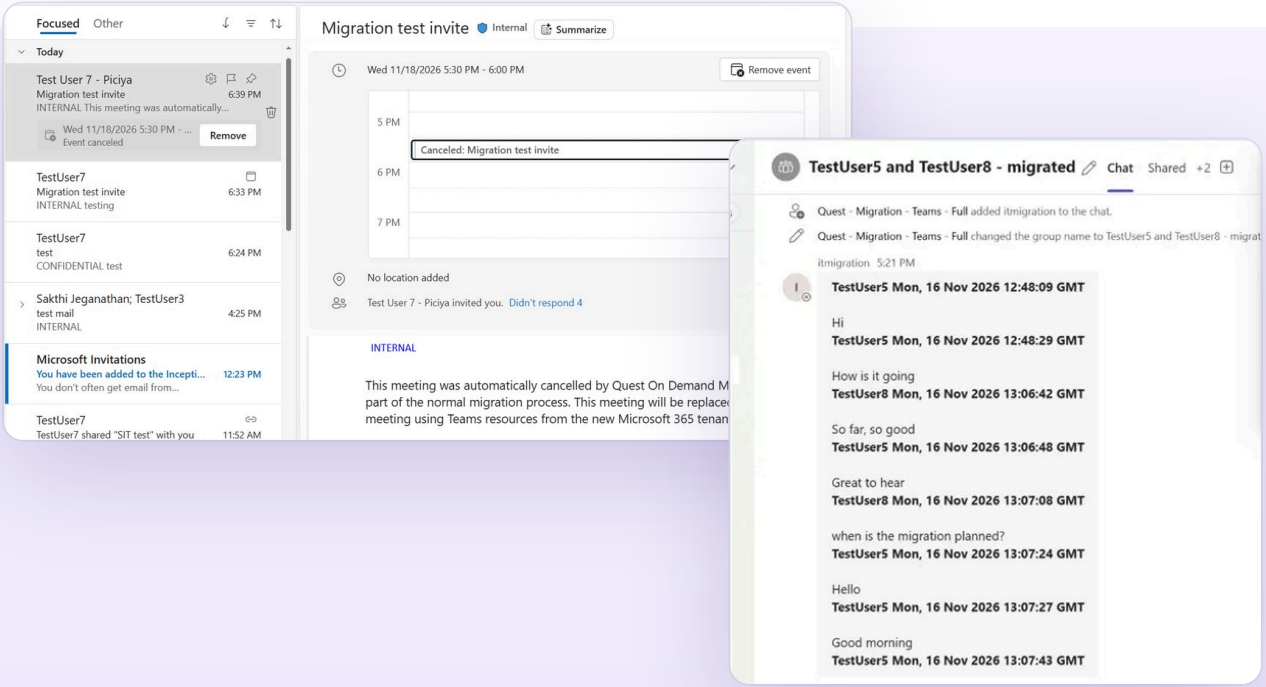
inception42

PREPARED BY hub42

USER GUIDE · DOMAIN MIGRATION CUTOVER

Your Microsoft 365, after the move.

What to do before, during and after the cutover, and what you will see once you are on Inception42's own environment.



AUDIENCE
All colleagues

DATE
November 2026

CLASSIFICATION
Restricted

EXECUTIVE SUMMARY

Your move to Inception42's own Microsoft 365.

Inception42 workloads currently run on G42 infrastructure. Email, OneDrive, Teams and SharePoint data are being consolidated into the independent Inception42 Microsoft 365 tenant. This guide explains what you need to do before, during and after the domain cutover.

1 Dec

The domain cutover begins **Tuesday 1 December 2026**, from 9:00 PM UAE time.

Same

Username, email address and password. You keep using your current ones.

60

days of Teams chat history stay live. Older chats are saved in OneDrive.

WHAT STAYS

Your content comes with you

Email, calendar, files, chats and sites arrive with the folder structure you already know.

WHAT LOOKS DIFFERENT

A few unfamiliar sights

"Cancelled" meeting notices, chats credited to a migration account, new web addresses and a fresh device sign-in.

WHAT YOU DO

Back up, pause, sign in

Back up before, stay off company apps during, then sign in, validate and re-share after.

KEY FACTS

Migration window	Tuesday 1 December 2026, from 9:00 PM UAE time onwards
Who is impacted	TO BE CONFIRMED
Expected user impact	TO BE CONFIRMED
Support channel	TO BE CONFIRMED See Getting help, page 25

IN THIS GUIDE

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PART 1 · PLAN YOUR CUTOVER

Your cutover journey

Three moments matter: what you do before, what you avoid during, and how you get back to work afterwards.

Before
Now, up to the cutover

During
Tue 1 Dec, from 9:00 PM UAE

After
When support notifies you

BEFORE THE CUTOVER

- Know your **current password**. Do not rely only on PIN, fingerprint, face recognition or Touch ID.
- **Back up** important files to OneDrive and wait until the sync status shows complete.
- Submit your **Windows laptop** to the IT team for reconfiguration.
- **Bookmark** the critical business applications you must check afterwards.
- Review the confirmed date, support contacts and any travel or leave restrictions.

DURING THE CUTOVER

- **Do not use** Microsoft 365 resources or company applications during the cutover window.
- Follow the **official communications** from the project team for status updates and next steps.

AFTER THE CUTOVER

- **Sign in** to your device using the steps in your device guide.
- **Validate** Outlook, Teams, OneDrive, Microsoft 365 apps, Zscaler, Company Portal and business applications.
- **Re-enrol** passwordless sign-in (Windows Hello, fingerprint, face or Touch ID) if required.
- **Report issues** to support with a screenshot of the error.

> IMPORTANT — If your username or password does not work, do not keep retrying. Contact support with a screenshot of the error.

WHERE TO FIND WHAT YOU NEED

Back up your files	Part 1, “Before the cutover”, page 5
Know what to expect in Microsoft 365	Part 2, from page 7
Sign in on your device	Part 3, Windows page 13, iPhone page 16, Android page 21
Something not working	Part 4, Quick answers, page 24

PART 1 · PLAN YOUR CUTOVER

What changes on your device

Windows PC

WHAT IS CHANGING
Your Windows PC management and compliance transition.

WHAT YOU WILL EXPERIENCE
An initial sign-in with your existing credentials, and re-enrolment.

WHAT TO DO
Follow the Windows steps in this guide and re-enrol Windows Hello. Sign in to activate Outlook, OneDrive and Teams. Sign in to Zscaler and make sure it is connected and online.

Cloud PC

WHAT IS CHANGING
Cloud PC-specific changes, to be confirmed.

WHAT YOU WILL EXPERIENCE
An initial sign-in with your existing credentials.

WHAT TO DO
Follow the Cloud PC guide from IT and re-enrol Windows Hello. Sign in to activate Outlook, OneDrive and Teams. Sign in to Zscaler and make sure it is connected and online.

MacBook

WHAT IS CHANGING
Mac management, compliance and work account access transition.

WHAT YOU WILL EXPERIENCE
Device migration and re-sign-in.

WHAT TO DO
Follow the Mac guide from IT to migrate your MacBook. Sign in to activate Outlook, OneDrive and Teams. Sign in to Zscaler and make sure it is connected and online.

Mobiles (iOS and Android)

WHAT IS CHANGING
Mobile work access and app protection transition.

WHAT YOU WILL EXPERIENCE
The existing company profile needs to be removed. Work apps will ask you to sign in or re-register.

WHAT TO DO
Follow the iPhone (page 16) or Android (page 21) steps in this guide to re-register your device.

SHARED ACROSS ALL DEVICES

AREA	WHAT CHANGES	WHAT TO DO
Account and sign-in	Your work account moves to the Inception42 tenant. Sign-in prompts may appear.	Use the same credentials and complete MFA when prompted.
Email, files, chats and sites	Your Outlook, OneDrive, Teams and SharePoint content transitions to the new environment.	See Part 2, from page 7.
Business applications	In-scope apps are updated to use the new identity or single sign-on. Some may need a new sign-in.	Follow instructions from the application owners.

PART 1 · PLAN YOUR CUTOVER

Before the cutover: back up your files

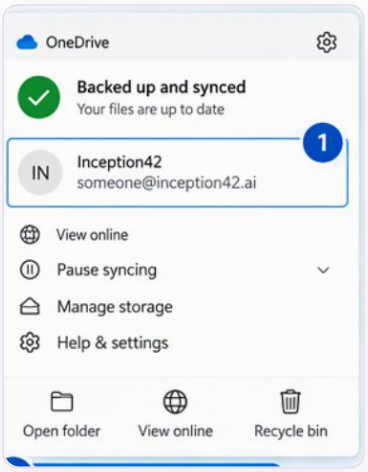
A few minutes now protects your work. Complete these steps on your Windows laptop before the cutover begins.

1 Confirm the corporate OneDrive account

- Select the OneDrive cloud icon in the Windows notification area.
- Confirm the account shown is your corporate work or school account, not a personal OneDrive account.



The OneDrive icon in the Windows notification area

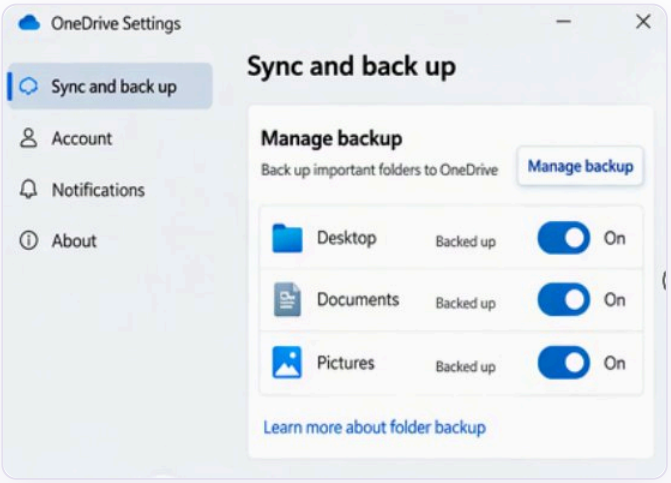


Open the OneDrive menu and select Settings (Help & settings)

> **Important:** if OneDrive is not signed in, or the wrong account is shown, stop and contact the Service Desk.

2 Validate folder backup for Desktop, Documents and Pictures

- In OneDrive, open Settings and select Sync and backup.
- Select Manage backup.
- Check that backup for Desktop, Documents and Pictures is turned on.



Validate OneDrive folder backup

3 Back up folders and files not covered automatically

Copy the files and folders that are not covered by your Documents folder. Consider these locations:

- Important files from Downloads
- Business files stored directly on C:\ or other local drives
- Browser favourites and bookmarks, unless corporate browser sync is confirmed
- Application-specific data, templates, macros, scripts and local databases
- User certificates and private keys exported through an approved process
- Locally stored email signatures, VPN configuration details and other approved user settings
- Data in non-standard profile folders or locally cached application folders

4 Confirm synchronisation is complete

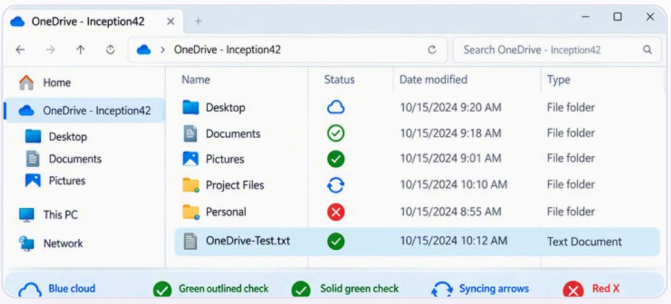
- Select the OneDrive cloud icon.
- Confirm the activity panel shows “Your files are synced” or “Up to date”.
- Confirm there are no red X icons, paused-sync messages, sign-in warnings or storage-capacity errors.
- Keep the device online until all pending files finish uploading.



OneDrive showing a completed synchronisation state

5 Verify the backup from OneDrive on the web

- Open Microsoft 365 in a web browser and sign in with your corporate account.
- Open OneDrive and select My files.
- Check that Desktop, Documents, Pictures and your manually created backup folder are visible.
- Open a sample of critical files directly from OneDrive on the web to confirm they are readable.
- If files are missing or cannot be opened, **do not approve the device reset**.



Verify folders and open critical files from OneDrive

PART 2 · WHAT YOU WILL SEE IN MICROSOFT 365

The whole move at a glance

What changes in your Microsoft 365 content, what you will notice, and whether it needs anything from you.

YOUR CONTENT	WHAT YOU WILL NOTICE	YOUR ACTION
Email and folders	All there, exactly as you left it. Same folders, same subfolders.	NOTHING TO DO
Calendar and meetings	Each meeting is cancelled and instantly re-created, so you will see “Cancelled” notices and fresh invites.	NOTHING TO DO
OneDrive files	Every file arrives with its folders intact. Links you shared before will stop working.	RE-SHARE LINKS
One-to-one and group chats	Full history arrives as a read-only chat started by a migration account. All migrated chats show as unread.	START A NEW MESSAGE
Chats older than 60 days	Saved as web files in your OneDrive, which you can open at any time.	NOTHING TO DO
Files shared in chats	Moved to OneDrive under Microsoft Teams Chat Files, and still on the chat’s Files tab.	NOTHING TO DO
Teams and SharePoint sites	All content moves. Old posts show the migration account as author, and every web address changes.	UPDATE BOOKMARKS
Profile photo	Does not make the trip, so your avatar is blank until you add it back.	RE-UPLOAD IT

NOTE

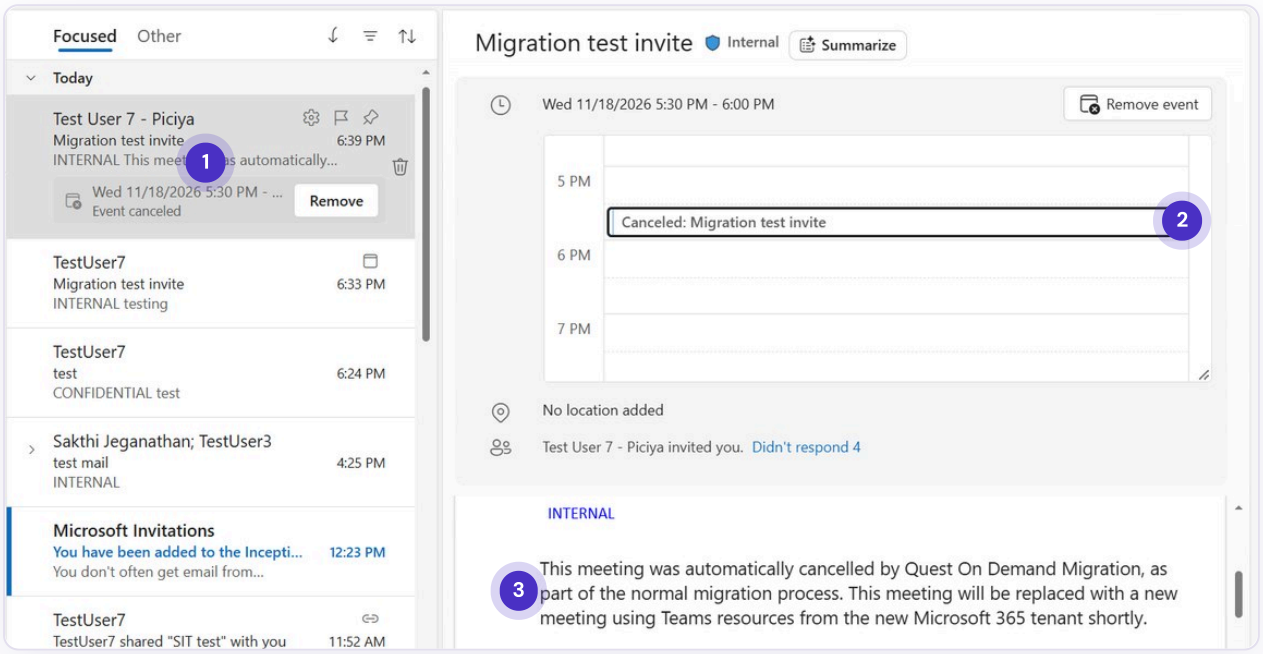
Seeing something not listed here? It is most likely part of the same process. If it still looks wrong after a few days, contact support.

05

OUTLOOK · EMAIL AND CALENDAR

Your calendar will look dramatic. It is fine.

KEY TAKEAWAY Email arrives untouched. Every meeting is cancelled and instantly re-created, so expect a burst of notices. Nothing is lost.



A migrated meeting in Outlook (screenshot from testing).

1 The notice

Each old meeting appears with an "Event cancelled" label in your inbox.

2 The calendar

The old entry is marked "Cancelled" while the new one takes its place.

3 The explanation

The message says it was cancelled as part of the normal migration and will be replaced.

Email

All email folders and subfolders are migrated as they are. Nothing to re-file or rebuild.

Who sees what

Everyone invited, including people outside the company, receives a cancellation and a replacement invite. Organisers see both in Sent Items and in Teams.

YOUR ACTION None. Email folders and calendar items are all in place. ● NOTHING TO DO

06

ONEDRIVE · YOUR FILES

Your files move with you. Your old links do not.

KEY TAKEAWAY Every file and folder arrives intact. Links you shared before stop working, so share them again.

Your sharing permissions are migrated as direct permissions. The old links cannot be rescued by swapping the company name in the address. The whole link is invalid, so anyone who clicks one will see “Not found”.

BEFORE: OLD LINK

Old shared link

Not found

Anyone who clicks an old link sees this.

→

AFTER: NEW LINK

New shared link

File opens

A fresh link from your new OneDrive works straight away.

WHO NEEDS TO RE-SHARE?

You

Re-create the links people still need. Your permissions carry over, but the link itself must be sent again.

Guests outside the company

Anything shared with an outside guest needs to be shared with them again.

Colleagues not yet moved

They will need to re-share links they sent you.

HOW TO RE-SHARE

1

Find the file

Open OneDrive and select the file or folder.

2

Choose Share

Pick who should have access, or copy a fresh link.

3

Send it again

Send the new link to the people who need it.

YOUR ACTION Re-share the OneDrive links people still need. ● ACTION NEEDED

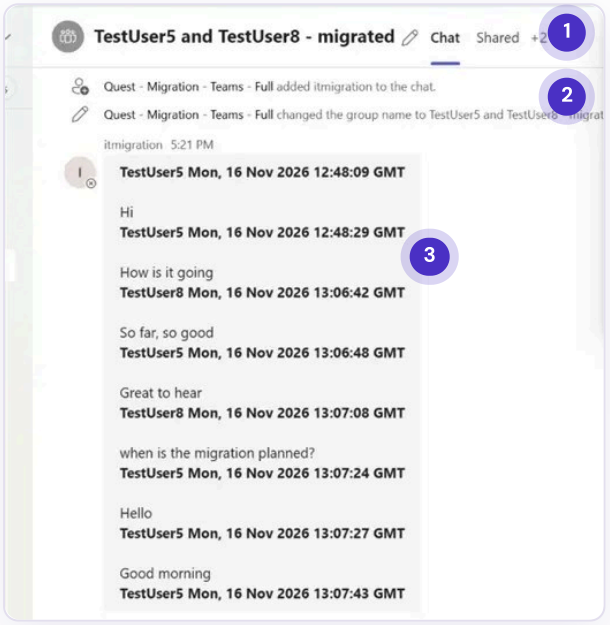
07

TEAMS · CHATS

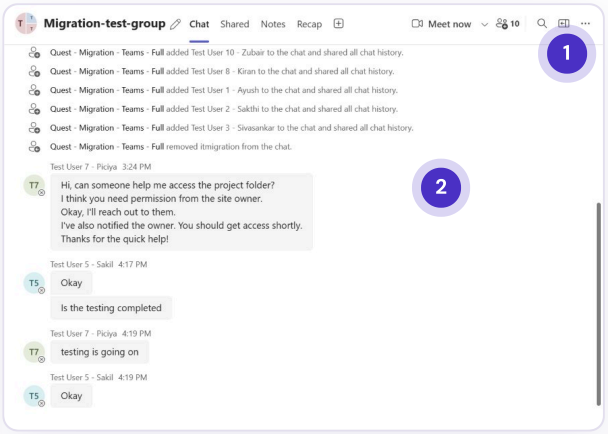
Your chats, under new management

KEY TAKEAWAY Chat history is kept as a read-only record. Send a new message to carry on.

Your one-to-one chats arrive as a group chat "started" by a migration account, with a name such as *Quest – Migration* at the top. Messages and dates are all there, and each migrated message includes "Originally posted by…" so you can see who really wrote it. All migrated chats show as unread. Group chats work in exactly the same way.



One-to-one chat
1 Migrated chat title · 2 Migration account banner · 3 Original messages with dates



Group chat
1 Banners show the migration account re-adding everyone · 2 Your real messages follow

Not migrated

Chats you started with yourself, and chats started by people outside the company.

Profile picture

It does not come across. Re-upload it in Teams and Outlook.

YOUR ACTION Send a fresh message in each chat or group you want to continue.

● ACTION NEEDED

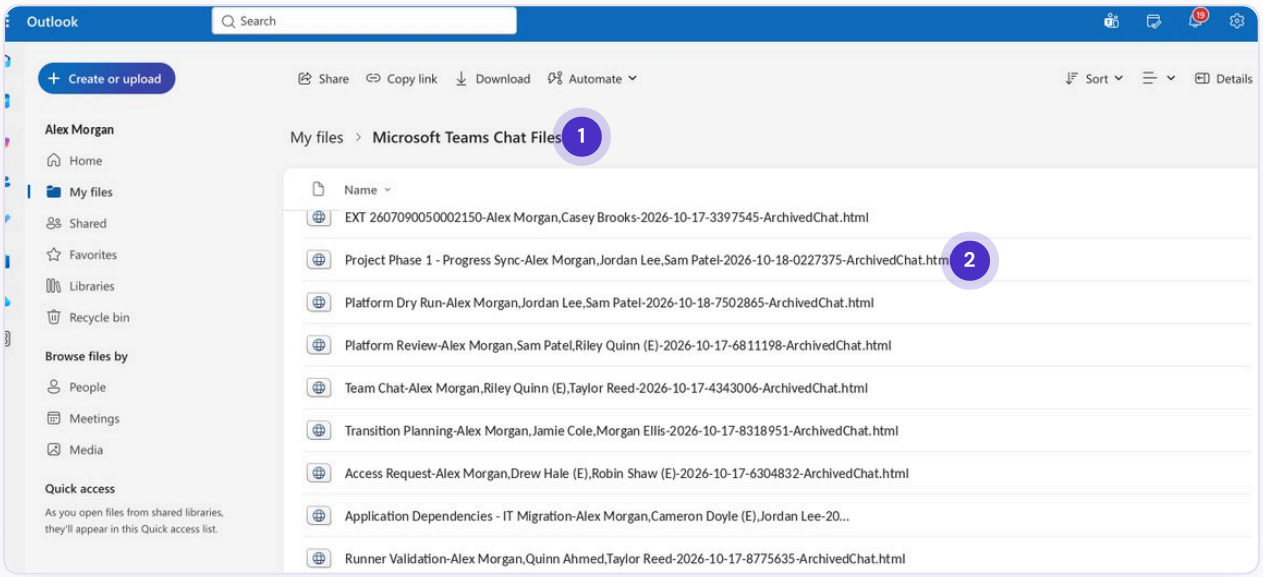
08

TEAMS · HISTORY AND SHARED FILES

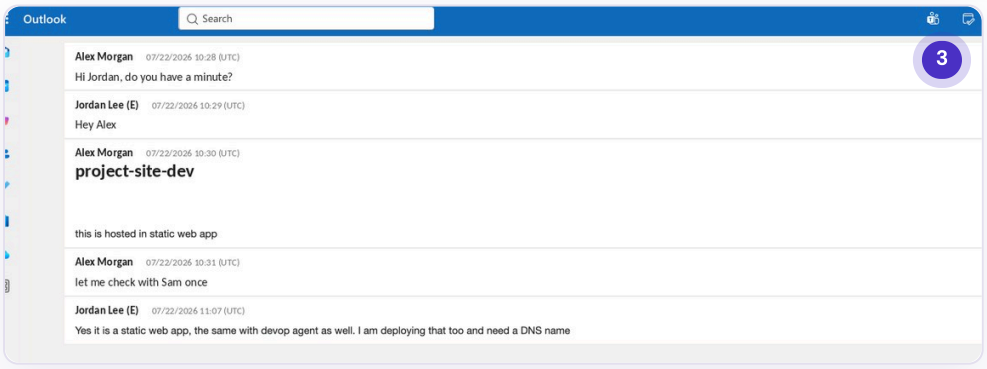
Older chats become tidy little files

KEY TAKEAWAY The last 60 days stay in Teams. Anything older is saved as a file in your OneDrive. Nothing is deleted.

Older chats are saved in OneDrive, in a folder called **Microsoft Teams Chat Files**, one file per conversation, named after who was in it. Double-click a file to read the whole conversation in your browser, timestamps and all.



1 OneDrive › Microsoft Teams Chat Files · 2 Each older chat is saved as an "ArchivedChat.html" file



3 The original back-and-forth, exactly as it happened. **Files shared in chats** are in the same folder and still show under Files in the chat.

YOUR ACTION None. Open any archived chat whenever you need it.

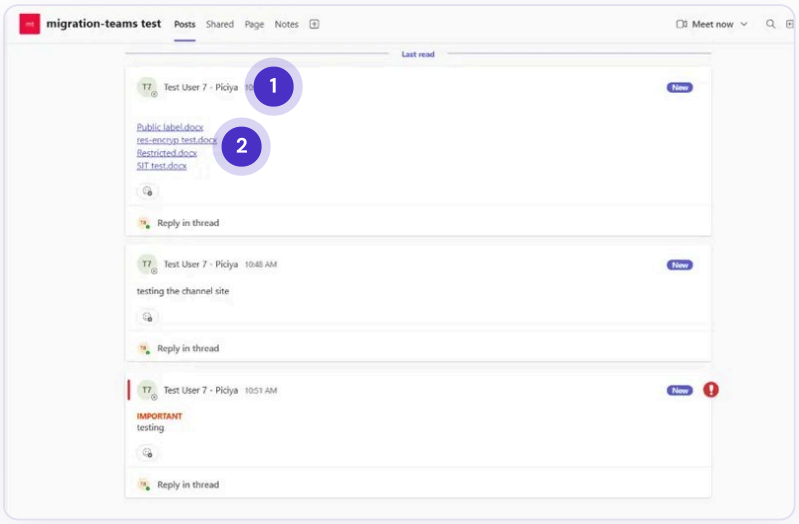
NOTHING TO DO

09

TEAMS SITES · SHAREPOINT

Team sites, channels and SharePoint

KEY TAKEAWAY Sites, channels and files all move across. Web addresses and guest access are what change.



A migrated channel. 1 Author shown as the migration account · 2 Attachments still here

Old posts show the **migration account as the author** instead of the original person. The "Originally posted by…" line identifies the real sender and time.

Files shared in a channel stay in its Shared area and on the site's SharePoint. Site permissions move across too.

TWO THINGS TO WATCH

1 · Web addresses change

Update any bookmarks you have saved.

WAS
https://**toagi**.sharepoint.com/sites/…

NOW
https://**inception42ai**.sharepoint.com/sites/…

2 · Outside guests

Guest access is not carried over, so outside guests need to be added again.

Site owners: please do not add guests directly. Raise an external-invite request on Hub42 and our team will take care of it.

Missing a tab in a channel?

Word, Excel, PowerPoint, OneNote and Lists content is migrated. Some application tabs are not supported by the migration and may need to be added again.

YOUR ACTION Update your SharePoint bookmarks. Site owners: raise guest requests on Hub42.

● ACTION NEEDED

PART 3 · SIGN IN ON YOUR DEVICE

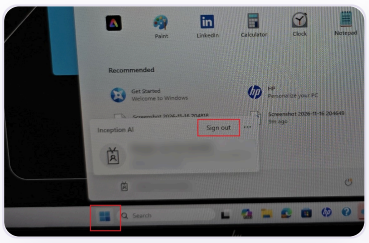
Windows laptop: sign in and validate

Once the domain cutover is complete, you will be notified through the support channels. Your pre-configured laptop needs to be signed in once with your user account and password.

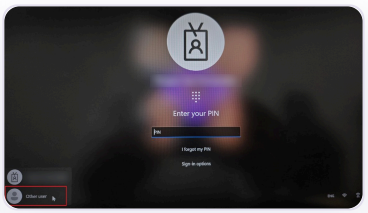
BEFORE YOU START Keep the laptop **on its charger** and on a **stable internet connection** (wired is preferred). Have your **Inception42 username and password** ready, and keep your **mobile phone** nearby for MFA approval prompts. Do not power off the laptop while Windows shows device, account, security policy or application setup progress.

1 Sign in with your username and password

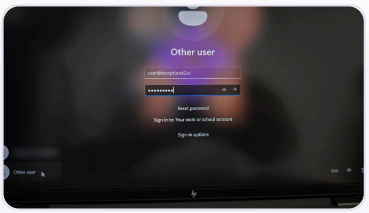
- If you are signed in with a PIN or Face ID, sign out first, then sign in with your username and password.
- Select **Other user**, then enter your Inception42 username and password.
- **Tip:** if Face ID is enabled, cover the camera so it does not sign you in automatically.



1 · Sign out of the current session



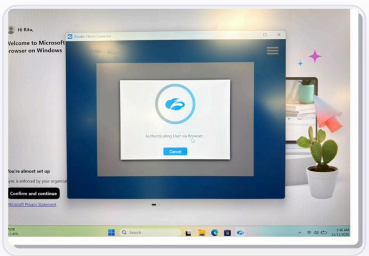
2 · Select Other user



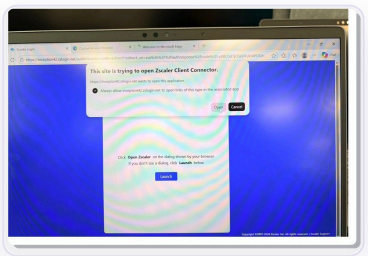
3 · Enter your Inception42 username and password

2 Complete the automatic Zscaler sign-in

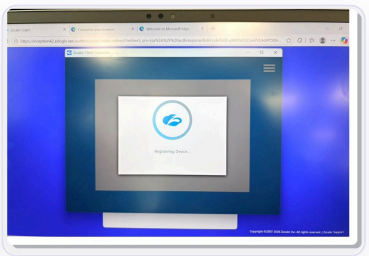
- Zscaler Client Connector starts automatically after Windows sign-in and uses single sign-on. You normally do not need to enter your username or password again.
- Wait for Zscaler to appear. Microsoft Edge may open with an authentication message. If asked, select **Open** (or **Launch**) and keep the windows open while the device registers.
- Select the Zscaler icon in the notification area and confirm it shows **connected** or **active**. Then open Edge and check that an approved site and a corporate application load.



Automatic browser authentication begins



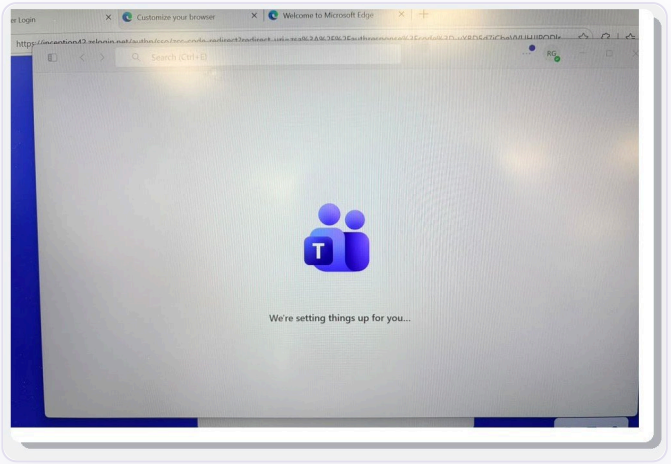
Allow Edge to open Zscaler



Device registration in progress

3 Open and validate Microsoft Teams

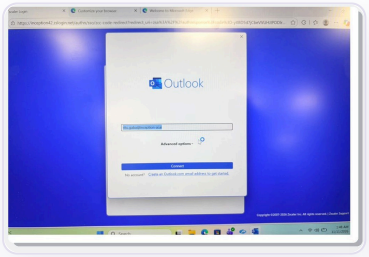
- Select Start or the Search box, enter **Teams**, and open Microsoft Teams.
- Select your Inception42 work account and continue when Teams asks for confirmation. Single sign-on should complete without asking for your password.
- Teams may show “We’re setting things up for you”. Wait for the app to open.



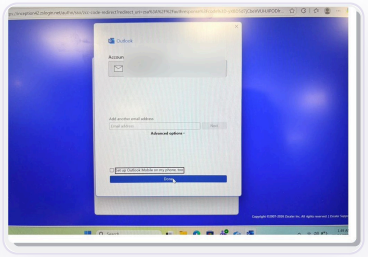
Teams completing first-launch setup

4 Open and validate Microsoft Outlook

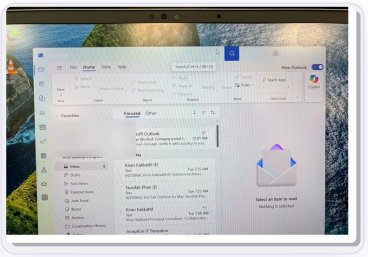
- Select Start or the Search box, enter **Outlook**, and open Microsoft Outlook.
- Choose your Inception42 work account. If the email address appears automatically, confirm it and select **Connect**.
- Allow single sign-on and any MFA prompt to complete. When Outlook confirms the account was added, select **Done**.
- Outlook may show “Loading Profile”. Keep the device connected until the Inbox opens, then confirm your Inbox and folders are visible.



Choose your account and connect



Outlook confirms the account was added



Mailbox opened and ready to validate

5 Sign in to OneDrive and validate folder sync

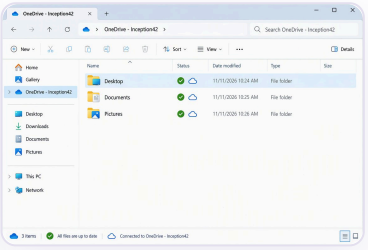
- OneDrive may sign in automatically with your Windows work account. If the setup window appears, use your new Inception42 account and follow the prompts. The screens shown are illustrative and may differ slightly.
- When **Manage folder backup** appears, make sure Desktop, Documents and Pictures are enabled. If it does not appear, open the OneDrive cloud icon, then Help & settings, Settings, Sync and backup, Manage backup.
- Keep the laptop on power and online until OneDrive reports that files are up to date.
- In File Explorer, open **OneDrive - Inception42**. Confirm Desktop, Documents and Pictures are present and show a green check mark or a cloud icon, with no red error symbol.



Set up OneDrive



Turn on Desktop, Documents and Pictures



Synced folders in File Explorer

> **Important:** do not move, delete or rename business files during the initial synchronisation. If folders are missing, OneDrive stays in “Sign in required”, or a red sync error appears, capture the full message and contact the migration support team.

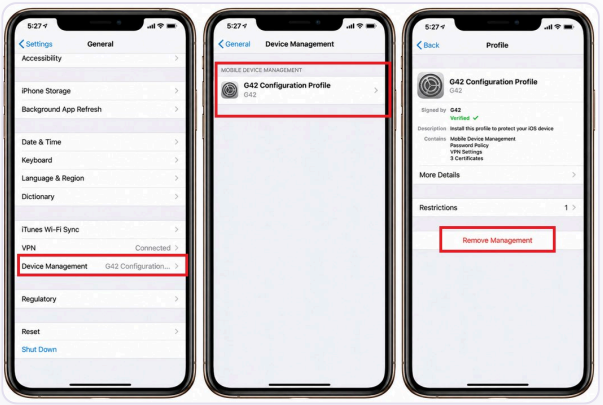
PART 3 · SIGN IN ON YOUR DEVICE

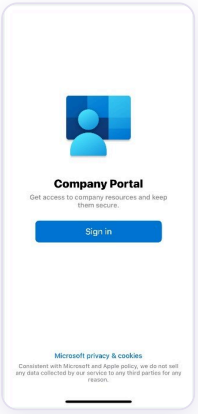
iPhone setup

Once the domain takeover is complete, mobile devices are retired automatically from the backend. You may see Company Portal and your Microsoft 365 apps signed out.

If the previous management profile is still on your phone

Remove it first: on your iPhone go to **Settings › General › VPN & Device Management**. Then follow the steps below to set up your device.

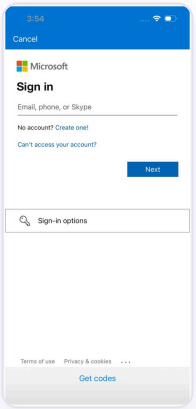




STEP 1

Open Company Portal

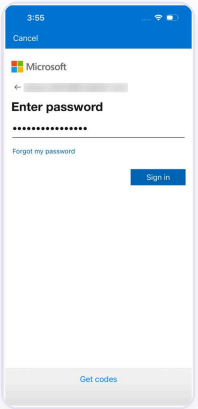
Open Company Portal on the iPhone and select **Sign in**.



STEP 2

Enter the new work account

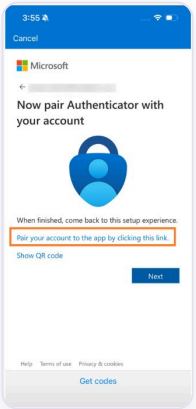
Enter your new Inception42 email address, select Next, then enter the password and select **Sign in**.



STEP 3

Enter the account password

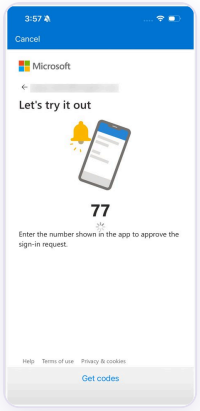
Enter the password for the new account and continue.



STEP 4

Pair Microsoft Authenticator

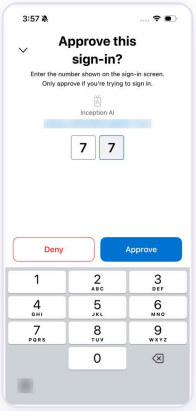
If MFA is already configured, skip to Step 6. When "Now pair Authenticator with your account" appears, select the option to open Microsoft Authenticator and follow the prompts.



STEP 5

Complete the test MFA request

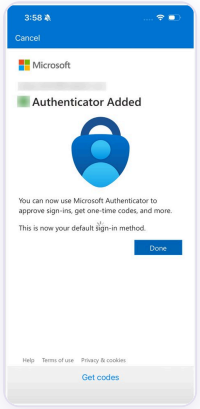
When “Let’s try it out” appears, note the number shown. In Authenticator, enter the same number and approve.



STEP 6

Approve the sign-in

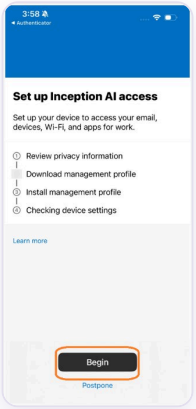
Confirm the number-matching request and complete Face ID or your iPhone passcode if prompted.



STEP 7

Confirm Authenticator registration

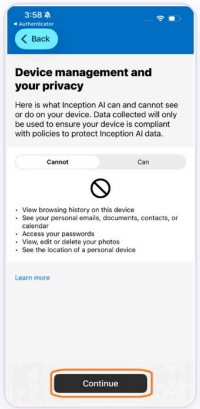
Confirm that “Authenticator Added” is displayed, then return to Company Portal.



STEP 8

Start Inception AI access setup

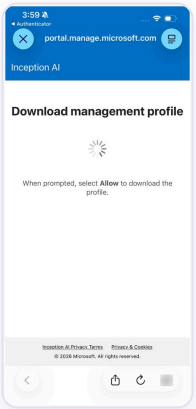
In Company Portal, select **Set up Inception AI access**.



STEP 9

Review device management privacy

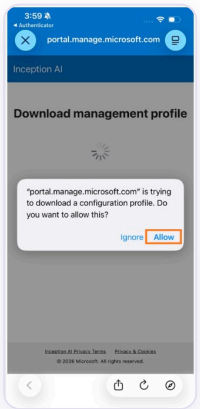
Review what Inception AI can and cannot see or manage. Continue after reading the privacy information.



STEP 10

Download the management profile

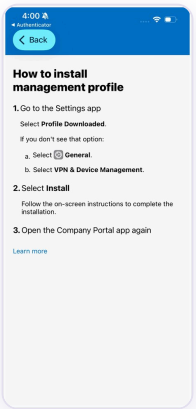
Select **Download management profile**. Authenticate again if prompted.



STEP 11

Allow the profile download

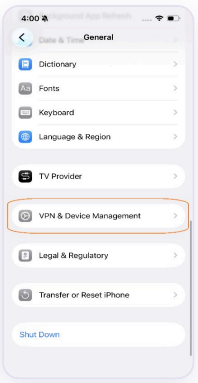
When Safari asks permission to download a configuration profile, select **Allow**, then confirm the profile downloaded.



STEP 12

Review installation instructions

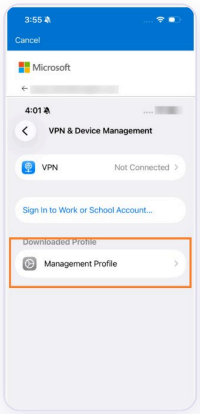
Company Portal shows how to install the profile. Keep these instructions available, then open the iPhone Settings app.

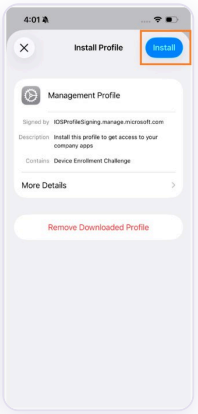



STEP 13

Open VPN & Device Management

In iPhone Settings, select **General**, then **VPN & Device Management**. Under Downloaded Profile, select **Management Profile**.

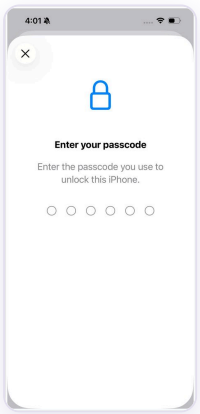




STEP 14

Install the profile

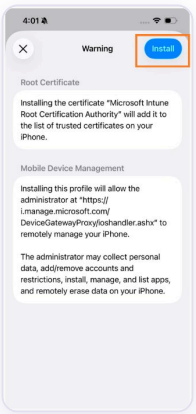
Review the profile signed by iOSProfileSigning.manage.microsoft.com and select **Install**.



STEP 15

Enter the iPhone passcode

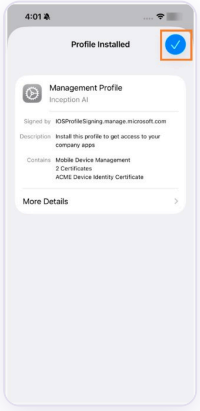
Enter the passcode you normally use to unlock the iPhone.



STEP 16

Accept the certificate warning

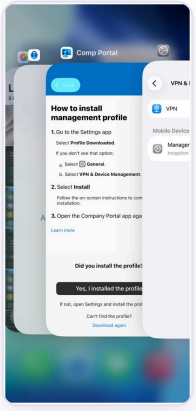
Review the Microsoft Intune Root Certification Authority and Mobile Device Management warning, then select **Install** to continue.



STEP 17

Confirm profile installation

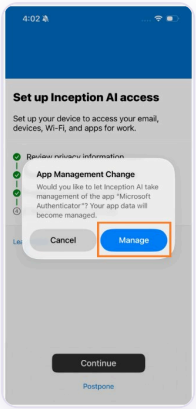
Confirm that “Profile Installed” is displayed and select **Done**.



STEP 18

Return to Company Portal

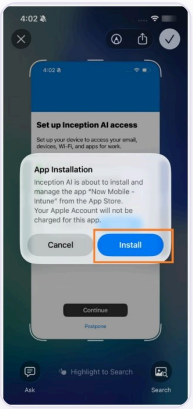
Return to Company Portal and select **Yes, I installed the profile**.



STEP 19

Allow management of Microsoft Authenticator

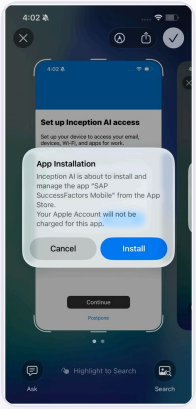
When “App Management Change” appears, allow Inception AI to take management of Microsoft Authenticator.



STEP 20

Install required managed applications

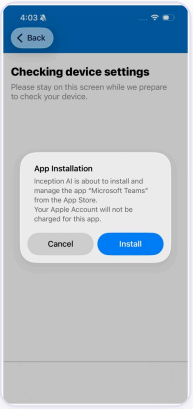
Select **Install** for each organisation-required application (the screenshots show Now Mobile, SAP SuccessFactors Mobile and Microsoft Teams). Do not select Postpone unless support tells you to.



STEP 21

Continue installing published applications

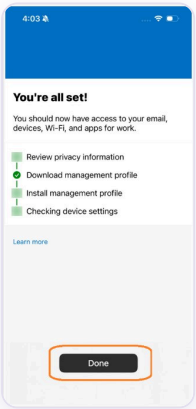
Repeat the installation prompt for the remaining managed applications.



STEP 22

Wait for device settings validation

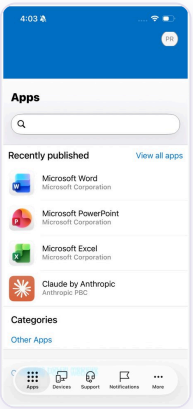
Stay in Company Portal while “Checking device settings” is displayed and allow Microsoft Teams and other required apps to install.



STEP 23

Confirm enrolment completion

Continue only after Company Portal displays “You’re all set”. Your device now has access to work email, Wi-Fi and applications.



STEP 24

Review available applications

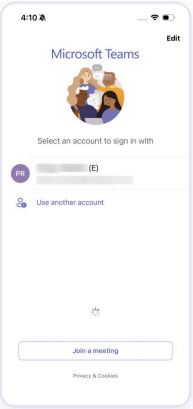
On the Company Portal Apps page, confirm required applications are published and install any still required for your role.



STEP 25

Wait for application downloads

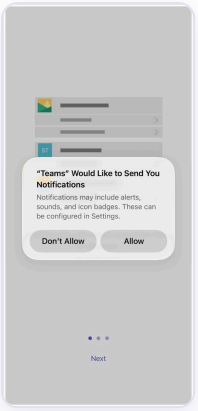
On the Home Screen, let apps showing Installing, Waiting or Loading finish before you validate.



STEP 26

Validate Microsoft Teams sign-in

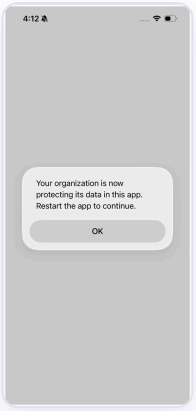
Open Microsoft Teams and select the new Inception AI account. Allow initial setup to complete. **If you see the toagi.onmicrosoft.com account, select “Use another account”** and sign in with your Inception42.ai account.



STEP 27

Allow Teams notifications

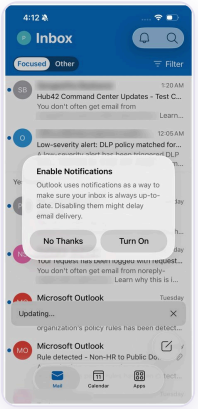
When Teams asks for notification permission, select **Allow** so you receive calls, chats and meeting alerts.



STEP 28

Validate Outlook data protection

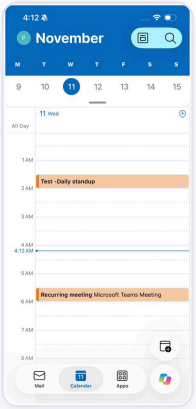
Open Outlook and select the new Inception AI account. When the organisation protection message appears, select **OK**, then close and reopen Outlook.



STEP 29

Validate Outlook email

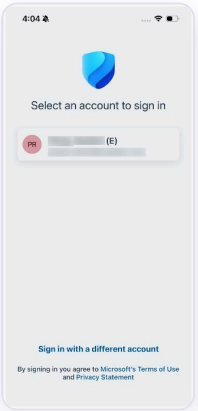
Confirm the Inbox opens and messages synchronise. Send a test message and confirm you can receive a reply.

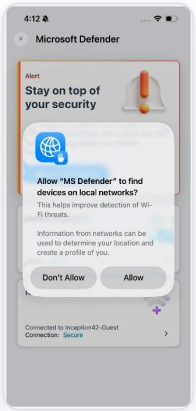


STEP 30

Validate Outlook calendar

Open Calendar and confirm your upcoming meetings are visible.





STEP 31

Validate Microsoft Defender sign-in

Open Microsoft Defender and select the new Inception AI account when prompted. If asked, allow it to find devices on your local network.

PART 3 · SIGN IN ON YOUR DEVICE

Android work profile setup

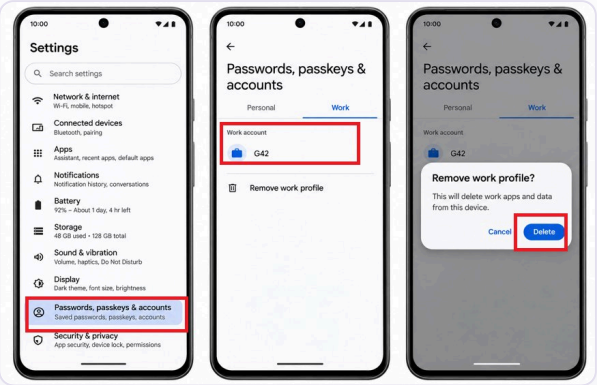
Use these illustrated steps to move your work access to the new Inception42 environment. Screens may differ slightly by phone model or software version.

BEFORE YOU START

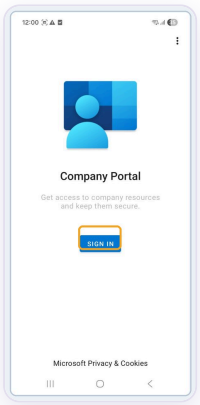
Connect to Wi-Fi and keep Company Portal, Authenticator and your current phone number available.

These screenshots show a personally owned Android phone with a separate Work Profile.

If an old tenant Work Profile is still present, remove the previous profile from the phone.



Important: removing a previous Work Profile deletes locally stored work-profile data. "Reset work profile setup" is not the same as a safe tenant migration.



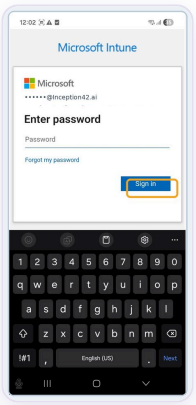
STEP 01

Open Company Portal

Open the Company Portal app and tap **Sign in**.

IF YOU GET STUCK

If you cannot find the app, install Intune Company Portal from Google Play.



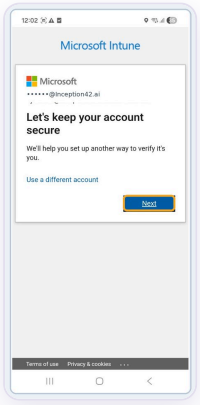
STEP 02

Enter your password

Use your Inception42 work email and existing company password, then tap **Sign in**.

IF YOU GET STUCK

If the password fails, recheck your account details and internet connection. Contact IT if it still fails.



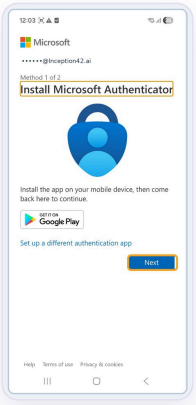
STEP 03

Start security setup

When you see "Let's keep your account secure", tap **Next**. *If MFA is already configured with Authenticator, skip to Step 08.*

IF YOU GET STUCK

This is expected: your previous company MFA registration does not carry over automatically.



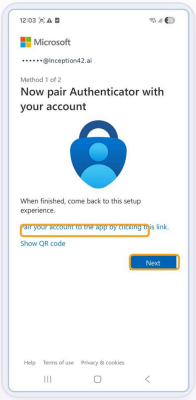
STEP 04

Get Microsoft Authenticator

Install or open Microsoft Authenticator on your phone, then return and tap **Next**.

IF YOU GET STUCK

Do not uninstall your existing Authenticator app or remove any other accounts from it.



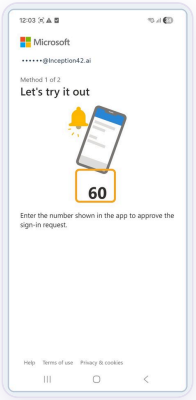
STEP 05

Connect Authenticator

Tap the pairing link. If needed, use Show QR code. After pairing, tap **Next**.

IF YOU GET STUCK

On one phone the pairing link is usually easiest. Ask IT if the QR code cannot be scanned.



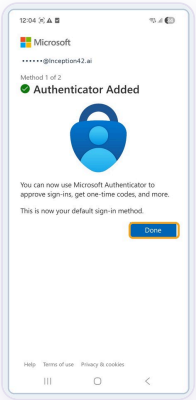
STEP 06

Approve the test request

Open Authenticator and enter the number shown on the Microsoft screen to approve the sign-in request.

IF YOU GET STUCK

The number changes each time. Never approve a request you did not start.



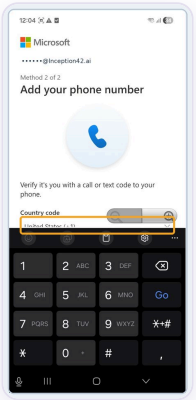
STEP 07

Finish Authenticator setup

When “Authenticator Added” appears, tap **Done**.

IF YOU GET STUCK

If you do not see this confirmation, return to the verification screen or contact IT.



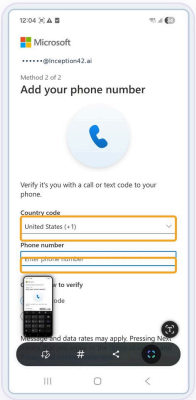
STEP 08

Add your phone number

Select your country code and enter your mobile number.

IF YOU GET STUCK

Use a number that can receive text messages or calls.



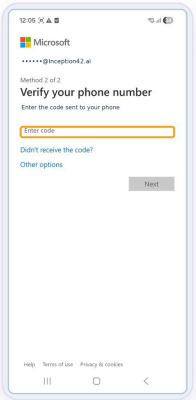
STEP 09

Check your phone details

Confirm the country code and phone number are correct before continuing.

IF YOU GET STUCK

If the wrong country code is shown, correct it before moving on.



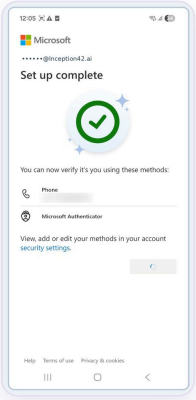
STEP 10

Enter the verification code

Type the code sent to your phone, then tap **Next**.

IF YOU GET STUCK

If the code does not arrive, select “Didn’t receive the code?” or check your signal and retry.



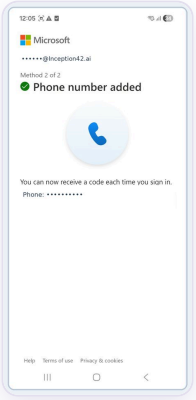
STEP 11

Confirm phone number setup

When “Phone number added” appears, tap **Done**.

IF YOU GET STUCK

Do not share verification codes with anyone, including callers claiming to be IT.



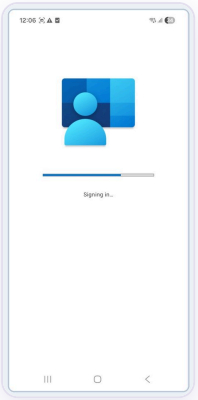
STEP 12

Finish security registration

When “Set up complete” appears, continue back to Company Portal.

IF YOU GET STUCK

If setup does not move forward, keep the phone online and reopen Company Portal.



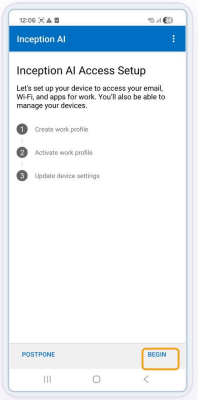
STEP 13

Allow sign-in to finish

Wait while Company Portal completes sign-in. Keep it open.

IF YOU GET STUCK

A moving progress bar is normal. Do not repeatedly close the app.



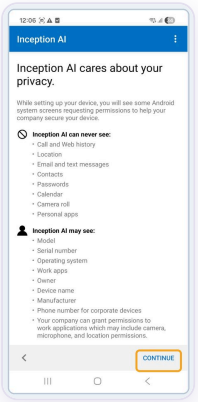
STEP 14

Start company access setup

On “Inception AI Access Setup”, tap **Begin**. Do not tap Postpone.

IF YOU GET STUCK

The three tasks are Create work profile, Activate work profile and Update device settings.



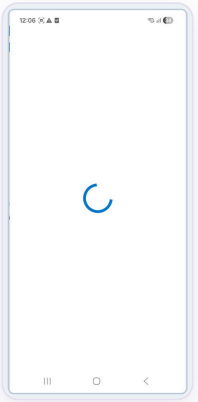
STEP 15

Review privacy information

Read the privacy notice and tap **Continue**.

IF YOU GET STUCK

This personally owned Android work profile keeps company apps separate from personal apps.



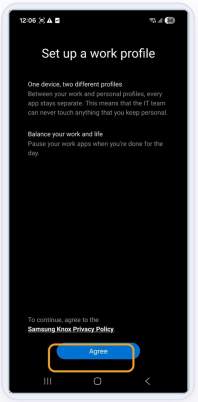
STEP 16

Wait while setup prepares your device

Keep the phone on this screen while it prepares the work profile.

IF YOU GET STUCK

If you see an error, note the message before contacting IT.



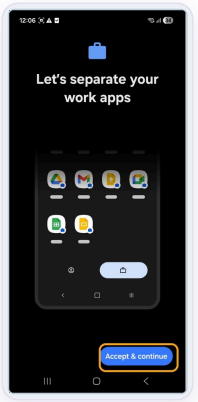
STEP 17

Start the work profile

On “Set up a work profile”, review the message and tap **Agree**.

IF YOU GET STUCK

Samsung may show Knox-specific wording. Other Android brands may look slightly different.



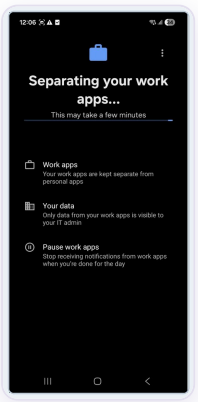
STEP 18

Separate your work apps

On “Let’s separate your work apps”, tap **Accept & continue**.

IF YOU GET STUCK

This creates a separate area for company apps, marked with a briefcase badge.



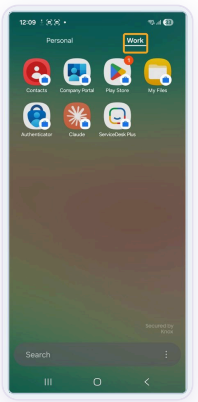
STEP 19

Let Android finish

Keep the phone online while it says “Separating your work apps...”.

IF YOU GET STUCK

Do not power off the phone or attempt to start a second enrolment.



STEP 20

Find your work apps

Open the **Work** tab in your app list. Work apps have a blue briefcase badge.

IF YOU GET STUCK

Use the Work copy of Company Portal and Play Store for managed apps.

PART 4 · HELP

Quick answers

The questions colleagues are most likely to ask once the move is done.

Which username and password should I use after migration?

They are not changing. Keep using your current username and password.

Why is my PIN, fingerprint, face recognition or Touch ID not working?

Passwordless sign-in needs to be re-enrolled after migration. Sign in with your password first, then reconfigure PIN, fingerprint or other sign-in methods.

Outlook or Teams keeps asking me to sign in.

Check that you are using the right credentials and follow the steps carefully. Contact support if it continues.

Why was my meeting cancelled?

Each meeting is cancelled and re-created automatically with the same details. Attendees, including people outside the company, receive both notices.

Why do my old Teams chats look different?

This is expected.

- The last 60 days of supported chat history are in the live Teams experience.
- Older history is archived in OneDrive (Microsoft Teams Chat Files) as “ArchivedChat.html” files you can open in your browser.
- One-to-one chats may appear as grouped conversations with the migration account.
- All migrated chats show as unread.

Why do some Teams messages show the migration administrator?

It is a migration behaviour. The administrator did not write the message. Each migrated message includes “Originally posted by…” with the original sender and time.

My old OneDrive or SharePoint link no longer works.

Open the file from your new OneDrive or SharePoint location and share it again to create a new link. Guest sharing may also need to be re-added.

I cannot find a Teams channel I belong to, or a tab is missing.

Inception-specific Teams and SharePoint sites are migrated with permissions. Word, Excel, PowerPoint, OneNote and Lists content is migrated, but unsupported application tabs may need to be added again. Contact support if a site is still missing.

OneDrive is not syncing.

Select the OneDrive icon, confirm the signed-in account and sync status, and re-enter credentials if asked. Do not delete local files unless instructed.

Zscaler or a business application is not working.

Sign in again with your new account, confirm your internet connection and test again. Report the application name, time, device type and a screenshot to support.

Email or Teams is not working on my mobile phone.

Your phone may need to be set up again. Remove the old organisation account or profile where instructed, then configure it with your Inception account and complete the Company Portal, MFA and app-protection prompts.

Why is my profile photo blank, or my chat with myself missing?

Profile pictures are not migrated, and neither are chats you started with yourself or chats started by people outside the company. Upload your photo again in Teams and Outlook.

PART 4 · HELP

Your checklist

Most of this takes care of itself. These are the things that are genuinely on you.

BEFORE THE CUTOVER

- [ ] **Know your current password**
  Do not rely only on PIN, fingerprint or face recognition.
- [ ] **Back up files to OneDrive**
  Wait until the sync status shows complete.
- [ ] **Submit your Windows laptop to IT**
  For reconfiguration.
- [ ] **Bookmark critical business apps**
  So you can validate them afterwards.
- [ ] **Review the date and support contacts**
  Including any travel or leave restrictions.

DURING THE CUTOVER

- [ ] **Stay off Microsoft 365 and company apps**
  Follow official project-team updates.

AFTER THE CUTOVER

- [ ] **Sign in to your device**
  Use the steps in your device guide.
- [ ] **Validate your apps**
  Outlook, Teams, OneDrive, Microsoft 365 apps, Zscaler, Company Portal and business apps.
- [ ] **Re-enrol passwordless sign-in**
  Windows Hello, fingerprint, face recognition or Touch ID.
- [ ] **Re-share your OneDrive links**
  Old links cannot be fixed by editing the address.
- [ ] **Start a new message in your chats**
  Send a fresh message to pick up where you left off.
- [ ] **Re-upload your profile photo**
  In Teams and Outlook.
- [ ] **Update your SharePoint bookmarks**
  Use the new inception42ai.sharepoint.com address.
- [ ] **Site owners: raise guest requests on Hub42**
  Rather than adding outside guests directly.
- [ ] **Report any issue to support**
  Include a screenshot of the error.

GETTING HELP

Use the support contacts below. Include the **issue category, device type, username, contact number and a screenshot**. The Hub42 migration team is happy to help with anything that looks unexpected after the move.

SUPPORT TEAM	EMAIL	PHONE / TEAMS	SUPPORT HOURS
TO BE CONFIRMED	TO BE CONFIRMED	TO BE CONFIRMED	TO BE CONFIRMED

Classification: Restricted