

# Post-Migration Checklist

Actions to complete after your migration

VANDERBILT  UNIVERSITY  
MEDICAL CENTER

Information Technology



# Before you begin

As you begin re-configuring your applications and devices, please note that your mailbox will be available throughout the process at <https://outlook.office.com>. Sign in with your VUnetID and ePassword.

Set up time will vary among users. Please allocate at least 30 minutes (for those with the typical desktop) to complete the process.

If you experience any issues, please submit a Pegasus Ticket or call the Help Desk at 615-343-HELP/3-4357. There may be a longer than usual wait time. Also, the VUMC/NTT team will be on site the day your migration completes for direct assistance.



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You can always use the  
online Outlook Web Access  
email portal  
<https://outlook.office.com>  
to reduce downtime while  
your configure your  
desktop/devices.



# Step 1 - Sign into Email / Outlook 365

To configure your Outlook Email on your desktop:

- Open Outlook
- Use your primary email address (see Picture A).
- Sign in using your VUNetID and ePassword (see Picture B).

[For VDI \(accessed via Horizon\) and Remote users](#)

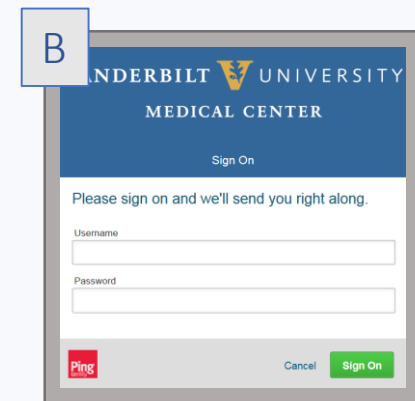
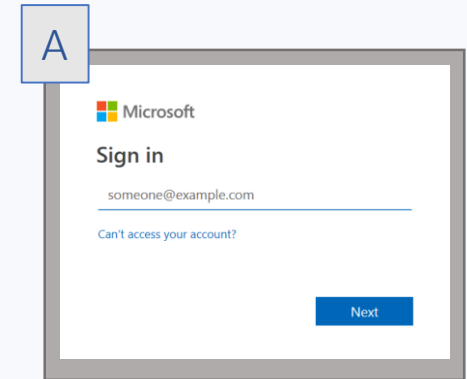
**Dual Identity Users** will need to take additional steps to configure two mailboxes:

- [Delete and Add an Outlook Profile](#)
- [Add and update email accounts on your mobile device](#)

If you require assistance, submit a Pegasus Ticket.

Call the Help Desk at 615-343-HELP/3-4357.

If your department doesn't have its own IT team, the VUMC/NTT team will be on site at VUMC campus locations the day your migration is complete.

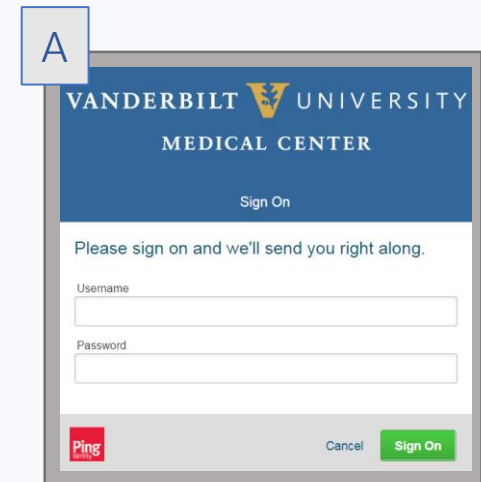


You will be prompted to log in to Outlook.

- You will see a Windows login prompt
  - **Delete the pre-populated email address and enter your primary email address and ePassword**
    - For most users this will be your @vumc.org email address
  - You will be redirected to the VUMC Sign On prompt (see Picture A)
    - Sign in using your VUNetID and ePassword.
- Shared Exchange Mailboxes
  - If you own, or are listed as part of a Shared Exchange Mailbox, you will receive a credential prompt in Outlook. Use your VUNetID and ePassword to authenticate.

### Can't login to Outlook?

- Call the Help Desk at 615-343-HELP/3-4357 for assistance. You may need assistance deleting old credential or cache information.



## For Virtual Desktop and Remote Users

Virtual Desktop workstations are not currently installed with Microsoft Office 365. If you utilize the Horizon application to access the Virtual Desktop environment, continue to use the current installed version of Office.

If you require assistance, submit a Pegasus Ticket.

Call the Help Desk at 615-343-HELP/3-4357.

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## Step 2 - Configure your Skype Account



### Skype Configuration Basics

- Sign into Skype using your @vumc.org primary email address and current ePassword.
- Delete and re-create all existing meetings with your new Skype information and re-invite attendees as required. Existing meetings will not disappear from your Outlook calendar.
- Your external Skype contacts will need to be re-added to your account once set up is complete.
- If your contacts and groups appear in your client, sign out and sign back in using your @vumc.org email address and ePassword.

If you require assistance, submit a Pegasus Ticket.

Call the Help Desk at 615-343-HELP/3-4357.

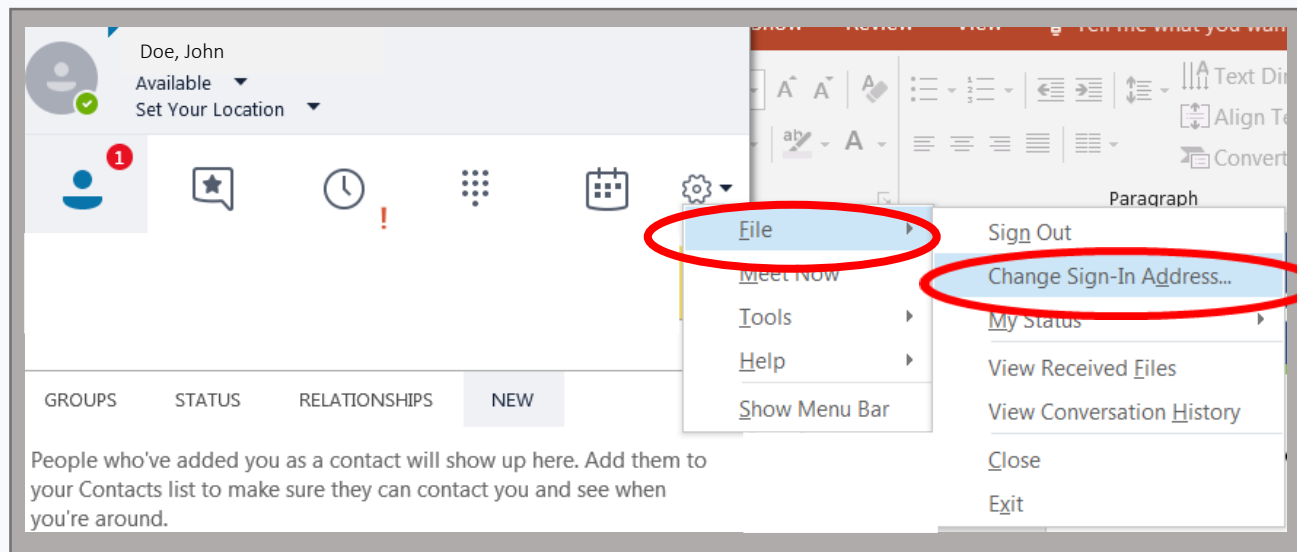
If your department doesn't have its own IT team, the VUMC/NTT team will be on site at VUMC campus locations the day your migration is complete.



### Change Your Sign-In Address

If you experience a problem signing into Skype, your email address may not yet have changed in the system.

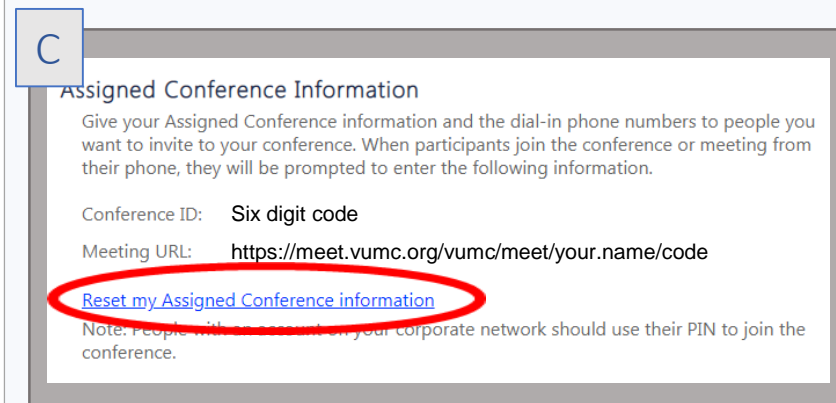
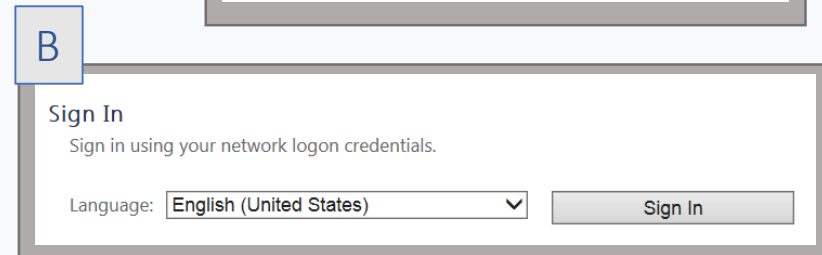
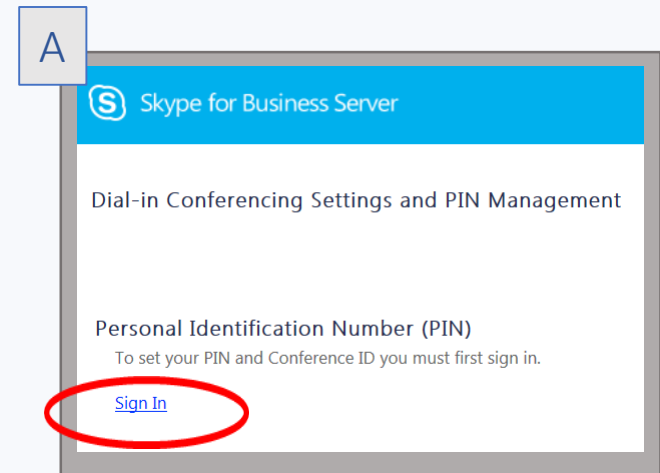
- Go to **Settings** and click on the down arrow
- Click on **File**, then **Change Sign-In Address**.
- Change your address to @vumc.org





## Reset Conference ID / PIN

- To update your Conference ID to the new six-digit format, reset your conference ID via the [Skype for Business dial-in web site](https://dialin.vumc.org/) at <https://dialin.vumc.org/>.
- Select **Sign In** (see Picture A)
- Select **Sign In** again (see Picture B).
- Enter your VUNetID and ePassword.
- Your Conference ID will be listed. If your Conference ID Code isn't a six-digit number, click on **Reset my Assigned Conference Information** (see Picture C).
- If it your first time signing in, you will need to set up a new Leader PIN. Fill out the fields and continue to the **Management** section.
- Select the option to 'Reset my Assigned Conference Information'.

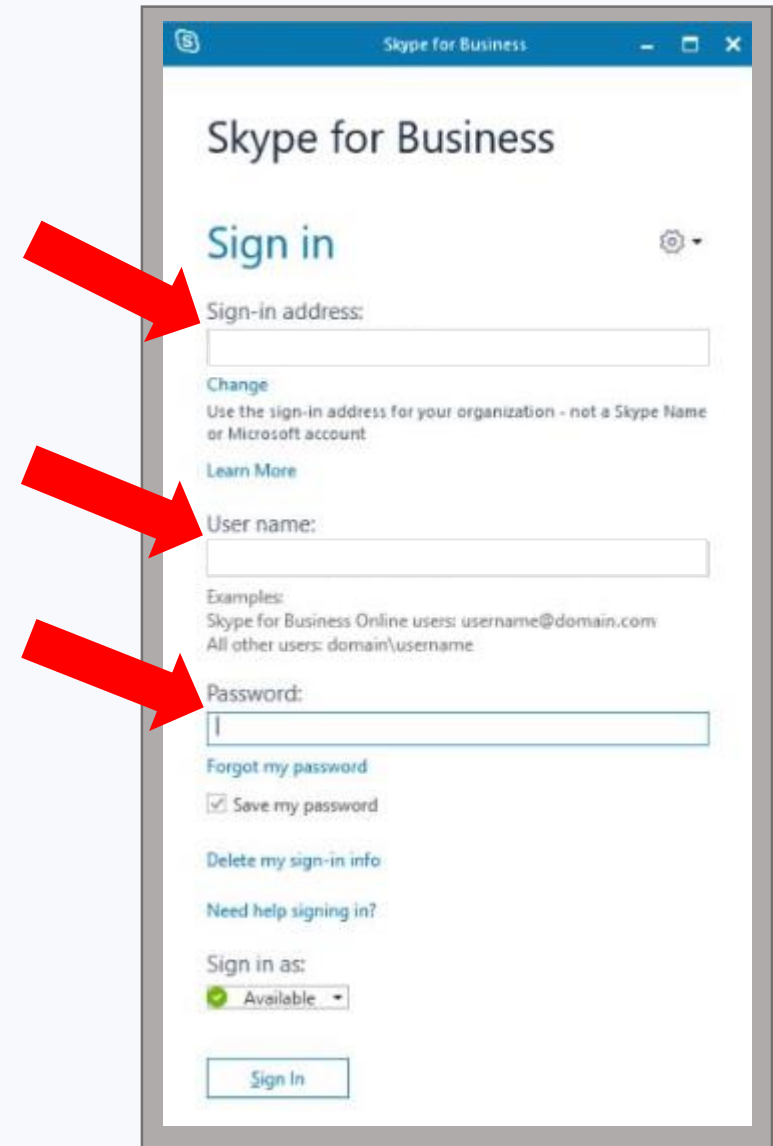




## Did you get a different Sign-In Screen?

- You might receive a screen asking for your Username (VUnetID), in addition to your username and ePassword.
  - For Sign-in address, use your @vumc.org email address
  - For User name, use your @vumc.org email address or type in VUMC\VUnetID
  - For Password, type in your current ePassword

If you require assistance, submit a Pegasus Ticket. The Help Desk is available at 615-343-HELP/3-4357.



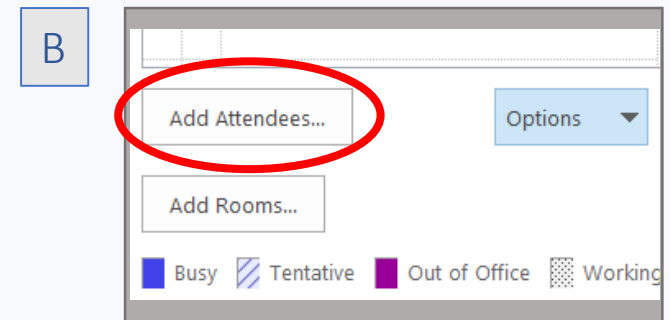
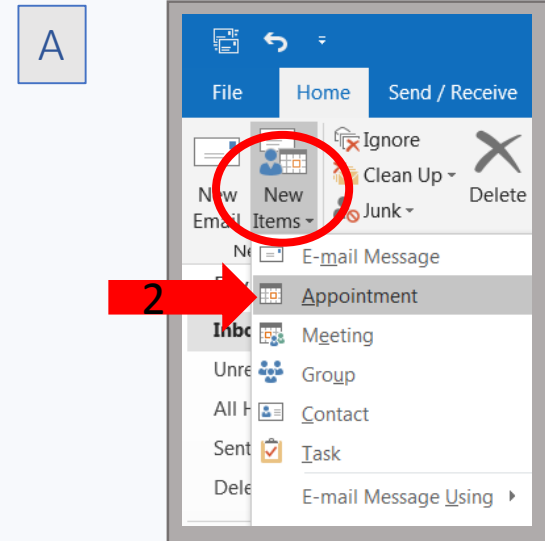
## New way to set meetings / conference rooms (page 1 of 2)

Meetings requiring a conference room will need to be scheduled through the **Global Address List**.

From the Home Tab, Select **New Items** and select **Appointment** (See arrow 2) from the drop down options. (See Picture A)

- Select **Scheduling Assistant**
- Click on **Add Attendees** at the bottom of the screen

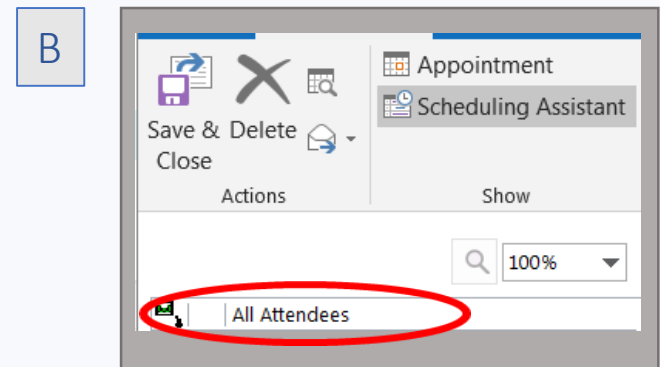
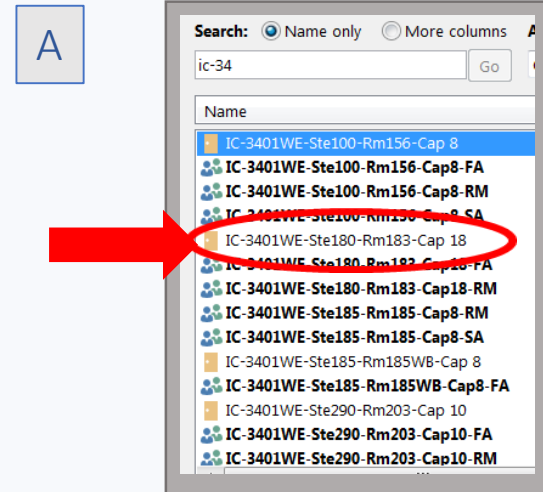
If you require assistance, submit a Pegasus Ticket. The Help Desk is available at 615-343-HELP/3-4357.





## New way to set meetings / conference rooms (page 2 of 2)

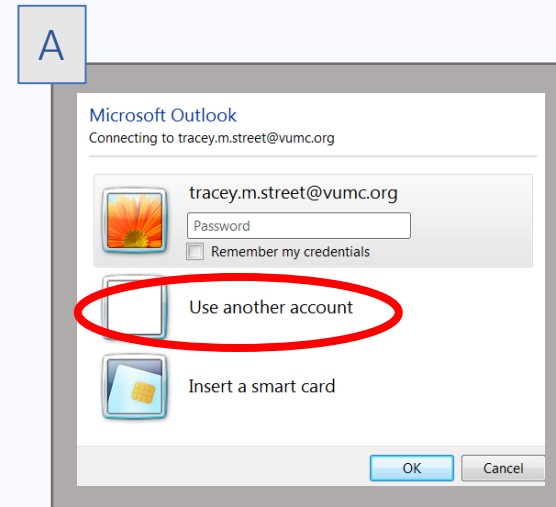
- Enter the name of the room (or rooms) that you would like to book and add. A list of rooms will populate, depending on the number of rooms available in that area.
- After your migration, the meeting room you want to select might have more than one choice.
  - Click on the room listed with a “door” icon to the left (see example to the right). The **bolded** rooms are for administrators.
  - Double click on the room and it will show up in the Required Field.
- The room will populate in the **All Attendees** field (See Picture B).
- **Note:** Room Finder is still functioning. However it may not contain all conference rooms.



## Microsoft Outlook or Skype Window keeps popping up?

- If Outlook keeps popping up and asking you for your credentials, login with **Use another account.** (See Picture A.)
- Login as normal using your VUNetID and ePassword

If you require assistance, submit a Pegasus Ticket. Call the Help Desk at 615-343-HELP/3-4357. If your department doesn't have its own IT team, the VUMC/NTT team will be on site at VUMC campus locations the day your migration is complete.





## Step 3 - Reset your Desk Phone





# Reset your Desk Phone

(1 of 10 – CX600)

What type of desk phone do you have?

To verify which type of phone you have, look at the sticker on the bottom.

If you have a Polycom CX600 phone (see picture A) continue with the instructions on the [next page](#).

If you have a VVX series phone (see Picture B), [continue with VVX series instructions](#).

**If you have a MAC computer, please call the Help Desk.**

If you require assistance, submit a Pegasus Ticket. The Help Desk is available at 615-343-HELP/3-4357.





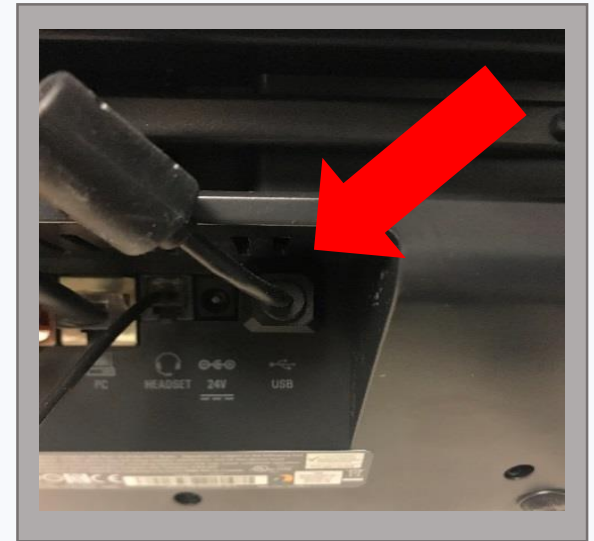
## Is your Phone Tethered? (for Polycom phones only)

If your phone is attached to your computer with a USB cable (tethered), you can perform a hard reset on the phone.

To confirm if your phone is tethered, locate a black USB cable leading from your phone to your PC, as shown.

If your phone is not tethered, please [submit a Pegasus ticket](#). When doing so, indicate that you have just been migrated to the Microsoft Office 365 cloud environment and that you require assistance reconfiguring your CX600 phone because it is not tethered to your computer.

If you require assistance, submit a Pegasus Ticket. The Help Desk is available at 615-343-HELP/3-4357.





# Reset Your Desk Phone

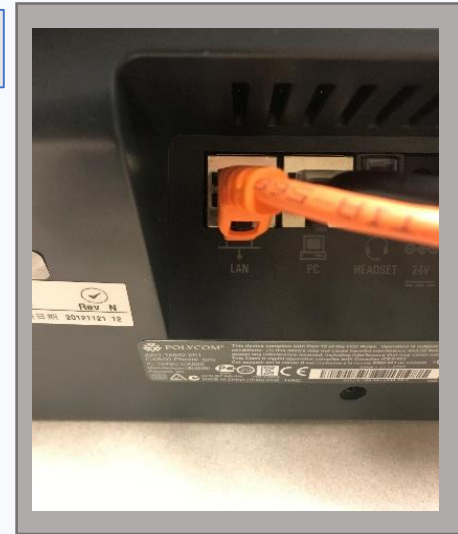
(3 of 10 – CX600)

If you have a tethered Polycom CX600 phone:

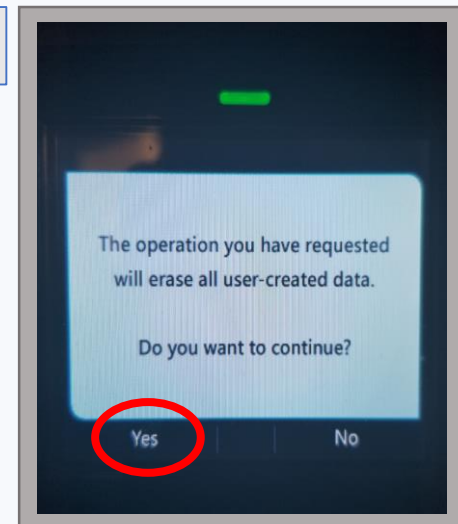
1. Locate the plug that leads from your phone to the wall jack (see Picture A).
2. Unplug it from the back of your desk phone.
3. As you plug it back in, press and hold the number sign (#) and asterisk (\*) buttons at the same time. You can also hold down the **4** and **6** buttons.
4. You will be prompted to confirm if you are performing a reset. When prompted, select "**Yes**" (see Picture B).

If you require assistance, the Help Desk is available at 615-343-HELP/3-4357.

A



B





# Reset Your Desk Phone

(4 of 10 – CX600)

## For Polycom CX600 phones

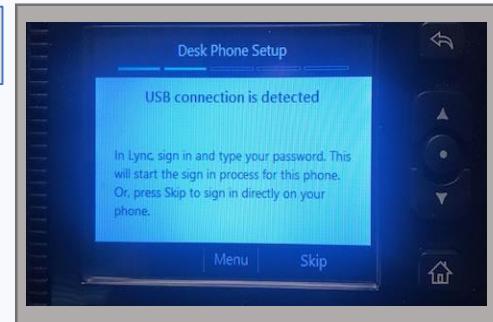
5. Upon selecting "Yes", your USB connection will be detected by the Skype application (see Picture A).

6. A Lync screen will pop-up. Select the button indicated (see Picture B).

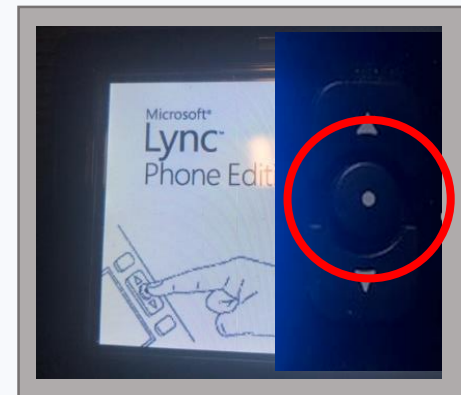
7. Go to your Skype client on your PC. There will be three fields.

- Sign-in Address: Enter your @vumc.org email address
- User name: Enter your @vumc.org email address
- Password: Enter your current ePassword

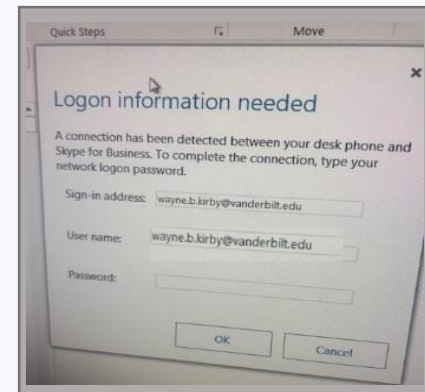
A



B



C





## For Polycom CX600 phones

8. Upon entering your credentials, you will be signed in (see Picture A).

9. You will be prompted to create a NEW 6-digit phone unlock PIN (see Picture B).

10. Then press **Next** and re-enter the new PIN as shown.

If you require assistance, submit a Pegasus Ticket.

Call the Help Desk at 615-343-HELP/3-4357.

If your department doesn't have its own IT team, the VUMC/NTT team will be on site at VUMC campus locations the day your migration is complete.

A



B





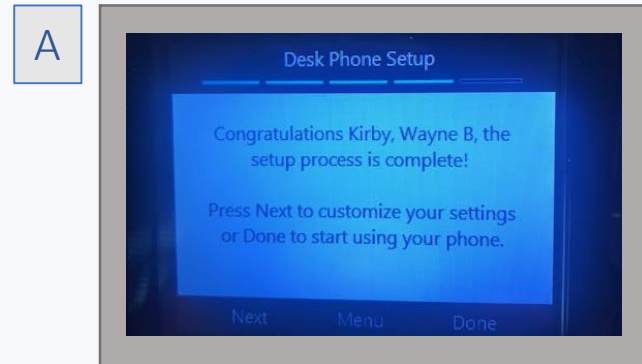
## For Polycom CX600 phones

11. At this stage, your phone set up is complete (see Picture A). The next set of actions will assist you with completing the customization of your phone.

12. Customize your Time Zone, Time Format, and Date Format, and Ringtone as indicated.

CONGRATULATIONS! You have completed the process to set up and customize your phone.

If you require assistance, submit a Pegasus Ticket. The Help Desk is available at 615-343-HELP/3-4357.





# Reset Your Desk Phone

(7 of 10 – VVX Series)

## For VVX Series phones

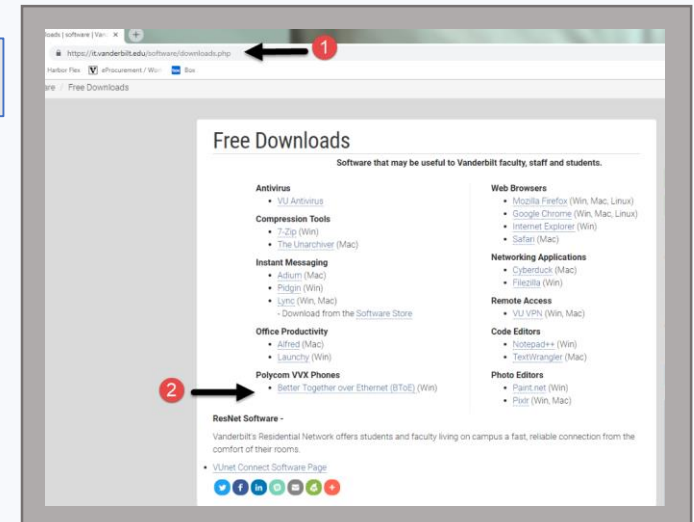
1. Open the link below and click on **Better Together over Ethernet (BToE) (Windows)** (See Picture A - arrow 1) under **Polycom VVX Phones**  
<https://it.vanderbilt.edu/software/downloads.php> (See Picture A - arrow 2)
2. **Accept** and Click on **Submit.** (See Picture B)

If you require assistance, submit a Pegasus Ticket.

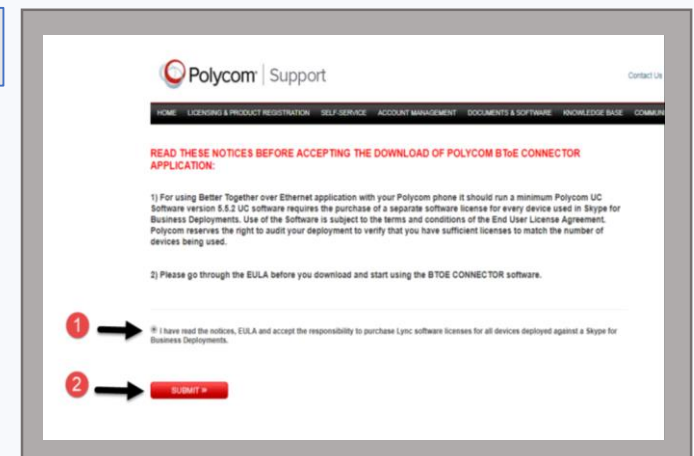
Call the Help Desk at 615-343-HELP/3-4357.

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A



B







# Reset Your Desk Phone

# (8 of 10 – VVX Series)

## For VVX Series phones

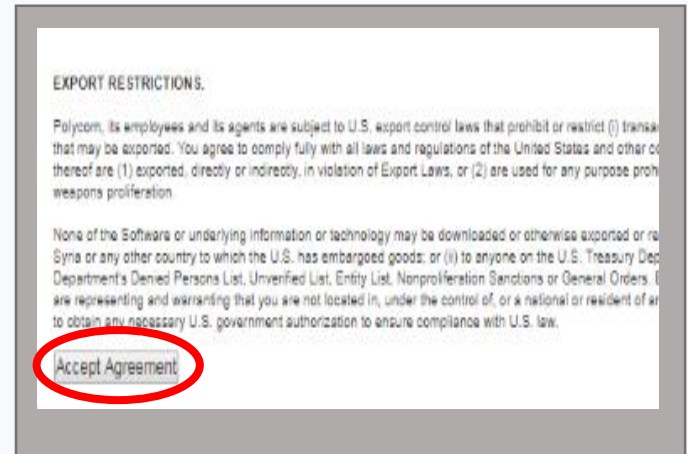
3. Click on **Accept Agreement** (See Picture A).

4. The Zipped file will start download, once it's ready Click on the file. (See Picture B.)

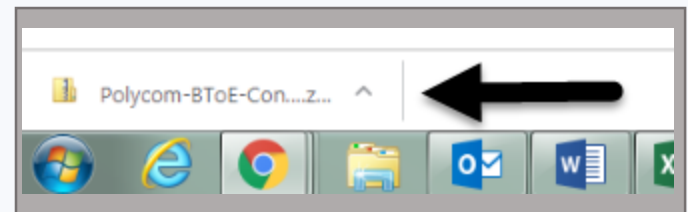
5. Drag and drop the Polycom BToE Connector file to the Desktop. (See Picture C.)

If you require assistance, submit a Pegasus Ticket. Call the Help Desk at 615-343-HELP/3-4357. If your department doesn't have its own IT team, the VUMC/NTT team will be on site at VUMC campus locations the day your migration is complete.

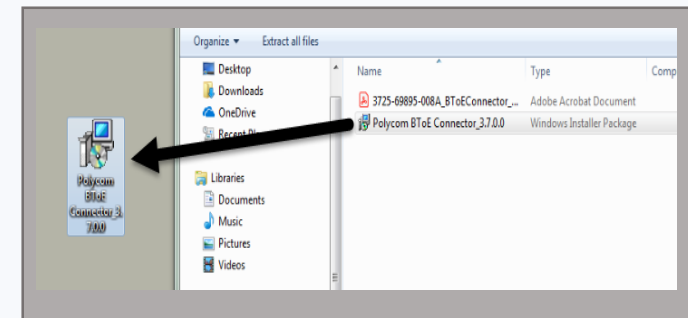
A



B



C







# Reset Your Desk Phone

(9 of 10 – VVX Series)

## For VVX Series phones

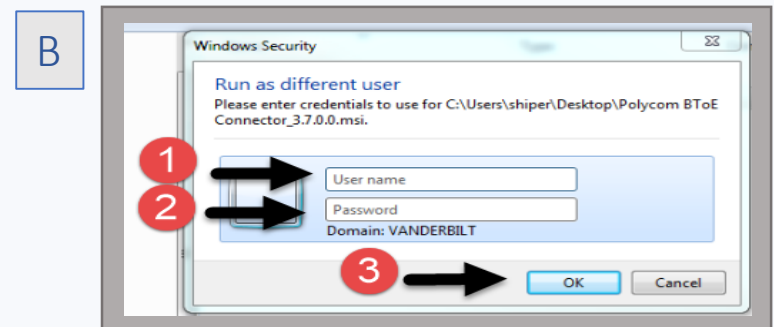
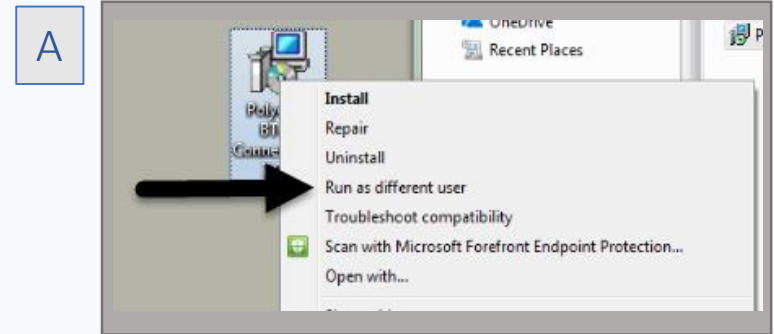
6. Push on **Shift** Key on the Keyboard and keep holding while you **Right click** on the software icon. Then Click on **Run as different user**. (See Picture A.)

7. Enter your VUnetID and ePassword and click **OK**. (See Picture B.)

8. Click on **Run**. (See Picture C.)

If you require assistance, submit a Pegasus Ticket. Call the Help Desk at 615-343-HELP/3-4357.

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# Reset Your Desk Phone

(10 of 10 – VVX Series)

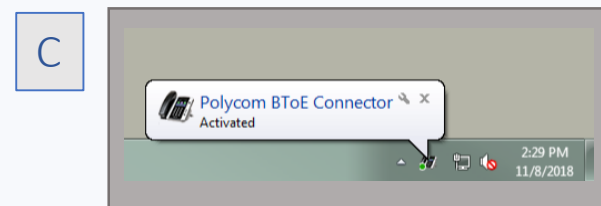
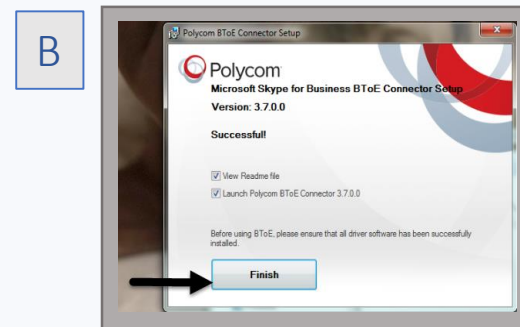
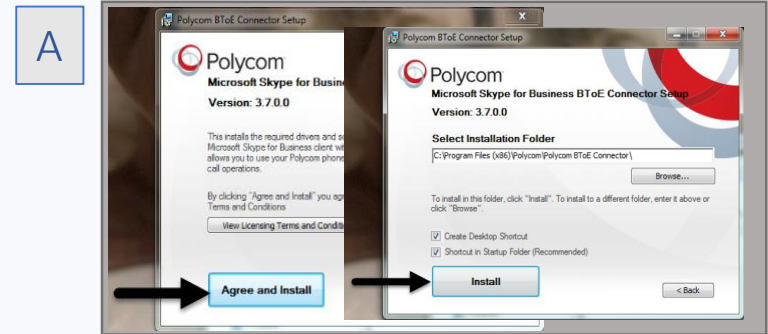
## For VVX Series phones

9. Click on **Agree and Install**. Click on **Install**.  
(See Picture A.)

10. Click on **Finish**. (See Picture B.)

11. You should see a **Pop-up** in the Taskbar with **Polycom activated** notification. (See Picture C.)

If you require assistance, submit a Pegasus Ticket. Call the Help Desk at 615-343-HELP/3-4357. If your department doesn't have its own IT team, the VUMC/NTT team will be on site at VUMC campus locations the day your migration is complete.





## Step 4 - Configure your Mobile Device

## For Mobile Device Management

Mobile Device Management is now required for all employees who want to access VUMC resources from their phone. See VUMC policy on [Use of Mobile Phones to Conduct VUMC Business](#). (You will be prompted to authenticate to VUMC Policy-Tech.)

If you are already enrolled in Mobile Device Management, set up your device using this Knowledge Article: [Mobile Device Management: Email setup after migration to O365](#)

To enroll in Mobile Device Management

- iOS - <https://pegasus.mc.vanderbilt.edu/ViewKnowledge.aspx?id=12968>
- Android - <https://pegasus.mc.vanderbilt.edu/ViewKnowledge.aspx?id=12970>

If you require assistance, submit a Pegasus Ticket.  
The Help Desk is available at 615-343-HELP/3-4357.

The VUMC Help Desk is always  
available to assist you!

615-343-HELP/3-4357

Thank you!

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