

Migrating a user's desktop to new Tenant without Evergreen

FPG M365 Migration Guidance

Purpose

This procedure is intended for users who are unable to run the Evergreen tool after migration or for any user who has not run the Evergreen tool within the licensed period. To ensure local apps can connect to the new tenant, follow the procedure below.

Steps

Sign Out of Existing Services

1. Sign out of Teams
2. Sign out of Office Apps
 - a. File > Account Sign out
3. Change License in M365 Apps
 - a. File > Account 'Switch License'
 - b. This may vary based on version
4. Unlink OneDrive
 - a. Right-click system tray > Settings
 - b. Unlink PC
5. Sign out of Edge profile if One Exists
6. Remove Connected Account
 - a. Start > Email and Accounts
 - b. Select Account to Remove and click 'Remove'
7. Reboot the PC

Sign in to the new tenant

1. Sign into MS Teams using new tenant credentials
2. Sign into Office Apps using new tenant credentials
 - a. File > Account Sign out
3. Sign into OneDrive
4. Sign into Edge using new tenant credentials

Common Challenges

- Issues with following the procedure above are normal. If users have issues connecting, try again after rebooting the PC.
- Other issues can arise if a user is still logged into ANY service. Ensure there are no other apps still connected to the old tenant (e.g. Visio or PowerBI desktop).