

MS O365 – USER MIGRATION GUIDE

As we prepare for the migration of DVACO mailboxes and Microsoft O365 content to Humana’s Microsoft O365 platform the weekend of August 4, there are certain actions that you will need to complete to prepare for a smooth transition. **Please carefully read and follow the steps below for the actions you need to take by August 4 before migration and starting August 7 after migration is complete.** If you have questions, please email DVACO_O365_Migration@humana.com.

All links within this document should be accessed from your Humana laptop.

Please note: DVACO associates should plan to:

1. Discontinue use of the Main Line Health network drives by 3 p.m. Friday, August 4.
2. Completely log off their Main Line Health devices and associated cell phone applications by 4 p.m. Friday, August 4.
3. Do not access your Humana email after 4 p.m. Friday, August 4.

DO NOT LOG INTO HUMANA OFFICE/TEAMS OR SEND EMAIL FROM YOUR HUMANA MAILBOX OR CELL PHONES UNTIL THE FINAL O365 MIGRATION HAS COMPLETED – MONDAY, AUG. 7 AT 8 A.M.

Before Migration (by August 4)

We recommend you block time in your calendar before **Friday, August 4** to complete the following actions prior to migration.

1. Humana Outlook (Zoom)

Impacted: All Associates

- *****New Zoom phone numbers will be provided on or before August 4.*****
- Your Main Line Health System soft phone number will not be forwarded to your new Humana line unless previously requested.
- Humana uses Zoom as the online meeting collaboration tool instead of Microsoft Teams. Please be aware that you will not be able to use Microsoft Teams on your Main Line Health device after the transition. Your Humana laptop should already have a licensed version of Zoom installed. To confirm that Zoom is installed on your computer:

- 1) Click on “Search Icon” on the lower left corner of your desktop and type “ZOOM”



- 2) You should see “Zoom App.” Click on it to open to confirm you have the Humana Zoom License.

- How to verify you have a Humana Zoom Licensed Account:

- 1) Within the Zoom Screen, click on “Home” menu on the top, then click the “gear setting-icon” on the upper right corner.



- 2) Once you click on the settings gear icon, look for “Profile” on the left side and click on it to see “LICENSED” under your name.

- 3) If you don't have a licensed version of Zoom installed, please visit [Request Zoom Account - Associate Support Center](#), fill out a request form and click the green "Request" button on the right side.

- Update your Zoom Profile
 - It is strongly recommended to update your Zoom Profile with your name as your Humana User ID auto-populates when scheduling a meeting.
 - 1) Open the Zoom application on your Humana device.
 - 2) Select your initials in the upper right-hand corner.
 - 3) Select your Name, then 'My Profile'
- The Zoom account has Humana branded information removed.

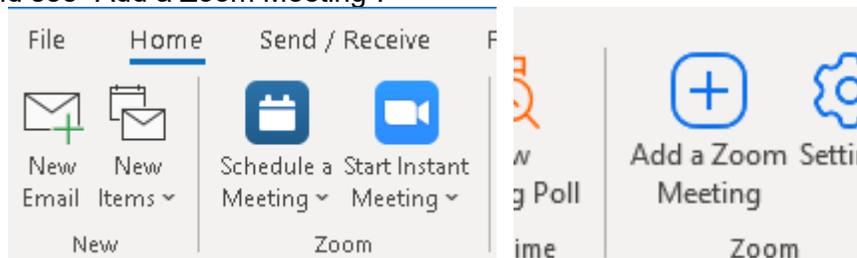
2. DVACO Outlook Calendar

Impacted: All Owners of Meetings

- Meetings scheduled through DVACO's Microsoft Outlook will not be able to be changed or cancelled after they transfer over to Humana's Outlook during migration.
- In addition, DVACO's Microsoft Teams meetings will not work in Humana Outlook as your account has been disabled.
- If you are the host of meetings scheduled through DVACO's Outlook, you will need to recreate those meetings in the Humana Outlook calendar using Zoom to host the meeting.
- After you recreate your meetings in the Humana Outlook, be sure to cancel your DVACO Outlook meetings.
- **Note:**
 - Leaders should communicate to their teams to watch for Zoom meeting invites through Humana Outlook for existing DVACO meetings.
 - Make sure to click on the **Humana Outlook Desktop App** icon when recreating your Zoom Meetings



- Leaders should communicate to their teams to use the Zoom plug in installed on their Humana Outlook desktop app if they wish to match the Microsoft Teams functionality present in their Main Line Health inboxes. To confirm that you have the Zoom plug in, click on Schedule a meeting from the Home tab in Outlook. In the Meeting tab of the blank invite, you should see "Add a Zoom Meeting":



If you do not see Add a Zoom Meeting, you will need to download the Zoom Outlook Plug In:

- 1) From your Humana laptop, type go/software into the Microsoft Edge browser and search for "Zoom Outlook Plug In". Be sure it is version 5.11.3.
- 2) Select Install
- 3) Go to your search bar on your desktop and type IT4U
- 4) Open application
- 5) Locate Your Workstation ID
- 6) Place your Workstation ID into the form with your business case.
- 7) Submit the ticket, and Humana IT will push the plug-in to you.

- **Zoom Resources & Instructions:**

- Watch step-by-step video: [Scheduling with Zoom \(VIDEO\)](#)
- Read step-by-step instructions: [Zoom Meetings: How to schedule a Zoom meeting using Outlook](#)
- How to schedule Zoom Meetings on behalf of others: [IT Information - Zoom Meetings: How to schedule Zoom Meetings on behalf of others. \(service-now.com\)](#)

3. Special Permission to Mailboxes

Impacted: All associates

- Associates who have shared or set up access to their mailbox for one or more delegates in DVACO Outlook will need to re-establish sharing or delegated access in their Humana Outlook by following the steps in this guide: [IT Information - Microsoft Outlook: How to setup delegate access \(service-now.com\)](#)

4. DVACO Teams Chats

Impacted: All Associates

- DVACO Teams chats history **will not** carry over to Humana Teams after migration to Humana's Microsoft O365.
 - To retain critical chats on the DVACO Teams, manually copy those chats into a Word document, then save that document to your DVACO OneDrive.
- DVACO Teams created with an associated SharePoint page(s) should appear after the migration.
- **Resources:**
 - [go/LearnTeams](#)

5. Microsoft Forms

Impacted: All Associates

- DVACO Forms have been transitioned away from Main Line Health and have new links (see below). Be sure to bookmark the links as necessary for your role. The new links will not impact the status of any active requests. Access to the old forms will not work after the migration.
 - [DVACO NorthStar Access Request](#)
 - [DVACO NorthStar End User Removal Request](#)
 - [DVACO Bamboo Health Access Request](#)
 - [DVACO Bamboo Health End User Removal Request](#)

6. DVACO Laptop & Microsoft OneNote

Impacted: All Associates

- If you want to keep the meeting notes or projects you have saved in OneNote, you will need to ensure that your OneNote notebook is synced to your DVACO OneDrive. Your notebook will be available in your Humana OneDrive after the migration and available for you to open in Humana OneNote.

After Migration (starting August 7)

We recommend you block time in your calendar on **Monday, August 7** to complete the following actions after the migration is finished.

1. SharePoint

Impacted: Site Owners or Administrators

- All DVACO SharePoint site will be recreated with “DVACO-“ ahead of the site name in the URL. A mapping document will be provided for reference.
- After migration, make sure to verify all DVACO SharePoint sites are working as expected. If any links are not working, the links will need to be re-built using the new destination within Humana SharePoint.
- Non-DVACO associates will not have access to Humana SharePoint.
- Workflows built within a DVACO SharePoint site will need to be re-built.
- Learn more about Humana SharePoint at [go/LearnSPO](#).

2. E-mail Inbox

Impacted: All Associates

- Please update your email salutation with your new Zoom number and “@dvaco.org” email.
- To add a shared mailbox follow the instructions provided at this link - [IT Information - Microsoft Outlook: How to add a Shared Mailbox \(service-now.com\)](#)
- Rules: If you want to continue using the same special inbox rules you set in DVACO Outlook, you will need to recreate those rules in Humana Outlook. Follow the steps in this guide: [IT Information - Microsoft Outlook: How to create and manage rules \(service-now.com\)](#)
- Personal Distribution Lists will not be copied over to Humana. You will need to recreate your personal distribution lists in your Humana Outlook.

3. O365 Mobile Access – Bring Your Own Device (BYOD)

Impacted: All Associates

- Your access to DVACO O365 from your personal cell phone will end with the migration. You will need to request Humana mobile access to access the same resources that are now within Humana O365.
- To request access for office mobile on your personal device, go to [go/RFA](#), type “Office Mobile” in the Search bar and complete the Office Mobile request form.
- Review “[DVACO Mobile BYOD Set-Up Document](#)”. (A key point is that you will need to **uninstall** all of the Microsoft mobile apps that you were using for DVACO access.)
- Once approved for BYOD access you will need to re-download any apps that you use for work, including Outlook, Teams, Yammer, OneDrive, Edge, SharePoint, Workday, Word, Excel, Power Point, OneDrive, Whiteboard, Zoom for Intune and Concur.
- Follow these instructions to install the Edge browser to your personal iOS or Android device: [Outlook Mobile and Edge Browser](#).
- If you need to move data to a new phone, follow the steps in this guide: [Moving Data to A New Phone](#).