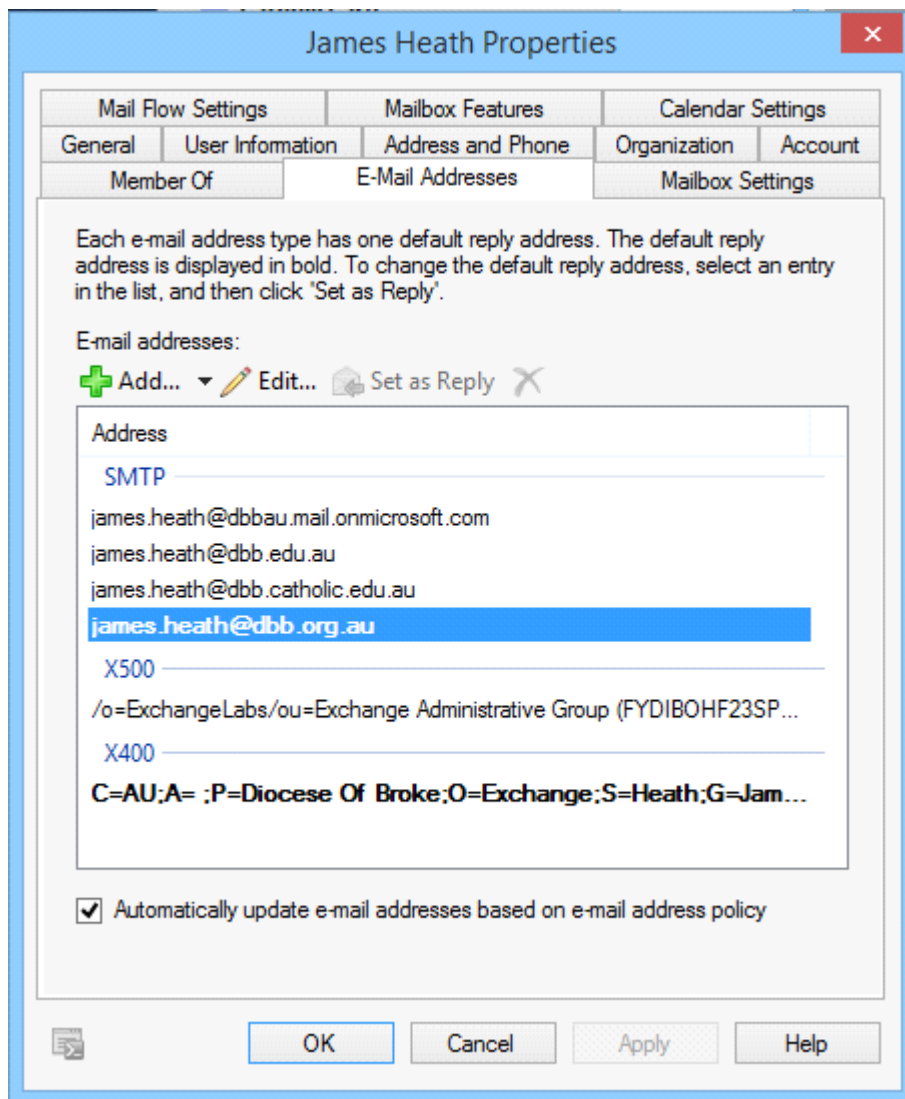
james.heath

☐ Hide from Exchange address lists

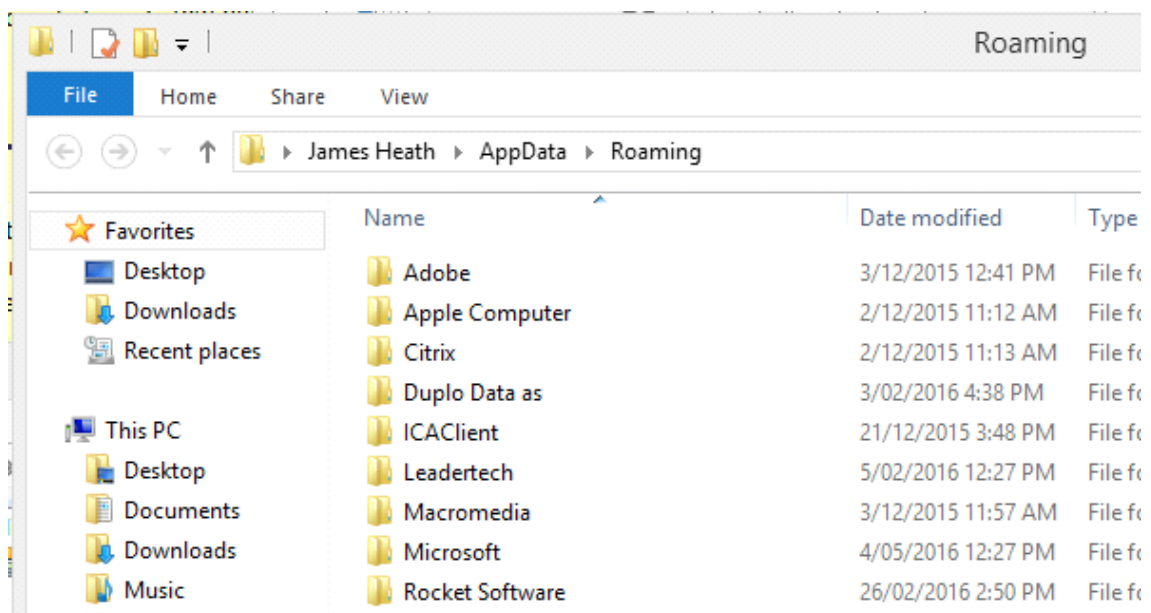
View and modify custom attributes: Custom Attributes...

OK Cancel Apply Help

- Change the Name up the top of the general tab and the Alias as well to reflect the new username. Click apply.  
This will apply the policy and update the email addresses. Check the Email address tab to confirm.



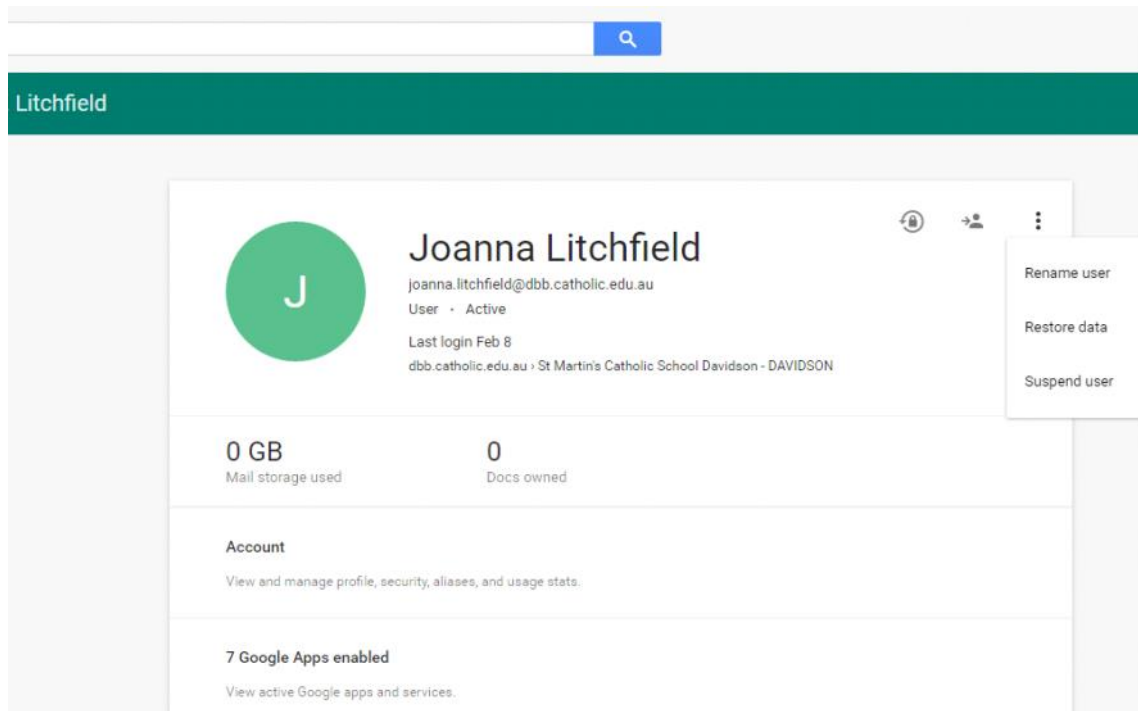
11. Then ask the user to logon to the computer with the new username and the same old password
12. Once logged in, Remote in and check the App data path has changed to the new username by searching on "%appdata%"



You may need to log off and back on a few times if there is a lot of data to come across.

13. Check that all the users file have come across from <\\dbb.local\\local\\users\\oldusername> to <\\dbb.local\\local\\users\\newusername>
14. Then reset the mail profile and set up outlook again.
15. Then have the user log off before using any other computers (this is important)
16. If you user has Google content they wish to retain. Log into Google Admin console and change the name and email address on their account before the 12pm Sync. Otherwise it will create a second account. This will transfer the ownership of all owned documents etc.

17.



18.

### Rename user

Before renaming this user, ask the user to sign out of his or her account. After you rename this user:

- All contacts in the user's Google Talk chat list are removed.
- The user might not be able to use chat for up to 3 days.
- The rename operation can take up to 10 minutes.
- The user's current address (joanna.litchfield@dbb.catholic.edu.au) becomes an alias to ensure email delivery.
- The new name might not be available for up to 10 minutes.

First name	Last name
Joanna	Litchfield

Primary email address	
joanna.litchfield	@dbb.catholic.edu.au ▼

CANCEL
RENAME USER

19. Then you will need to change the Gmail redirection address using Exchange Power shell Command line scripts found here [Gmail Forwarding Scripts](#)

```
[PS] C:\WINDOWS\system32>Get-Mailbox -Identity shauna.oreilly | fl name,delivertomailboxandforward,forwardingSMTPAddress
```

20.

```
Name : shauna.oreilly
DeliverToMailboxAndForward : True
ForwardingSmtptAddress : smtp:shauna.oreilly@dbb.catholic.edu.au.test-google-a.com
```

21. When they log in with the new user name , check that the redirection has shifted to the new name
22. Re profile outlook - otherwise the name will not change in outlook.