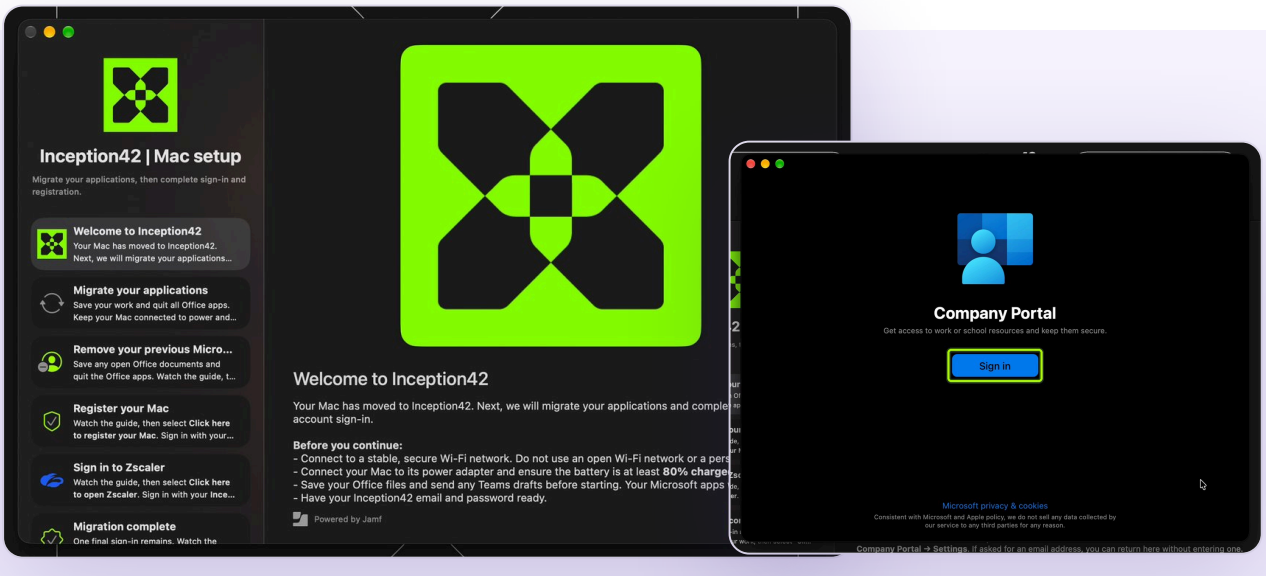
inception42

PREPARED BY hub42

MAC USER GUIDE · DOMAIN MIGRATION CUTOVER

Your Mac, after the move.

A step-by-step guide to moving your Mac to Inception42 after the domain cutover, with every screen you will see.



AUDIENCE	DATE	CLASSIFICATION
Mac users	November 2026	Restricted

EXECUTIVE SUMMARY

Your Mac is moving to Inception42.

After the domain cutover, your Mac is moved from G42 management to Inception42's own environment. A setup guide on your screen walks you through it. This document shows what each screen looks like and what to click, so nothing comes as a surprise.

6

stages: enroll, migrate apps, check your account, register, connect Zscaler, sign in.

80%

minimum battery. Keep the power adapter plugged in the whole time.

1st

Migrate your phone first and keep it nearby for multi-factor authentication (MFA).

WHAT STAYS

Your files and home folder

A final step links your existing Mac account, so your documents and settings stay where they are.

WHAT CHANGES

Who manages your Mac

Your Mac is enrolled in Inception42 management, and you sign in with your new Inception42 work account.

WHAT YOU DO

Prepare, follow, sign in

Get ready, follow the on-screen guide, and log in again with your Inception42 account.

KEY FACTS

Who this is for	Colleagues using a Mac (macOS) at Inception42
When to start	The migration window opens automatically at cutover.
How long	Several minutes in total. Some steps, such as application setup, take longer.
You will need	Your current Mac password, your new Inception42 email and password, and your migrated phone
If something fails	Contact Inception42 IT. Details are on the last pages.

YOUR ACTION Migrate your phone first, then read "Before you start".

BEFORE YOU START

Four things to get ready

KEY TAKEAWAY The migration window opens by itself at cutover, so get ready beforehand.

Your phone

Migrate your phone first and set up MFA on it. Keep it nearby.

Your work

Save files and drafts, then quit all open apps, including Outlook, Word and Teams.

Power and Wi-Fi

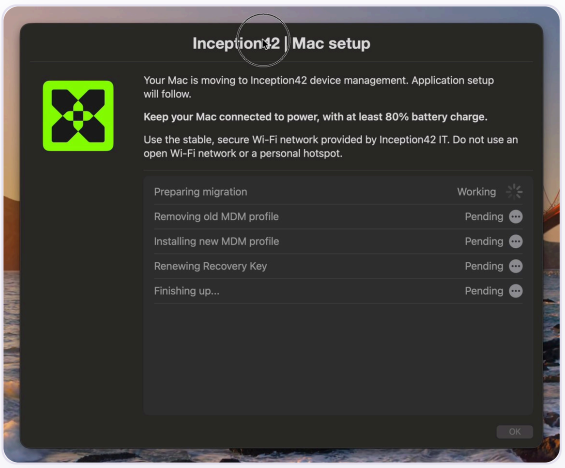
Plug in your adapter. Start at 80% battery or more. Use the secure Wi-Fi from IT, not an open network or hotspot.

Passwords

Have your current Mac password and your new Inception42 email and password ready.

When the migration window opens

- Keep your Mac awake and connected.
- The migration tool starts the transfer by itself and shows its progress.
- Do not unplug, close the lid or switch networks while it runs.



The “Inception42 | Mac setup” window lists each task and its progress.

YOUR JOURNEY

1 · Enroll — Management transfer

2 · Apps — Application setup

3 · Account — Remove old G42 account

4 · Register — Company Portal

5 · Zscaler — Secure connection

6 · Sign in — Log out and back in

GOLDEN RULE Follow the guide in order. Only click the green “Click here…” button for the step you are on.

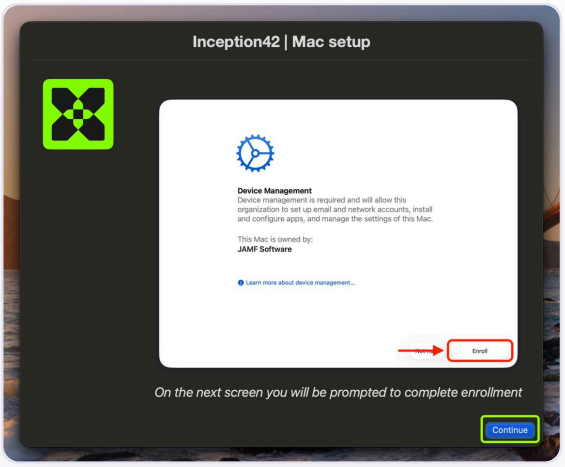
1 STAGE 1

Start Mac enrollment

KEY TAKEAWAY Enrollment hands your Mac over to Inception42 management. It uses the password you already use to unlock your Mac.

1 Open Device Management

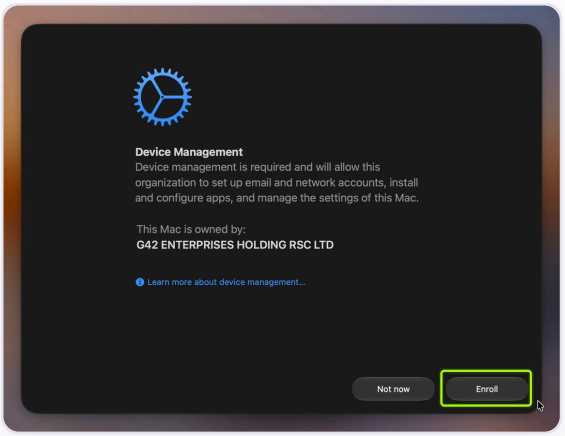
- On the enrollment preview, click **Continue** in the lower-right corner.



Preview of the next window. Click Continue.

2 Click Enroll

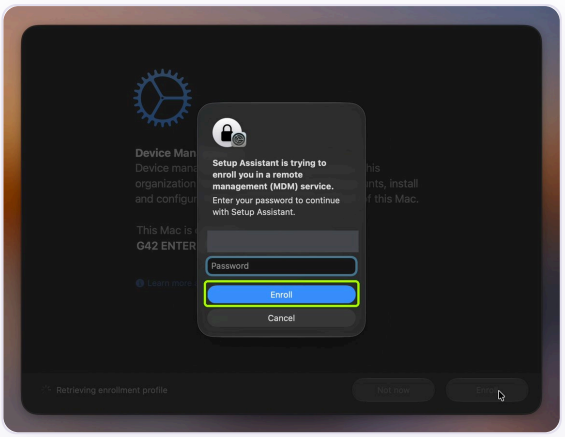
- In the Device Management window, click **Enroll** to start.



The Device Management window. The owner shown may still say G42 at this point.

3 Enter your Mac password

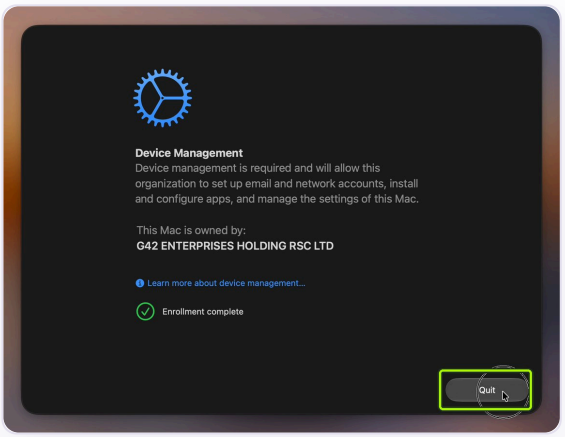
- Enter your **current Mac password** in the approval prompt.
- Then click **Enroll**.



The approval prompt asks for the password you use to unlock your Mac.

4 Return to the migration window

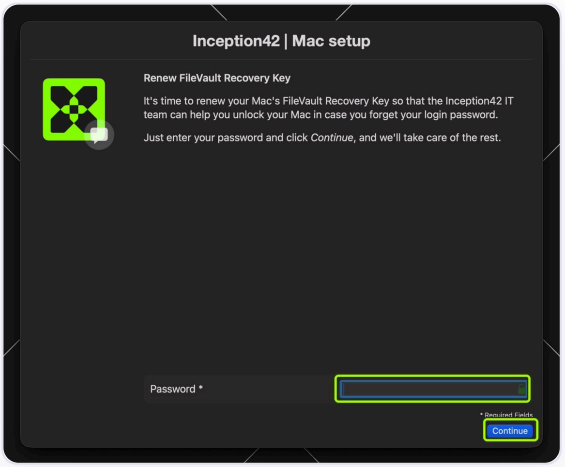
- When you see **Enrollment complete**, click **Quit**.



Enrollment complete. Click Quit.

5 Renew the FileVault recovery key, if prompted

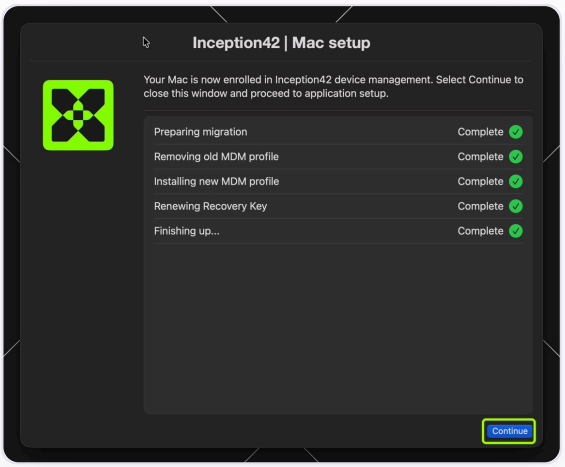
- Enter your current Mac password and click **Continue**.
- This lets Inception42 IT help you if you ever forget your login password.



Shown only on some Macs.

6 Wait for all five tasks to finish

- Finishing up can take several minutes.
- When every item shows **Complete**, click **Continue**.



All five tasks show Complete.

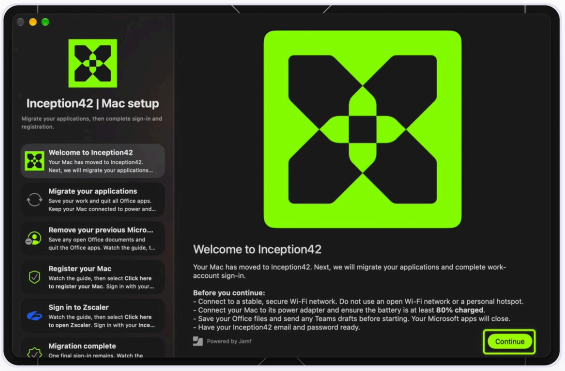
2 STAGE 2

Migrate your applications

KEY TAKEAWAY Your Mac removes old settings and installs the apps you need for Inception42. Keep power and Wi-Fi connected.

1 Open the setup guide

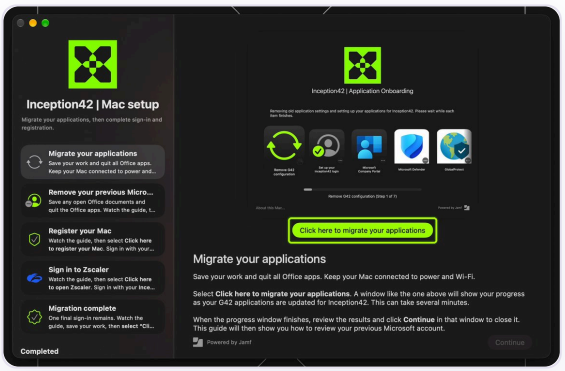
- On **Welcome to Inception42**, click **Continue**.



The Welcome screen of the setup guide.

2 Start application setup

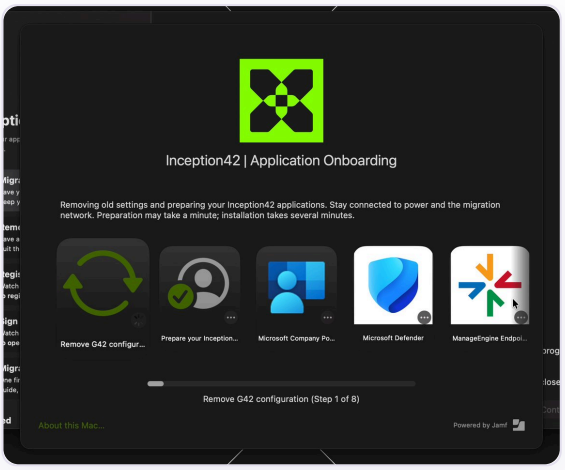
- Check that your Office apps are closed.
- Select **"Click here to migrate your applications"** once. A separate progress window opens.



Click the green button once only.

3 Leave the progress window open

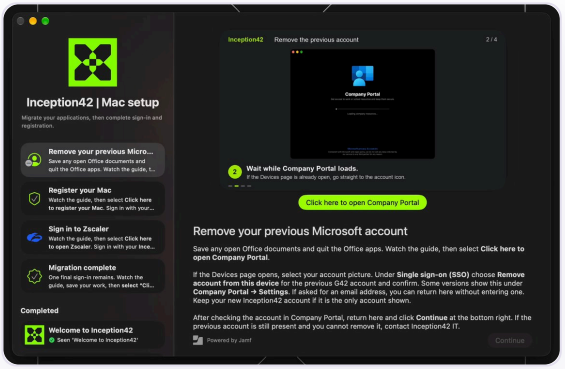
- Old settings are removed and your Inception42 apps are set up.
- Some steps take several minutes. Please be patient.



The Application Onboarding window shows progress, for example “Step 1 of 8”.

4 Return to the guide

- When the application window finishes, review the result and click **Continue** there.
- You will return to the setup guide, now at the next stage.



The guide moves on to “Remove your previous Microsoft account”.

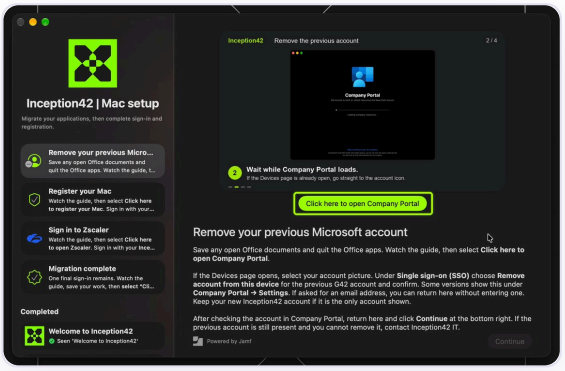
3 STAGE 3

Remove your old G42 account

KEY TAKEAWAY Check the account used for single sign-on (SSO) before you register. Keep your new Inception42 account if it is the only one shown.

1 Open Company Portal

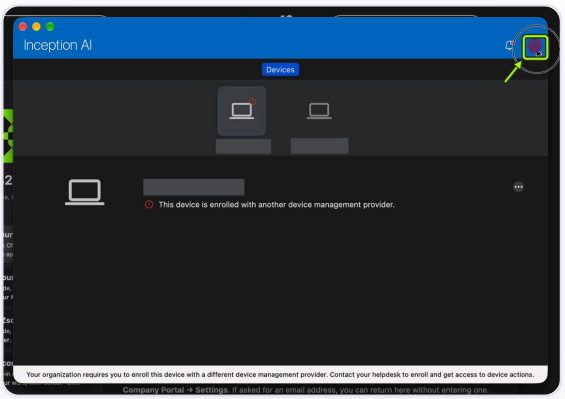
- In the guide, select **"Click here to open Company Portal"**.
- If the app opens on its welcome screen, click **Sign in**.



Wait while Company Portal loads.

2 Open your account

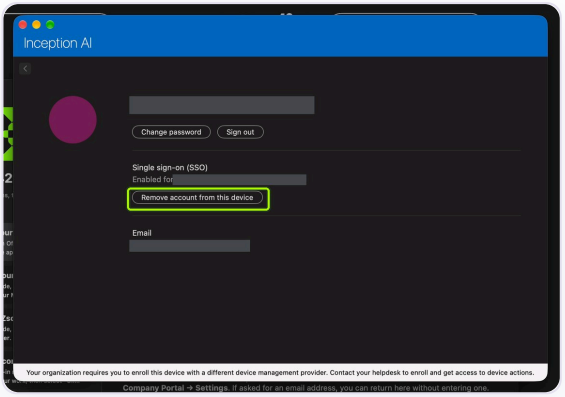
- On **Devices**, click your picture or initials in the upper-right corner.
- Do this even if you see a device-management notice.
- Some versions show the same options under **Company Portal → Settings**.



Click your picture or initials (top right).

3 Remove the old account

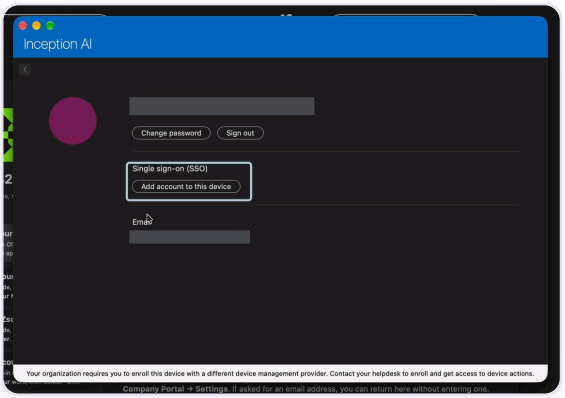
- Under **Single sign-on (SSO)**, check the email shown.
- If it is your old G42 account, click **Remove account from this device** and confirm if asked.



Remove only the old G42 account.

4 Return to the guide

- When **Add account to this device** or an empty email box appears, go back to the guide and click **Continue**.
- If the old account stays and you cannot remove it, contact Inception42 IT.



The old account has been removed.

4

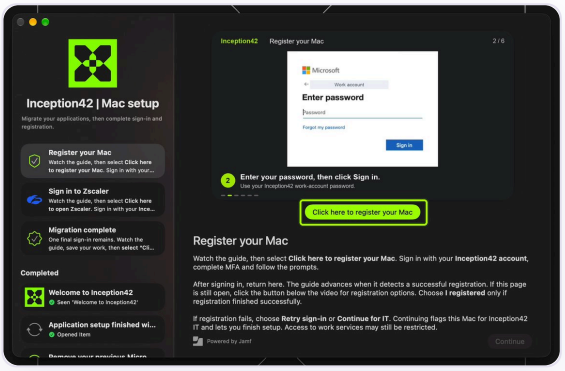
STAGE 4

Register your Mac

KEY TAKEAWAY Register using your new Inception42 work account so your Mac can reach work services.

1 Open registration

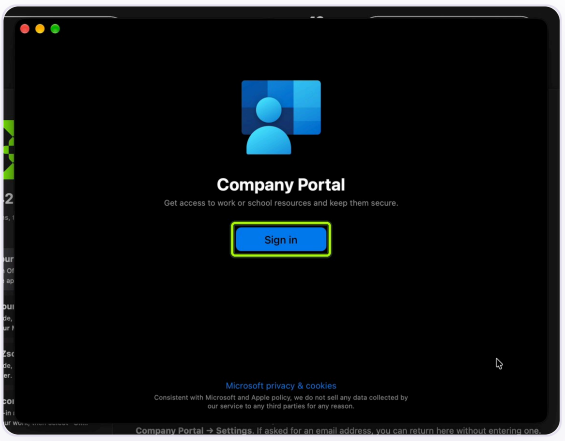
- In the guide, select **“Click here to register your Mac”**.
- Wait for Company Portal to open.



Registration is step 2 of 6 in the guide.

2 Click Sign in

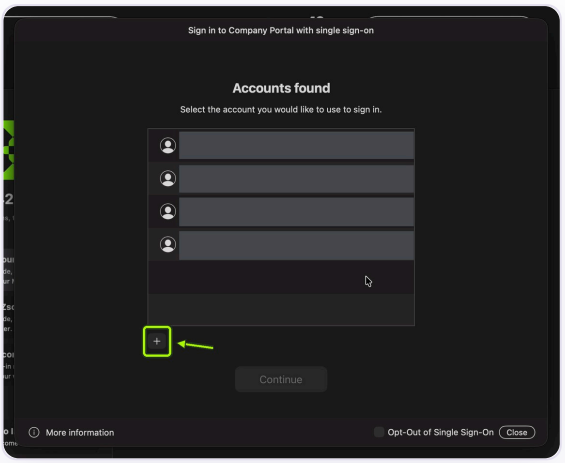
- On the Company Portal welcome screen, click **Sign in**.



Company Portal welcome screen.

3 Add a new account

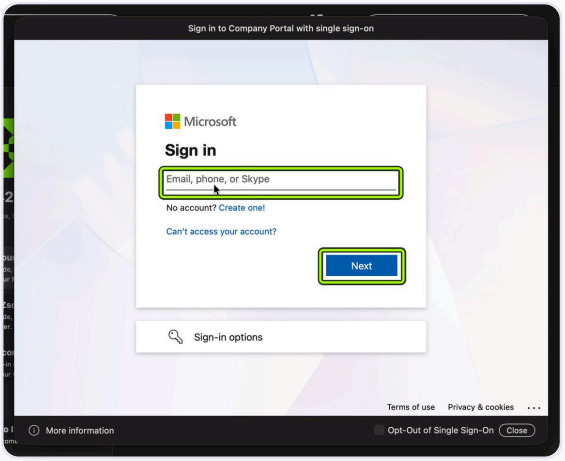
- If several accounts appear, click the **+** just below the bottom-left of the list.
- This opens a fresh sign-in.



Click + to add your Inception42 account.

4 Use your Inception42 work email

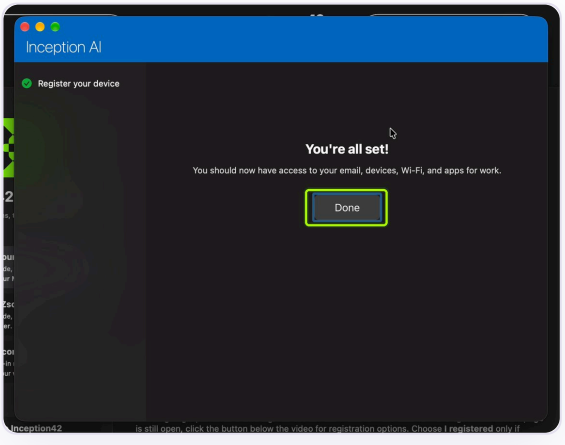
- Enter your new Inception42 email and click **Next**.
- Enter your Inception42 password.
- Approve MFA on your migrated phone if asked.



Microsoft sign-in window.

5 Click Done

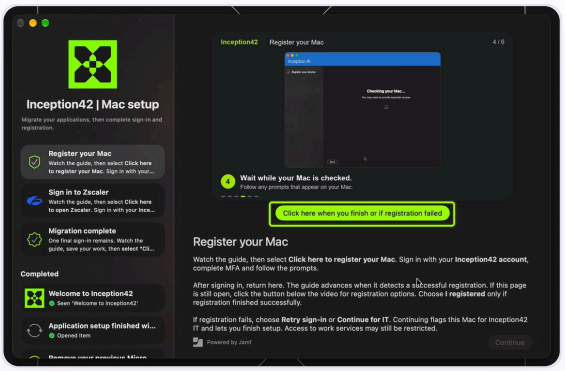
- Wait while Company Portal checks your Mac.
- When it shows **You're all set!**, click **Done** and return to the migration guide.



Registration complete.

6 Check the result if the guide stays here

- The guide may move on by itself.
- If registration is still on screen, select **“Click here when you finish or if registration failed”**.



Use this button if the guide does not advance.

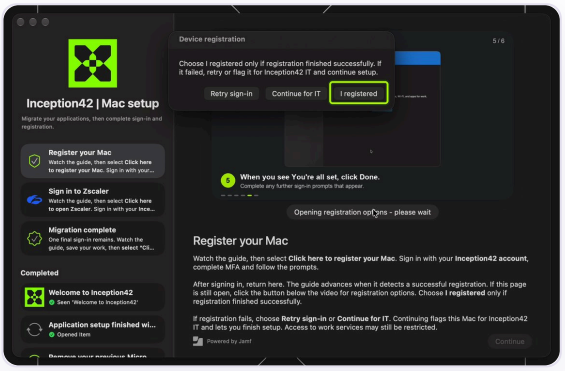
IF ASKED

Confirm registration

KEY TAKEAWAY This extra question appears only on some Macs. Use the result you just saw in Company Portal to pick the right button.

Device registration prompt

- **I registered**: choose only if registration finished without an error.
- **Retry sign-in**: choose to sign in again after an error.
- **Continue for IT**: flags the issue for Inception42 IT and lets you finish setup. Access to work services may be limited.



The prompt offers three choices.

Good to know. Choosing “Continue for IT” does not fix the problem. It tells IT, so they can follow up with you.

5

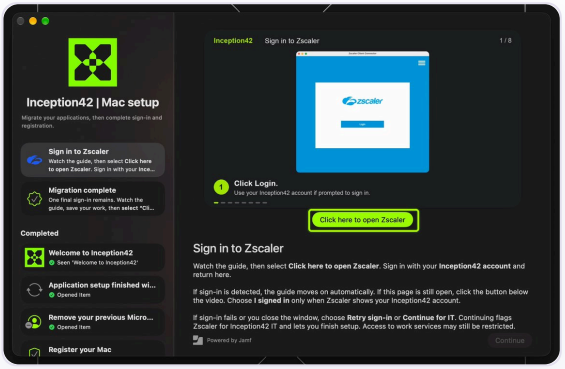
STAGE 5

Sign in to Zscaler

KEY TAKEAWAY Zscaler connects your Mac securely to Inception42 work services.

1 Open Zscaler

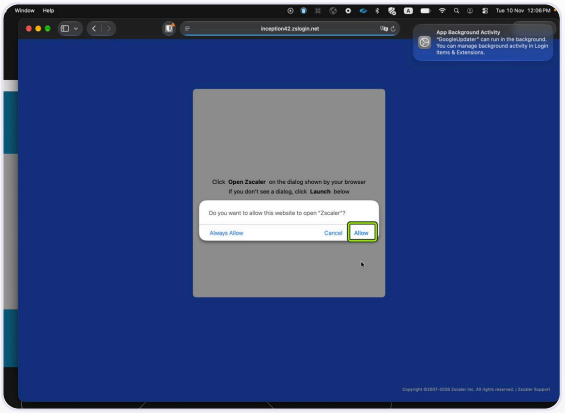
- Select **"Click here to open Zscaler"**.
- Use your Inception42 account and complete any MFA prompts.
- Sign-in may happen automatically.



Zscaler is step 1 of 8 in the guide.

2 Allow Safari to open Zscaler

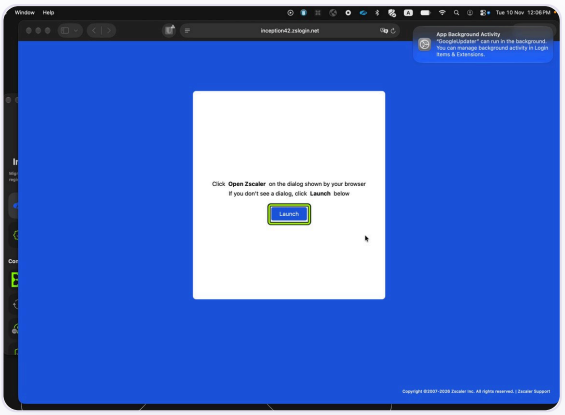
- When Safari asks to open Zscaler, click **Allow**.



Click Allow.

3 If the browser prompt did not appear

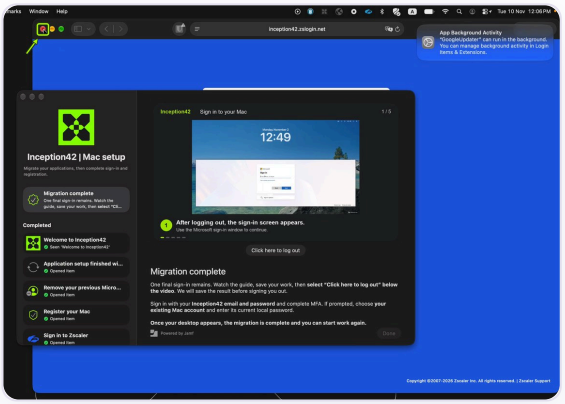
- Click **Launch** in Safari to reopen Zscaler.
- Wait for the app to finish signing you in.



Click Launch.

4 Close the Safari sign-in window

- Once Zscaler shows your Inception42 account, close the Safari sign-in window and return to the guide.
- If asked, choose **I signed in** after success, or **Retry sign-in** / **Continue for IT** after a failure.



Return to the guide after Zscaler signs in.

6

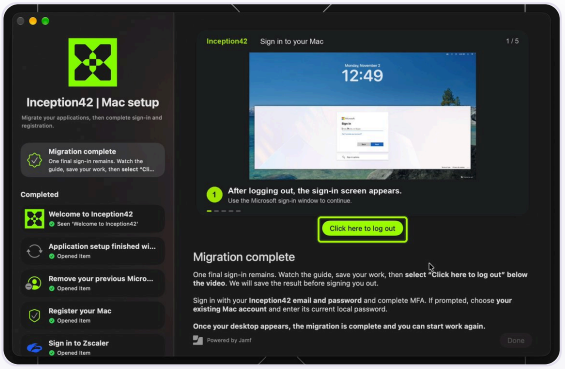
STAGE 6

Log out and sign in to your Mac

KEY TAKEAWAY One final sign-in remains. Save any remaining work first.

1 Log out

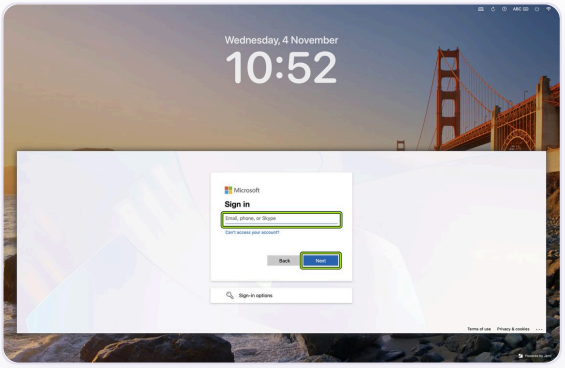
- On **Migration complete**, save any remaining work and select **"Click here to log out"**.
- Give the guide a moment to close.



Migration complete, ready to log out.

2 Sign in with Inception42

- Enter your Inception42 work email and click **Next**.
- Enter your Inception42 password and complete MFA if asked.



The Microsoft sign-in appears on the login screen.

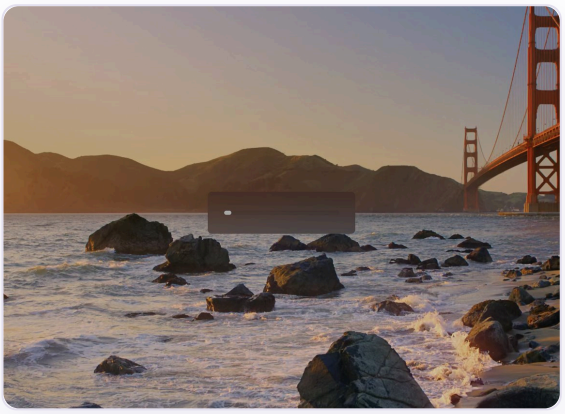
FINAL STEP

Link your existing Mac account

KEY TAKEAWAY One final account link keeps your current files and home folder.

Link the accounts

- If asked to link a user, select your **current Mac account** and enter its current Mac password.
- Leave the Mac on while it links the accounts.



Your desktop appears when linking finishes.

DONE You're ready to work. When your desktop appears, migration is complete. Open your apps and resume work.

FINAL CHECKLIST

- [ ] **Enrollment finished**
  All five tasks showed Complete.
- [ ] **Apps migrated**
  Application setup finished and you clicked Continue.
- [ ] **Old G42 account removed**
  Only your Inception42 account is shown under single sign-on.
- [ ] **Mac registered**
  Company Portal showed "You're all set!".
- [ ] **Zscaler signed in**
  Zscaler shows your Inception42 account.
- [ ] **Signed in to your Mac**
  You logged in with your Inception42 email and your desktop is back.

QUICK ANSWERS

If something does not go to plan

The old G42 account will not go away

Try again from Company Portal, under your picture or initials. If it is still there, contact Inception42 IT.

Registration shows an error

Choose **Retry sign-in**. If it fails again, choose **Continue for IT** so IT can follow up. Access to work services may be limited until then.

Zscaler does not sign you in

Click **Launch** in Safari to reopen it, or choose **Retry sign-in** in the guide.

A step takes a long time

Application setup and "Finishing up" can take several minutes. Keep the Mac plugged in and connected, and wait.

GETTING HELP

Inception42 IT contact	TO BE CONFIRMED
Support portal or channel	TO BE CONFIRMED
Support hours	TO BE CONFIRMED

Tell IT which step you were on and what the screen said. A screenshot helps.