



DEVICE AND USER MIGRATION GUIDE

INTRODUCTION

This guide explains how to migrate your windows laptop or computer from the Survitec tenant to the new Beaufort tenant. It covers two key stages:

1. **Device Migration** – Your laptop will automatically leave the Survitec tenant and join the Beaufort tenant. This involves at least two restarts.
2. **User Migration** – After the device migration, you will run the On Demand Migration Desktop Update Agent to reconfigure Outlook, OneDrive, and Teams with your new Beaufort account.

BEFORE YOU BEGIN, PLEASE ENSURE:

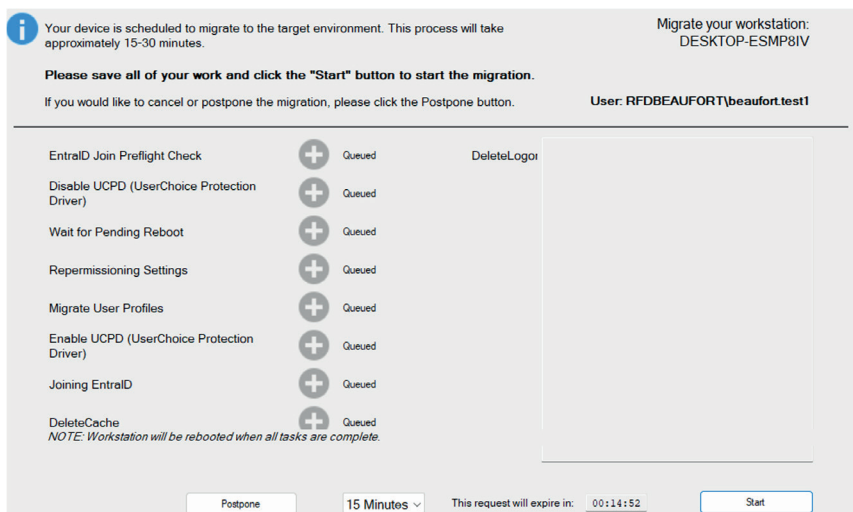
1. Your laptop is plugged in to power (the migration process may take 15–30 minutes)
2. You are connected to a stable internet connection
3. You have your mobile phone to hand (for Microsoft Authenticator setup)
4. You know your current Survitec password (this will remain the same)

WELCOME TO BEAUFORT.GROUP

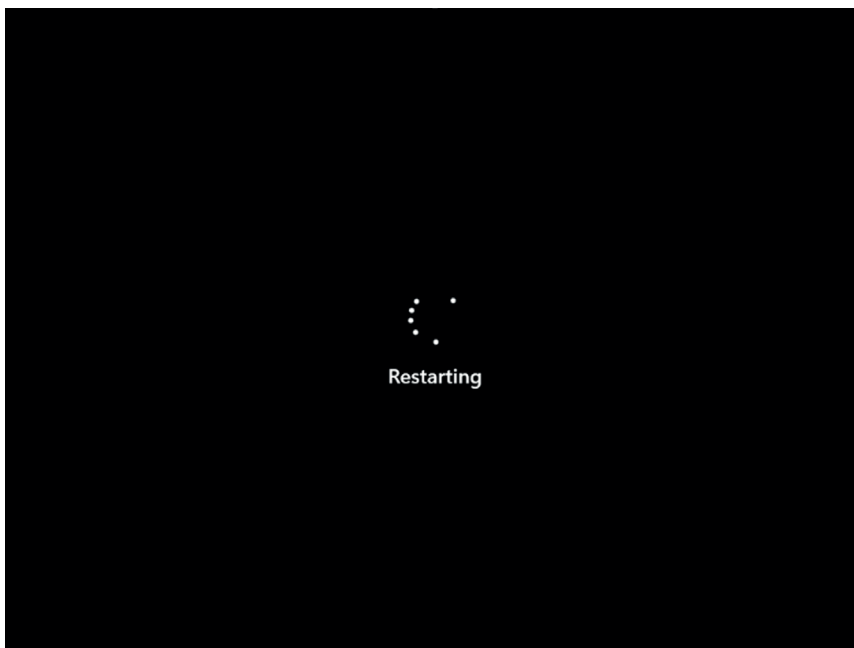
Your email will change from @survitecgroup.com to @beaufort.group. Your password will remain the same.

If you receive a prompt to run the Desktop Update Agent, please click close this window as this will be carried out further down the guide.

1. Migrating Windows Laptop/Computers to Beaufort. Please login to your laptop with your Survitec group account as normal.
2. When the migration starts, you will see a message pop up notifying you the migration is starting. Click **Start**



3. The device will now restart. You will see a "Restarting" screen – this is normal. Do not press any keys or close the lid during this process.

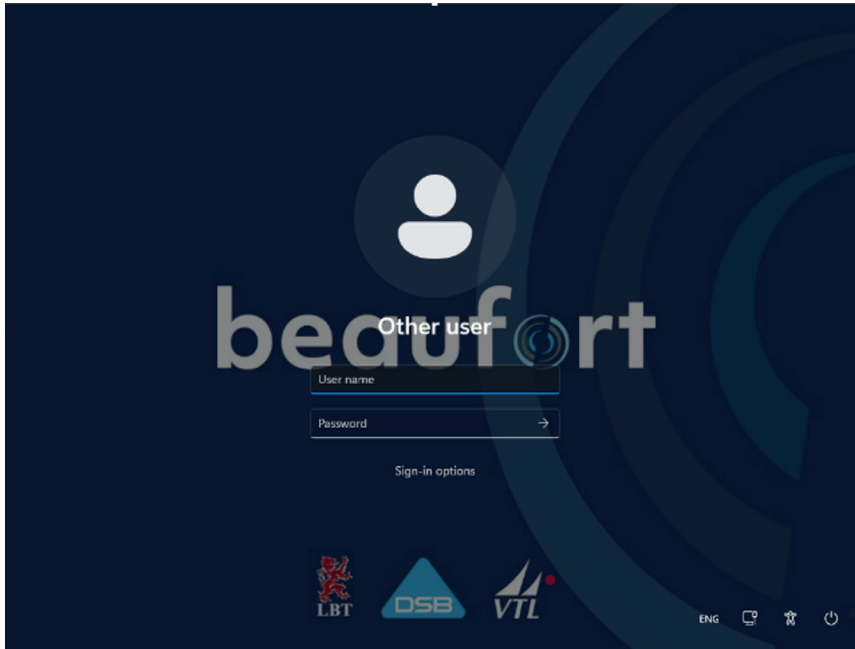


4. The device will restart at least twice during the migration. Please be patient and do not interrupt the process (Can take up to 5 minutes following the 2nd reboot). The migration is complete when you see a **blank login screen** showing "Other user" with empty username and password fields.

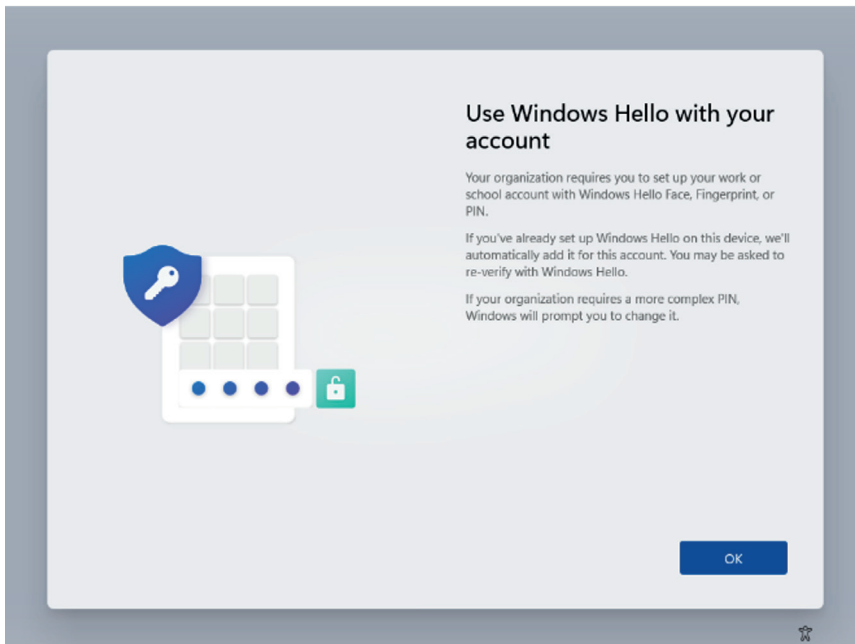
LOGGING ON WITH YOUR NEW BEAUFORT EMAIL ADDRESS

(e.g. firstname.lastname@beaufort.group). This replaces your old @survitecgroup.com address. Your password has not changed – use the same password you used with your Survitec account.

NOTE: If you previously had _EXT in your username, you should no longer include it in your username.



1. Once you have logged in, you will be prompted to set up Windows Hello. This allows you to sign in using facial recognition, fingerprint, or a PIN. Click **Yes, set up** to continue.

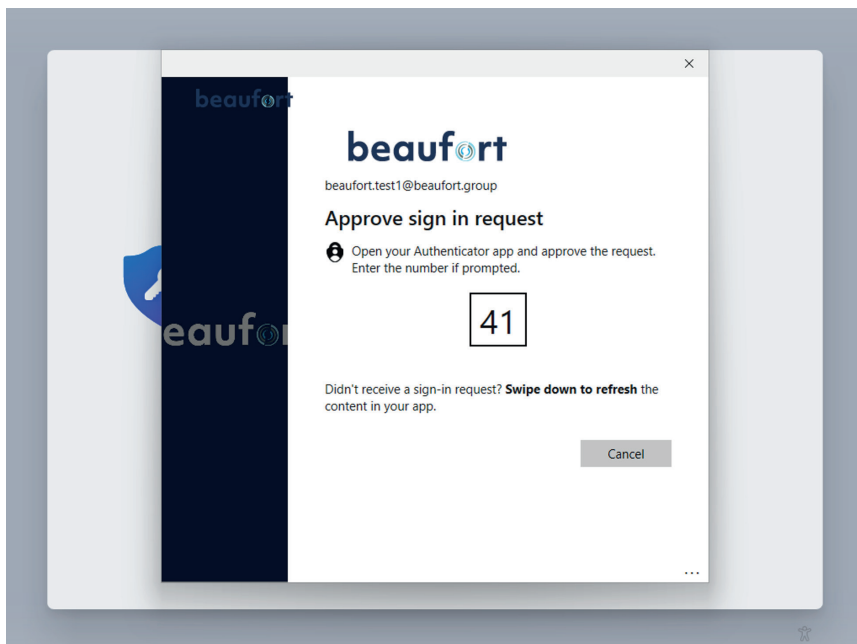


You will now be prompted to set up the Microsoft Authenticator app on your mobile phone.

Click Next on the laptop screen and you will be shown a QR code.

1. 1. You will now need to open Microsoft Authenticator app on your smartphone, click + from top right corner and select **Work or School account**

2. Scan the QR shown on the screen with your phone. You will then be provided a number on the screen to verify (Example below).

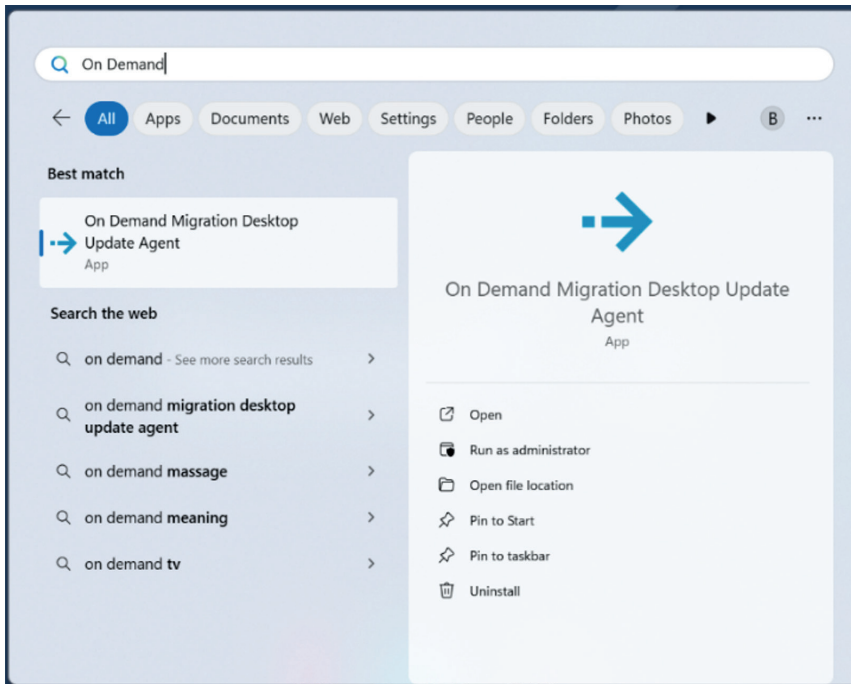


3. Once you have added the Authenticator app, you will be prompted to enter a personal (non-work) email address. This is used for self-service password reset if you ever forget your password. Enter your personal email address and click **Next**.
4. You will now be prompted to register your face or fingerprint for Windows Hello (only if your laptop has a supported camera or fingerprint scanner). **Follow the on-screen instructions.**
5. You will then be asked to create a PIN. This is a backup sign-in method in case the facial recognition or fingerprint scanner is unavailable. Choose a PIN you will remember.
6. Once this is complete, your Windows desktop will load. The device migration is now finished.

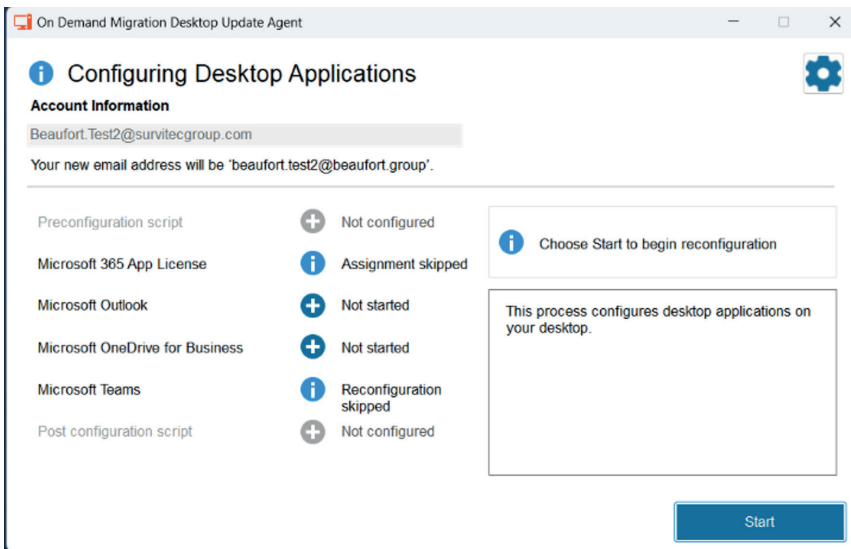
Please proceed to the next section to set up your Outlook, OneDrive, and Teams using the Desktop Update Agent.

RUNNING THE ON DEMAND MIGRATION DESKTOP UPDATE AGENT

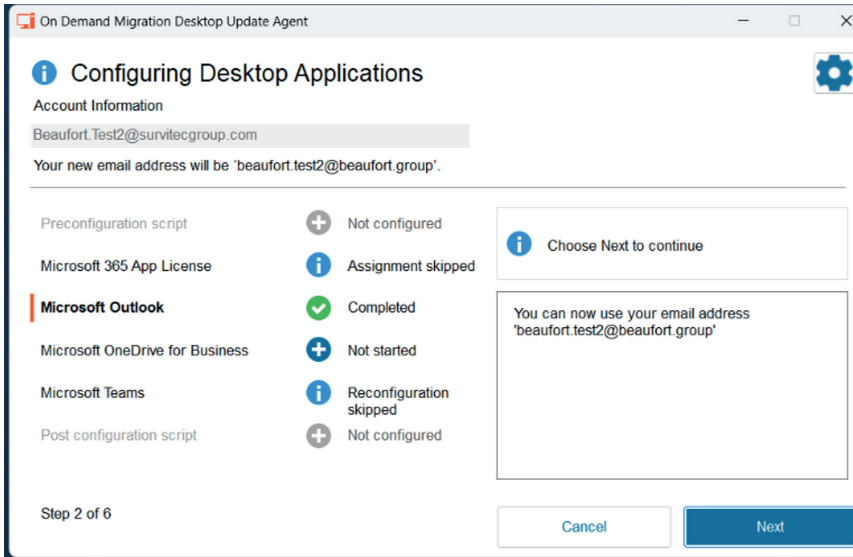
1. Click **Start** and select the application called **On Demand Migration Desktop Update Agent** from the list of applications in the start menu. You can also type "On Demand" in the search bar to find it quickly.



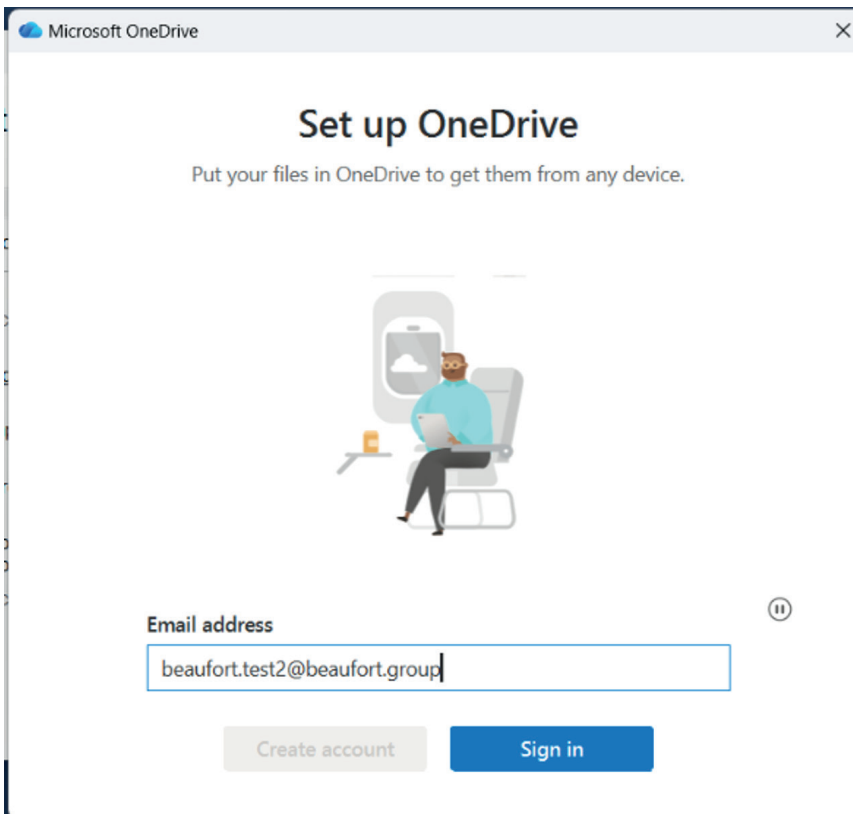
2. When the application launches, ensure your email address is shown and click **Start**.



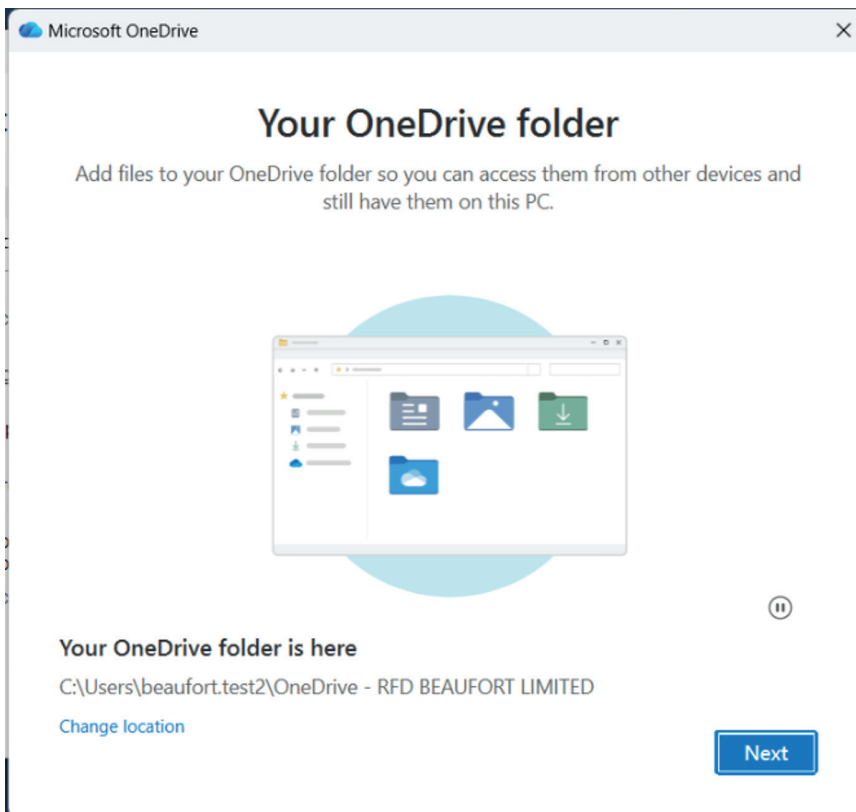
3. Outlook will now show as complete, confirming your email profile has been reconfigured. Click **Next** to configure OneDrive.



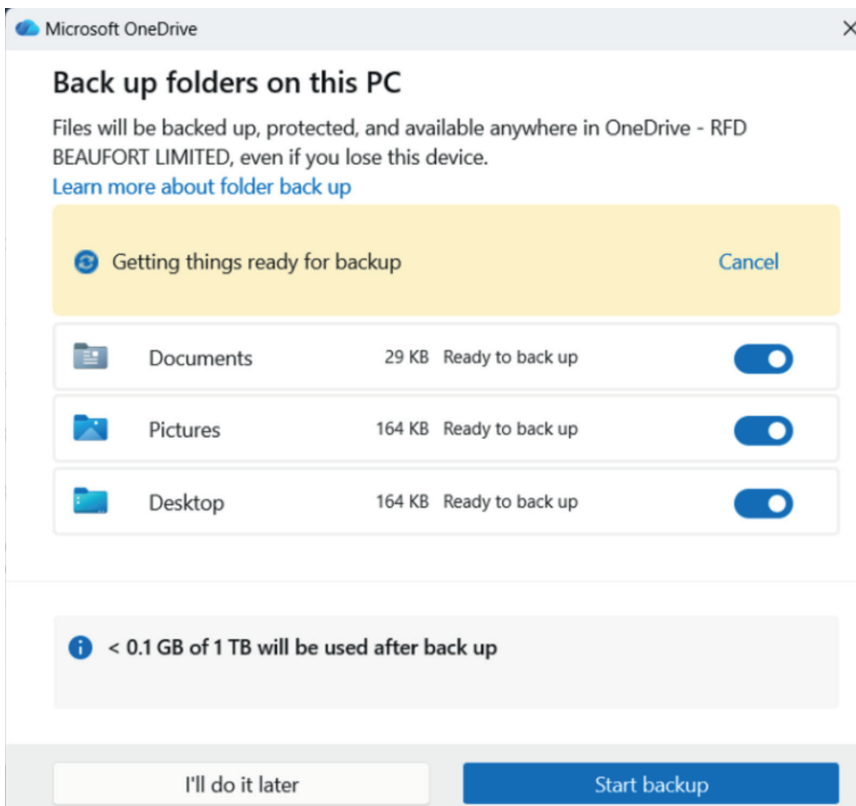
4. Click **Sign In** on the OneDrive window that will appear



5. Once signed in, you will be shown your OneDrive folder details, click **Next**

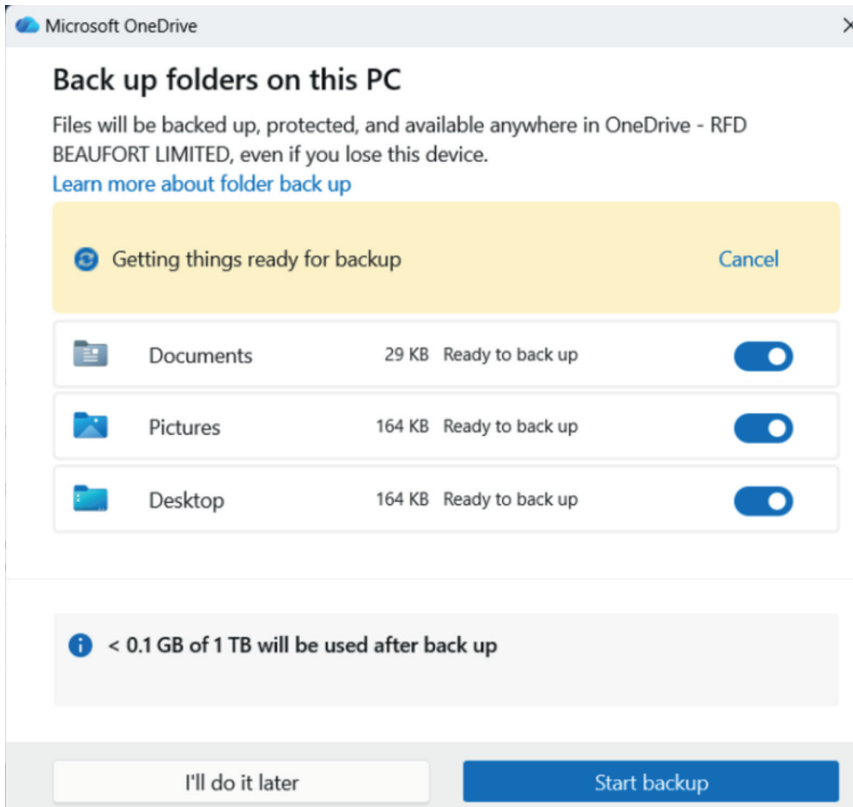


6. You will now be prompted to configure Folder Backup, click **Start backup**

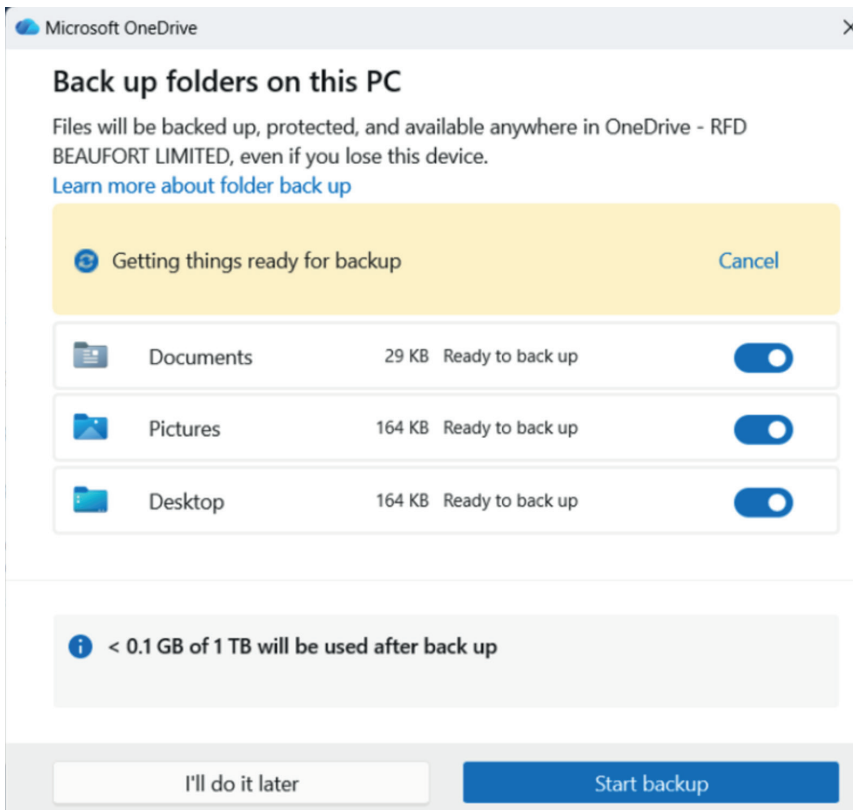


NOTE: If you see an error stating that Folder Backup is unable to sync (as shown in the screenshot below), this is because the old Survitec OneDrive is still linked. If you don't receive an error, please continue to **step 7 on the following page**.

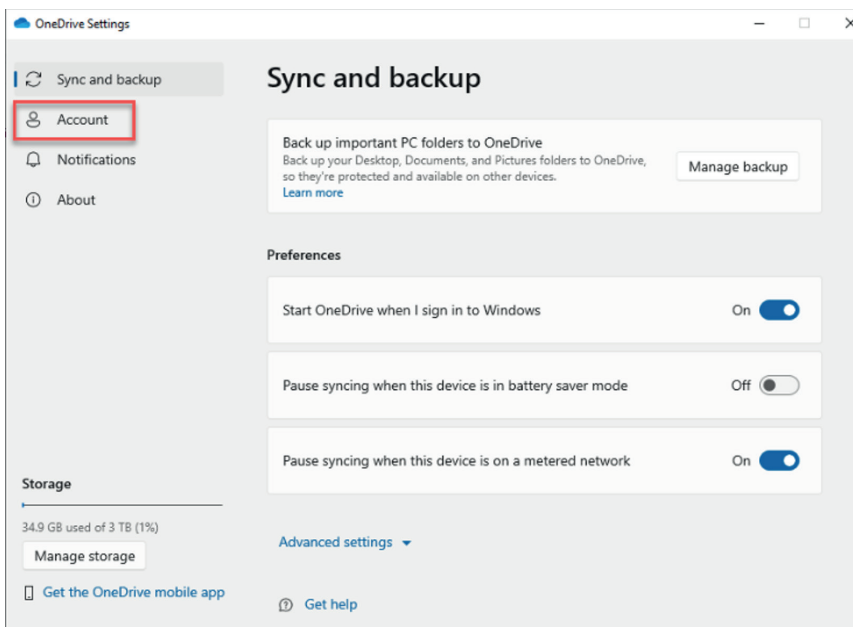
Follow these steps to fix it:



- a. Right-click the Survitec Group OneDrive icon from the taskbar (bottom-right of screen, near the clock) and click **Settings**
- b. Click the **Account** tab

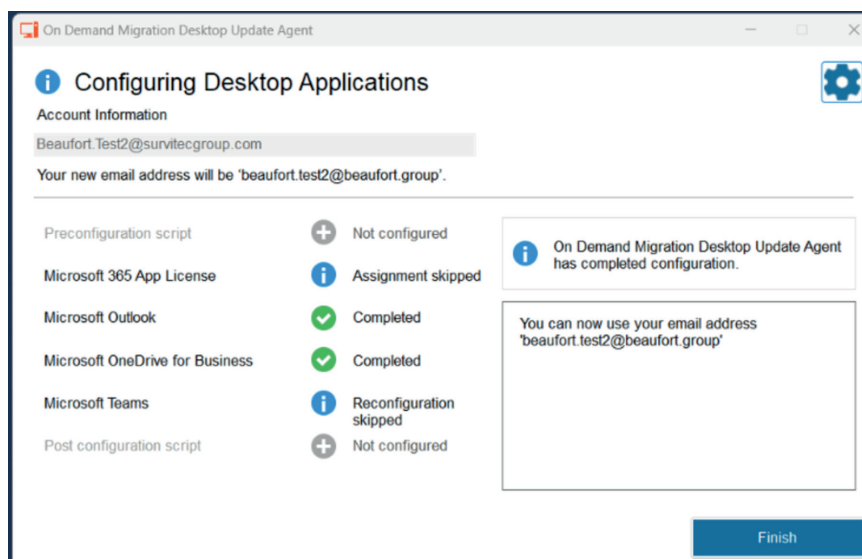


- c. Click **Unlink this PC**



- d. Click Ok
- e. You can now go back to the other window and click **Try Again**

- Once this has completed, you will be shown the **Your OneDrive is ready for your** screen. You can click **Open my OneDrive folder** to close the wizard.
- You can now click **Next** to configure Microsoft Teams. Once Teams has completed, you will see a completion screen. Click **Finish** to close the application. Your migration is now complete, and all your applications are configured for the Beaufort tenant.



NEED HELP?

If you experience any issues during the migration process, please try the following before contacting support:

- Device stuck on restart loop** – The device may restart two or more times. Allow up to 15 minutes for each restart cycle before assuming there is a problem.
- Login screen still shows old account** – If after two restarts you still see your old Survitec account on the login screen, please wait until the device will restart again automatically.
- OneDrive backup error** – Follow the troubleshooting steps in Section 1.3, Step 6 to unlink the old Survitec OneDrive before trying again.

If problems persist, please review the FAQ sheet. If you are still experiencing issues, please contact the Beaufort IT Service Desk for assistance.