

# Global AD User Migration Instructions

**Version: 3.2**

**Date: 15<sup>th</sup> April 2026**

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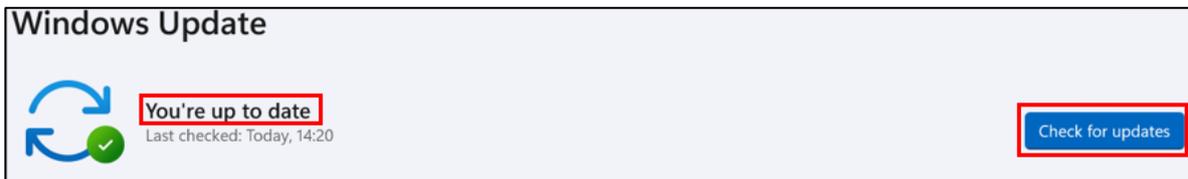
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## Pre-Migration Steps

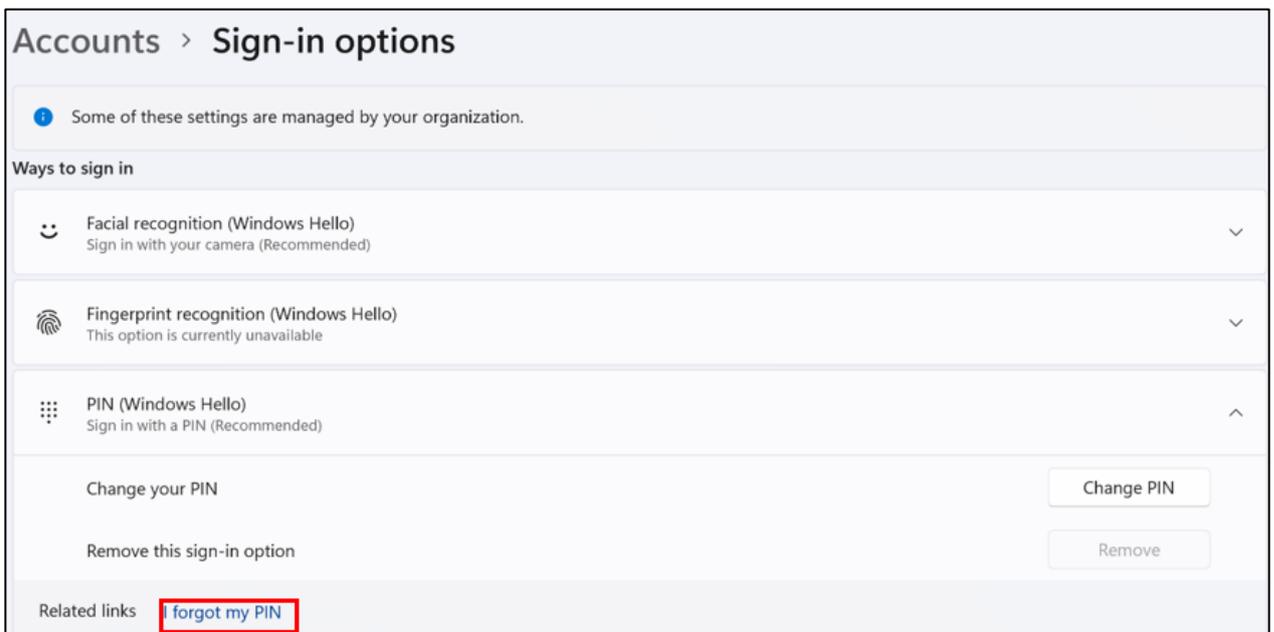
### To be completed **BEFORE** you log off the evening of migration

- Ensure your device has been upgraded to Windows 11 and all deployed updates and software installations have been successfully installed.

To check all Windows Updates are downloaded and installed, go to Windows Updates in Settings and click **Check for Updates** and wait until it says **You're up to date**



- Check that you have a Windows Hello for Business (WHfB) **PIN** configured and you know what it is. Your WHfB PIN should be at least 6 numbers long, if you've forgotten your PIN and need to reset it, go to **Settings** and you can find the link to reset it here:



- On the day of migration at the cutoff time allocated, shut down your device.

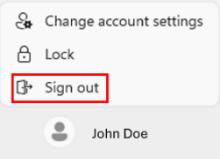


Please ensure your device is fully **shutdown** and not in sleep/hibernation mode at the time allocated in your notification email on the day of migration; failing to do this could result in delays in authentication the following day.

You should not use your corporate applications on your mobile devices after the time allocated in your notification email but you can continue to use the browser and non-corporate applications on them.



If you are an **AVD user**, you do **not** need to shut down your AVD on the day of migration, **only signing out** is required before you are migrated.



## Post-Migration Steps

To be completed the first morning **AFTER** migration

### 1. Your First login

1.1. Log on to your device with your **email address** and your **existing password**.

For example: [joe.bloggs@nationalgrid.com](mailto:joe.bloggs@nationalgrid.com)



You **MUST** use your email address.

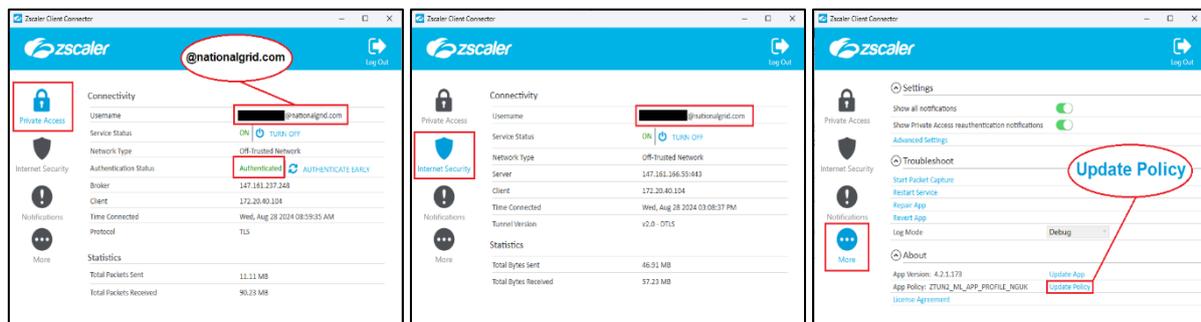
**DO NOT** use your old logon details of @uk.nationalgrid.com or @us.nationalgrid.com or your old Shortname such as Joe.Bloggs.

### 2. Zscaler check

2.1. Open the **Zscaler Client**



2.2. Check that the **Zscaler Private Access** and **Internet Security** components are both authenticated with your email address. If they do not show your email address, or show an error, click the **More** button, then click **Update Policy**, as per the following images.



You may receive various error messages from Zscaler including “Blocked by policy”; these messages will stop once Zscaler has authenticated.



AVDs **do not** have Zscaler installed so these steps can be ignored on AVDs.

### 3. Windows Hello for Business (WHfB) update

Follow the steps below to link your existing WHfB **PIN** stored on the device to your new logon details.

- 3.1. Ensure you are logged into Windows with your **email address and password**.
- 3.2. While logged in, lock your device (**CTRL+ALT+DEL > Lock**), then unlock, but choose to use the **PIN** method and enter your **PIN**.



It is critical you perform the above steps while logged onto Windows with your email and password and use the PIN to unlock, for this to work correctly.

You may need to block your camera if you usually log on with facial biometrics to facilitate a PIN unlock.



AVDs **do not** have Windows Hello for Business PINs so these steps can be ignored on AVDs.

### 4. Password change

After being migrated to Global Active Directory you will need to change your password. This is due to there being a new password criterion, and to make sure passwords are up to the latest encryption standards.



**You should change your password even if you currently have a strong password.**

**Your computer will not prompt you to change your password so you must do it manually.**

At National grid we enforce a complex password, which requires a minimum of 15 characters and characters from three of the following categories:

- Uppercase letter
- Lowercase letter
- A number
- A special character

A special character would be one of the following: '!"#\$%&()\*+,-./:;<>[]^\_`{|}~+=<=>

They must not use elements of your name, repeating patterns, or obvious character sequences (such as abc, 321, qwerty, 13579).

**To change your password, follow these steps:**

- 4.1. Change your password using the standard Windows method: **CTRL+ALT+DEL > Change a password**



If you are an AVD user you can use this link to change your password: [aka.ms/mysecurityinfo](https://aka.ms/mysecurityinfo)

My Account

- Overview
- Security info
- Devices
- Change Password**

+ Add sign-in method

- Phone Change
- Password Last updated: a year ago **Change**

- 4.2. A web browser will open which may prompt for authentication, you will then be presented with the following screen to change your password:

Change your password

User ID  
John.Smith@nationalgrid.com

Current password

[Forgot your password?](#)

New password

Confirm new password

- 4.3. After entering your old and new password you should click submit, you should receive a confirmation window that your password change was successful, as shown.

Success, password changed

You can now use your new password when you next sign in.

- 4.4. You should **wait a few minutes** and then **log off** and **back onto your device** with your **new password**.

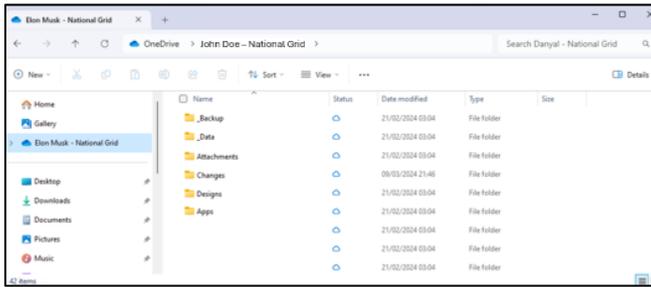


Passwords should be at least 15 characters long, use a mix of upper and lowercase letters, numbers, and symbols. They must also not use elements of your name, repeating patterns, or obvious character sequences (such as abc, 321, qwerty, 13579).

You **must** change your password even if you currently have a strong password. This is to ensure the latest security standards are applied to your password.

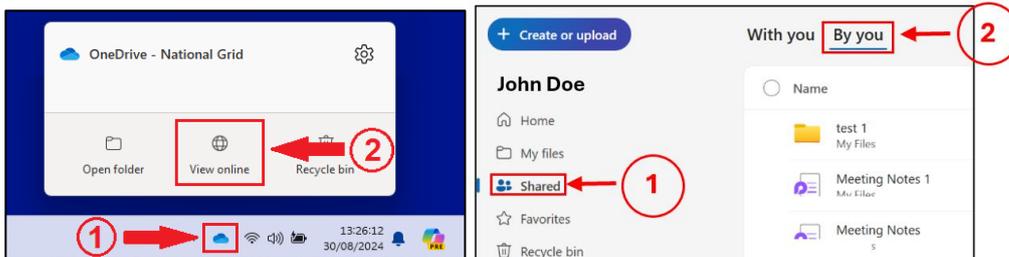
## 5. Microsoft OneDrive

5.1. Check your OneDrive is connected, and you can see all your files.



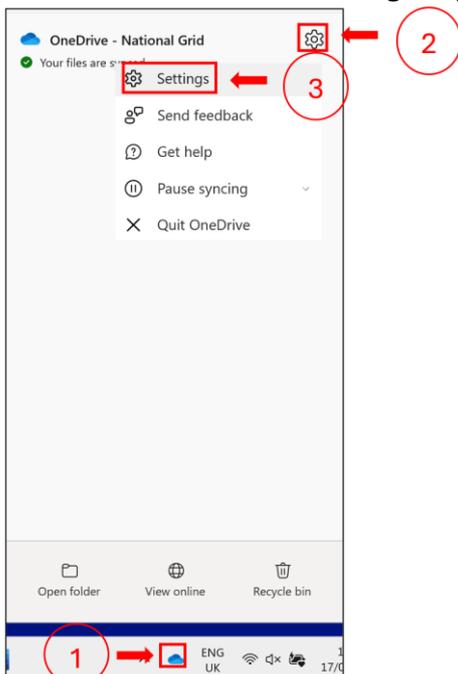
Other users with links to files you have previously shared with them may need you to send them new links due to your logon change, which results in your previous shared link URLs becoming invalid.

5.2. You can see all your shared files and files shared with you, by clicking the **OneDrive** icon on the **Windows Taskbar** and selecting the **View online** option.

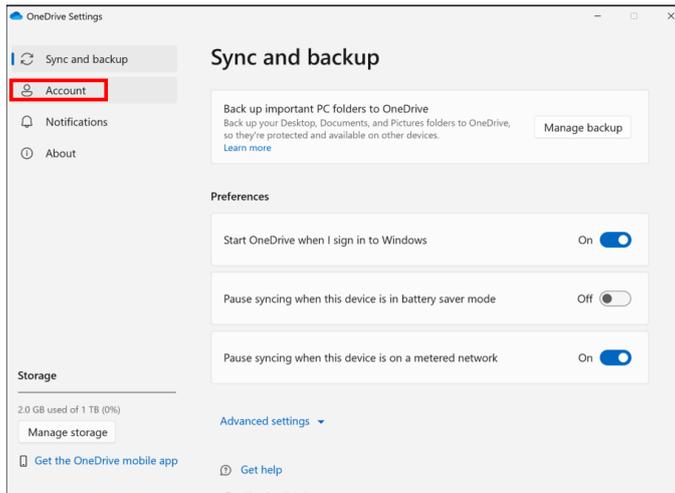


If your OneDrive is not syncing, then you can sign out and back into OneDrive to attempt to get it to start syncing. Follow the steps below:

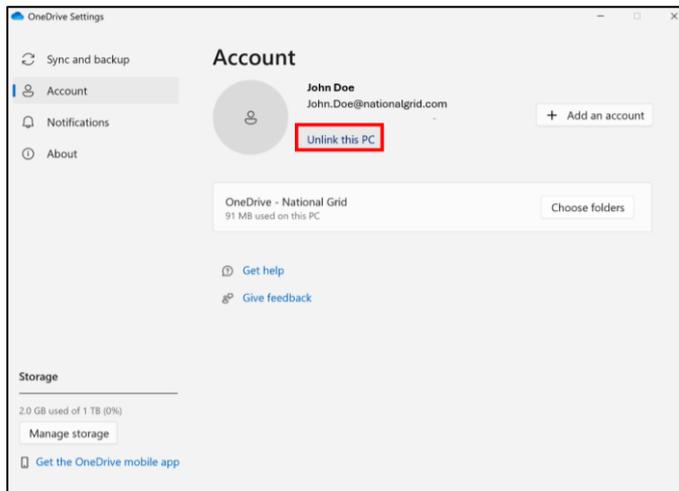
5.3. Click on OneDrive in the settings tray in the bottom right and then click on Settings



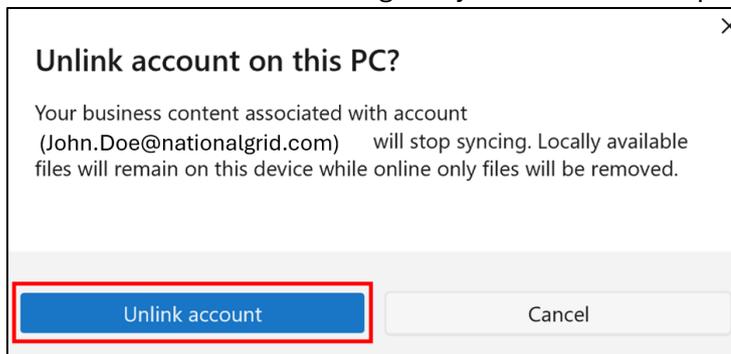
5.4. This will open the OneDrive settings panel, click on the **Account** tab



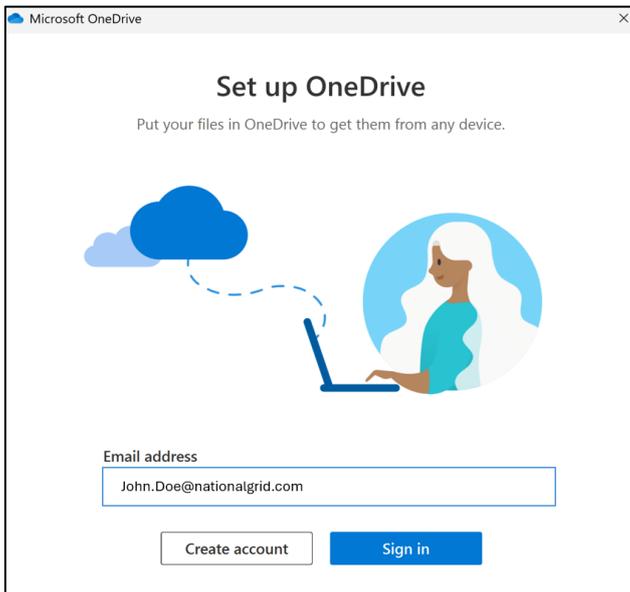
5.5. In the Account tab, click Unlink this PC



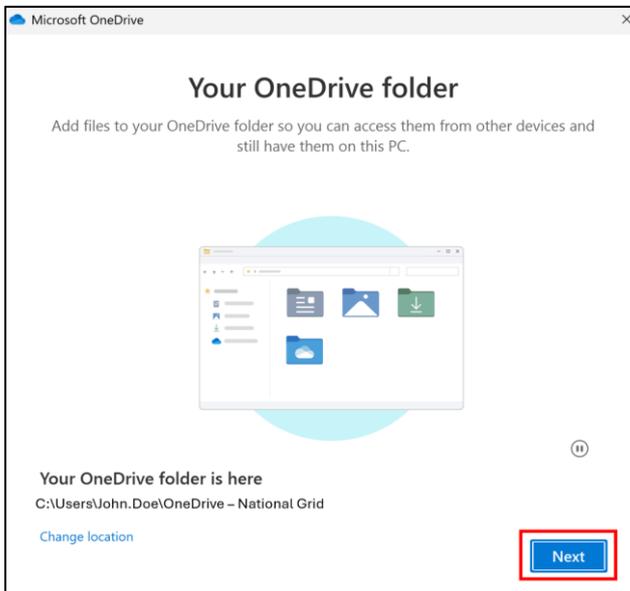
5.6. You will then receive a warning that your device will stop syncing, just click Unlink Account



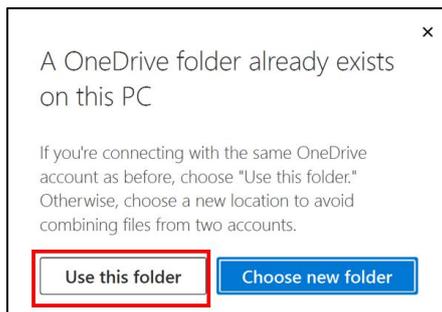
5.7. Once signed out, it should automatically pop up for you to sign back into OneDrive, with your email address automatically filled, just click **Sign in**



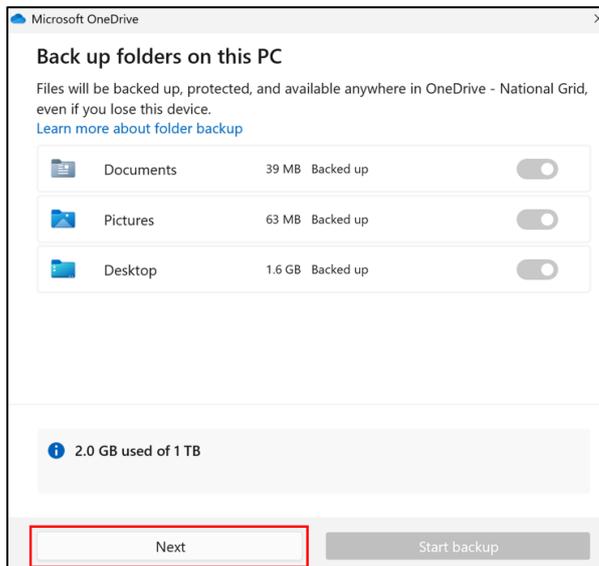
5.8. It will then ask you where you would like your OneDrive folder, there is no need to change this, so click **Next**



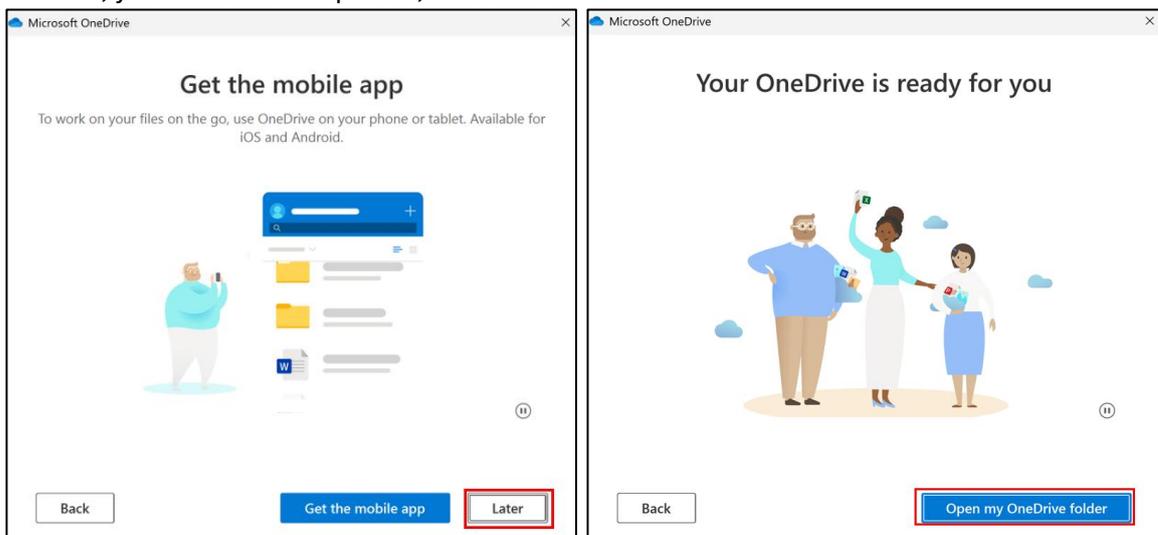
5.9. You will get a popup that a OneDrive folder already exists there, as you are connecting with the same account, click **Use this Folder**



5.10. You will then get a screen on backed up folders, once they have been checked you can then click Next



5.11. You will then get some screens running how to use OneDrive, you can go through them and click Next when you are ready. You will then get to the OneDrive mobile app screen, you can set this up later, so click Later.



5.12. You are then done setting OneDrive up again, so just click Open my OneDrive folder

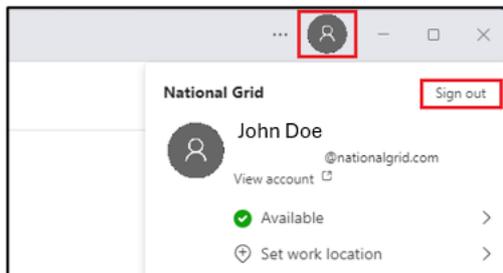
## 6. Microsoft Outlook

6.1. Check that Microsoft Outlook opens and correctly displays your mailbox.

## 7. Microsoft Teams

7.1. Check that Microsoft Teams opens correctly and that you can see all your previous conversations.

7.2. You may need to log out and back into Teams if you're having issues.



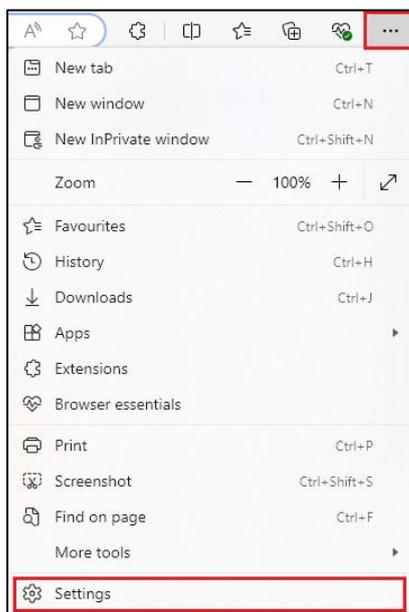
## 8. Microsoft Edge

8.1. You should sign out and back into Edge to ensure your new username is showing.

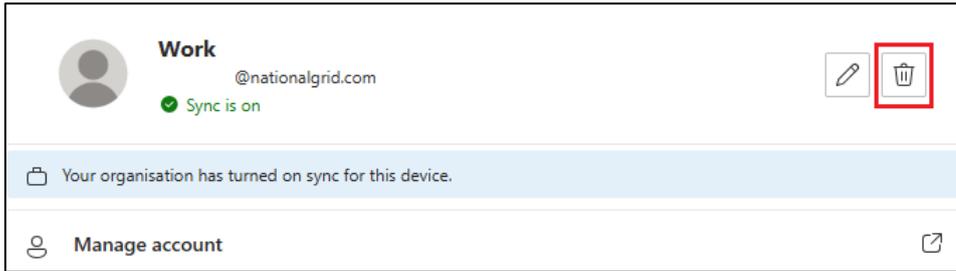


If you have any issues signing into Edge please follow the guide in the **troubleshooting section**.

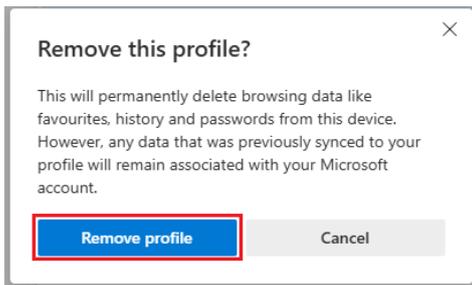
8.2. Open Edge and click the three dots in the top right of the browser, then select settings.



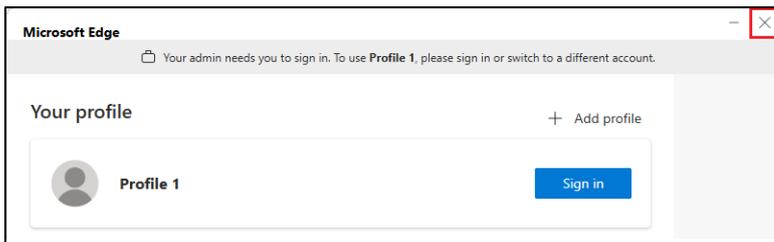
8.3. Click the **trash can**.



8.4. Click **Remove profile**, you will not lose your browsing data as this is backed up to Office 365 and will be restored when you sign back in.



8.5. Then click the **X** to close the window that pops up.



8.6. Reopen Edge from a shortcut you have then click **sign in** and continue the process to sign into Edge. The profile number you sign into may be different, e.g. Profile 2.



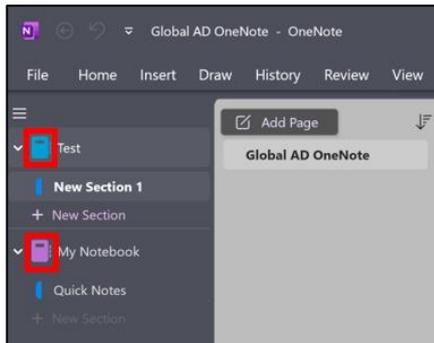
## 9. Microsoft OneNote



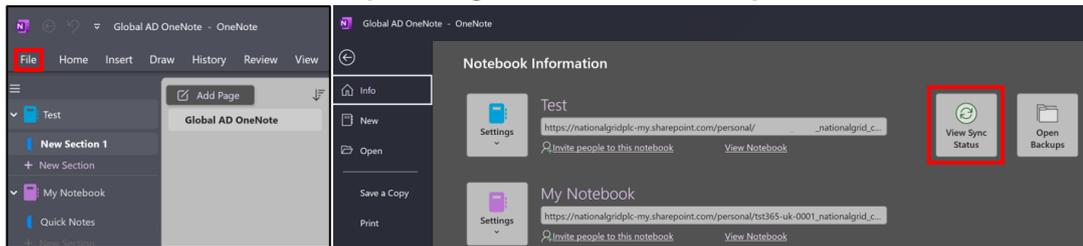
After being migrated to Global AD you should check that your OneNote Notebooks are all syncing correctly.

To do this follow the instructions below:

9.1 Open OneNote and check if there are any warning symbols over the small notebook symbols



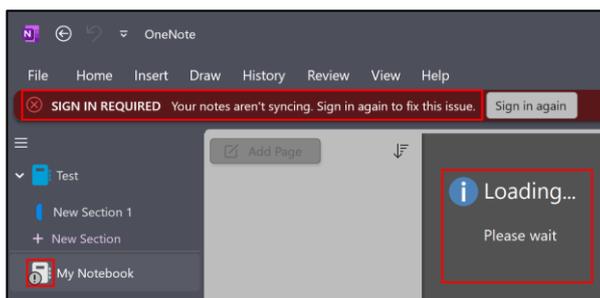
9.2 This can also be confirmed by clicking **File** and then **View Sync Status**

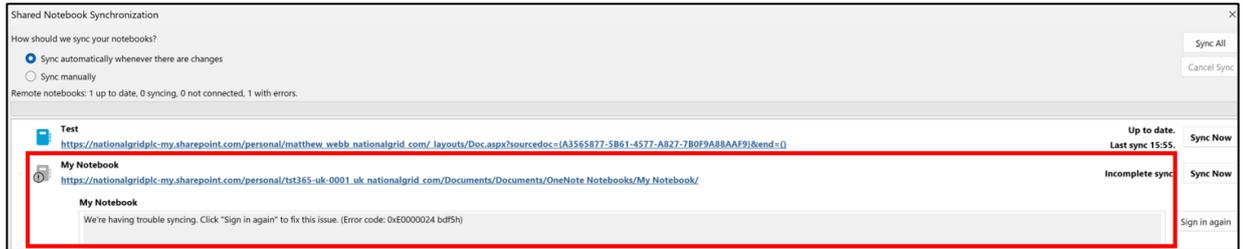


9.3 This will open a pop-up window that will show if there are any sync issues with your notebooks



If there are any warnings similar to the pictures below, then click [here](#) for a text guide on how to fix the issue, or click [here](#) for a video guide instead





## 10. My Support / ServiceNow

10.1. Navigate to <https://nationalgrid.service-now.com/mysupport>. Check that you are automatically signed in with your profile and that you can view historical/open requests.

## 11. Mobile Devices

11.1. If you use a mobile device then you will be **logged out** of your National Grid O365 applications and be prompted to re-authenticate, this includes **Office, Zscaler** and other corporate apps.

11.2. You should use your email address when re-authenticating to your mobile apps.

11.3. Signing in will result in having to use MFA to reauthenticate to the applications.

## 12. Other applications

12.1. Check that any SSO (single sign-on) browser-based applications you use (such as those used for timesheets, expenses, holiday booking and any other key applications accessible from **Grid:home**) still login and function correctly, with any historical information still available.



Due to the security of the National Grid environment, you will likely receive MFA prompts post migration; once these have been completed your new Global AD account will result in fewer prompts overall if you sign-in using a Windows Hello for Business key (e.g. PIN, face, fingerprint).

You may find your old username cached on webpages, in these situations you should either sign out and back in or select **sign in with a different account**.

# Troubleshooting

## Unable to logon with your new email

### Cause

The probable cause is that your device has not been able to connect to Microsoft Azure over the Internet to authenticate and learn your new logon details. This may be due to an intermittent network/Internet connection issue on your device or local network.

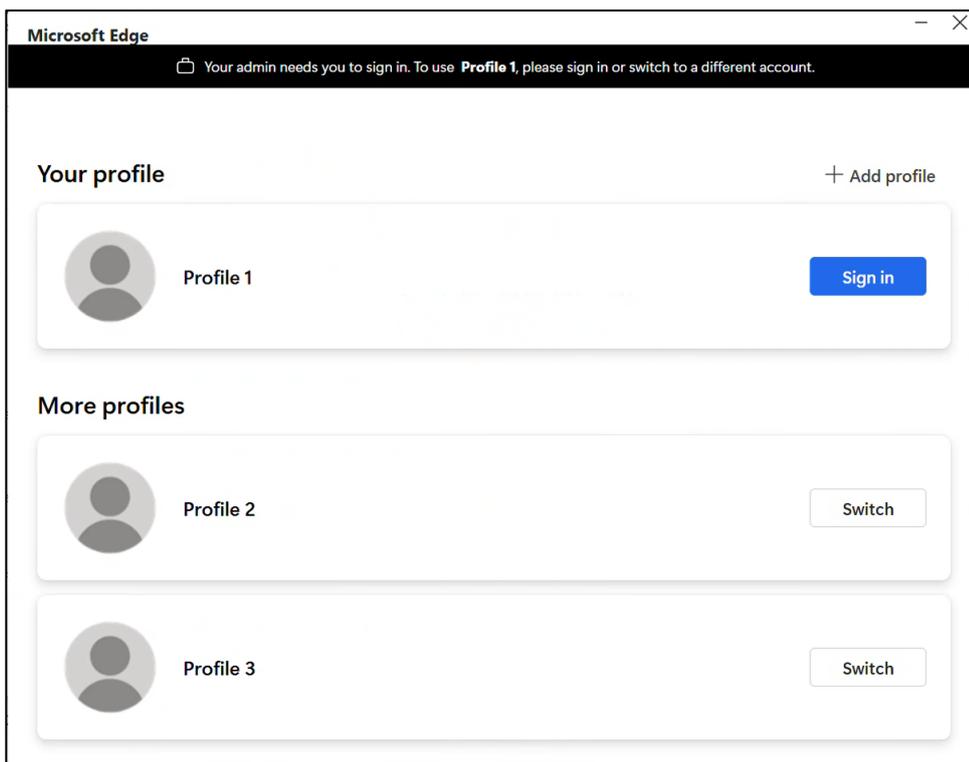
### Resolution

Contact the migration team and restart your device. Recheck your Zscaler connection details.

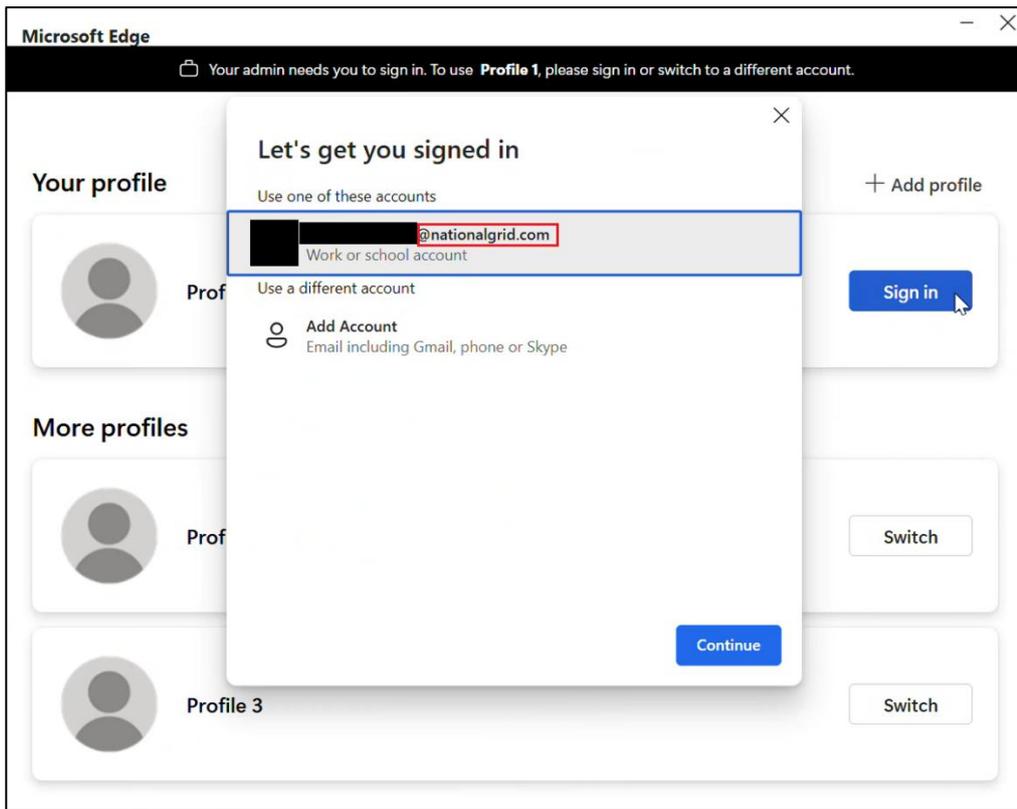
## Unable to sign into Microsoft Edge

### Issue

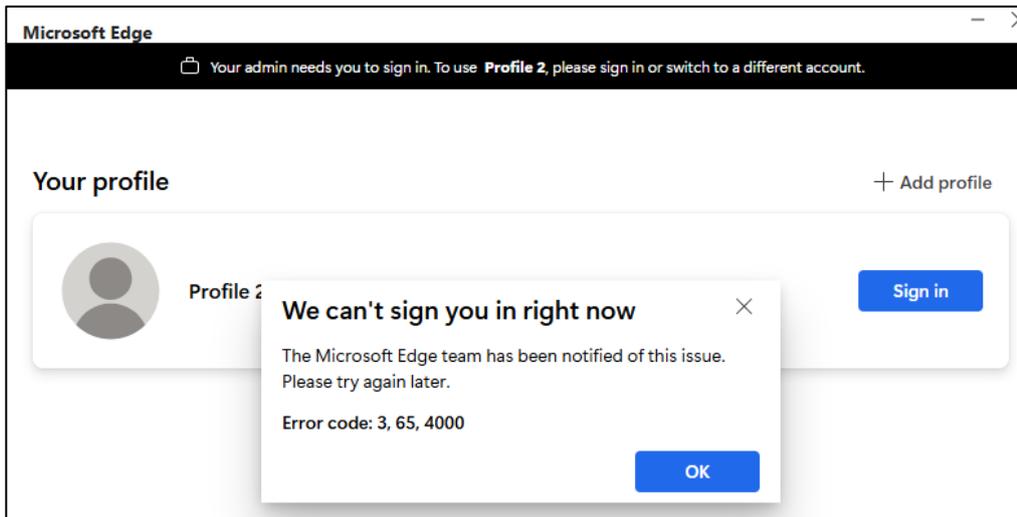
1. On opening Microsoft Edge for the first time after migration to Global AD, after removing your previous profile, you will be prompted to sign-in with the following pop-up.



2. When you click **Sign in**, it will show your email address as shown.

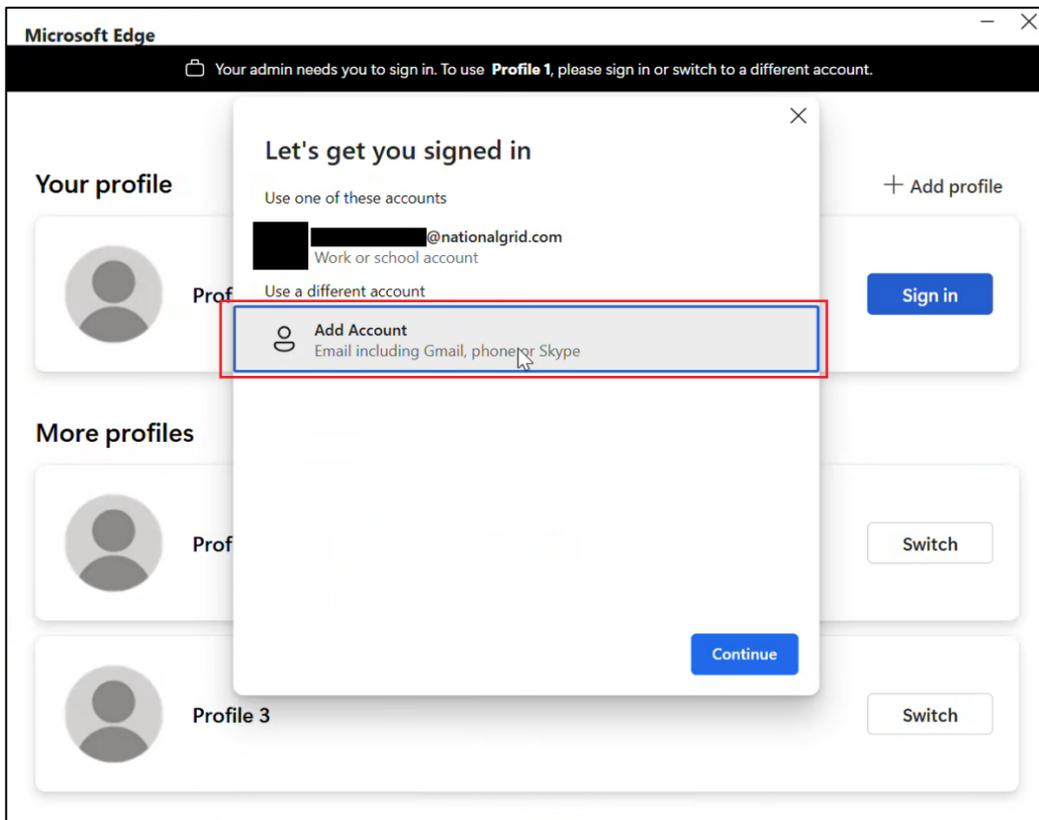


3. With your email address selected, clicking **Continue** shows the following error and you are unable to sign-in or open Edge.

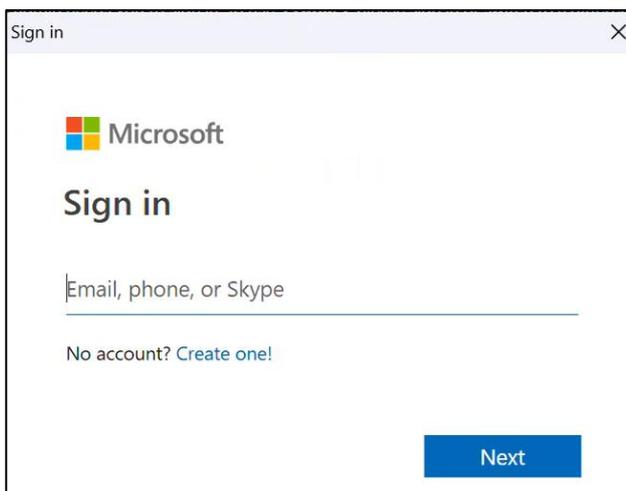


Resolution:

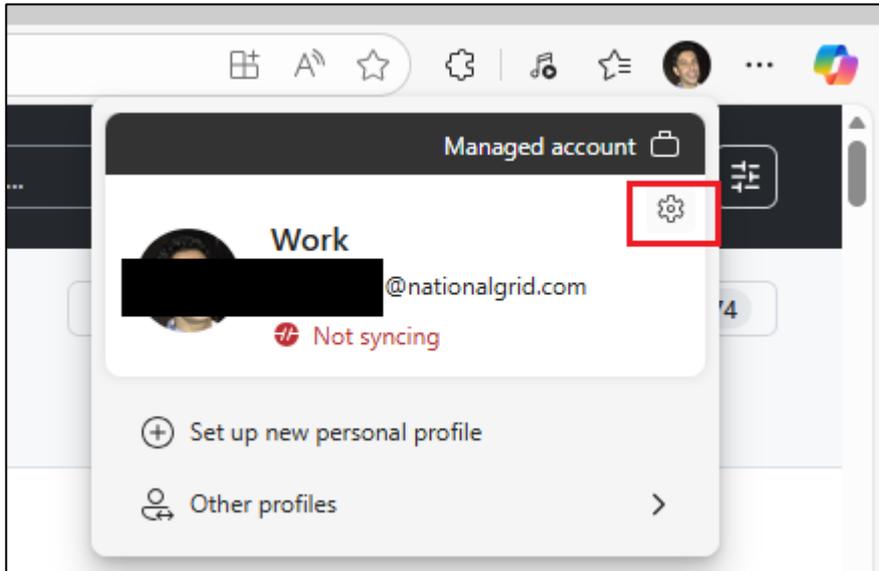
1. On the pop-up sign-in screen, instead of selecting your account, select **Add Account** and click **Continue**.



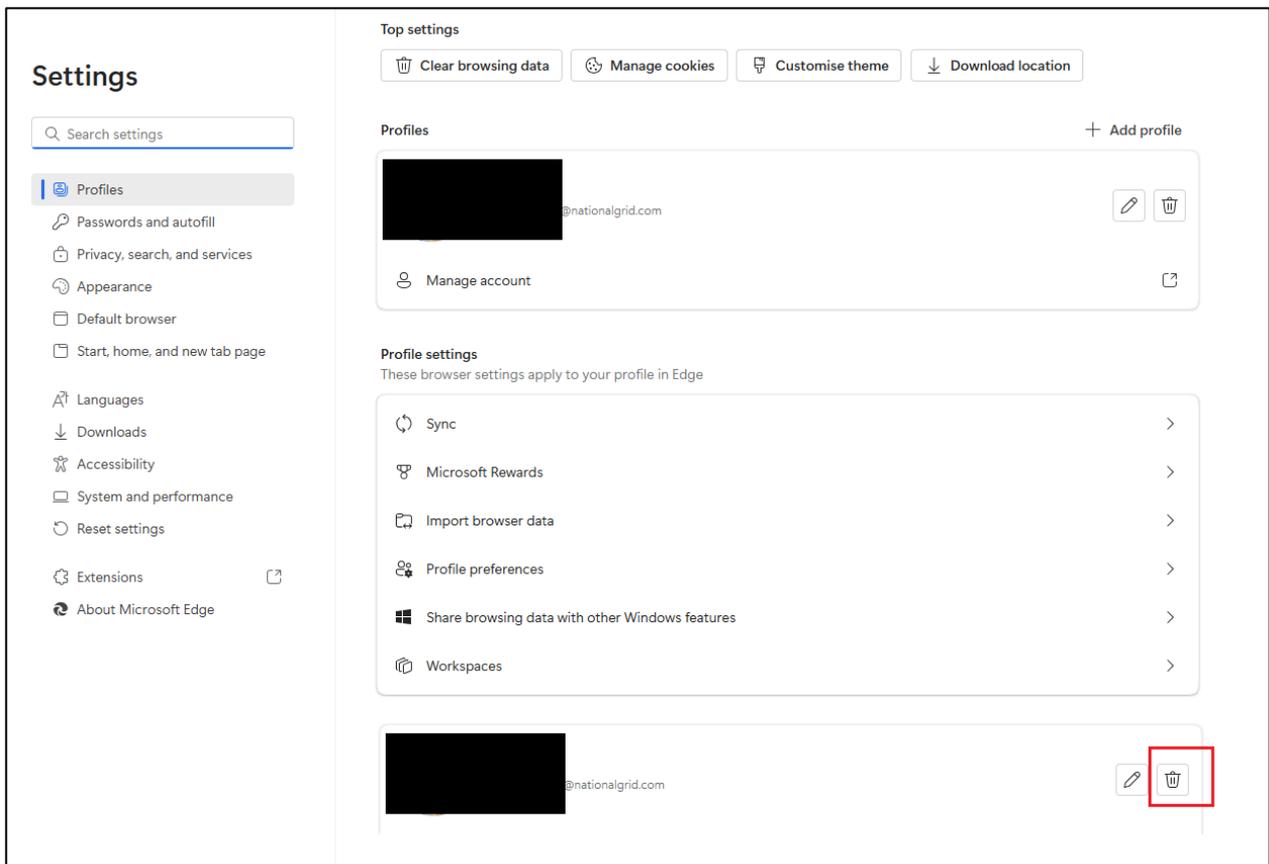
2. Enter your email address on the sign-in page and password when prompted.



- This should allow successful sign-in and the Edge browser will open.
- To clear up any unused profiles, left click your profile picture in the top right corner of the Edge browser window and click the **Settings** icon (small cog).



- Additional profiles will be shown at the bottom of the settings page that appears. Click the trash can icon to delete any profiles that are not needed.

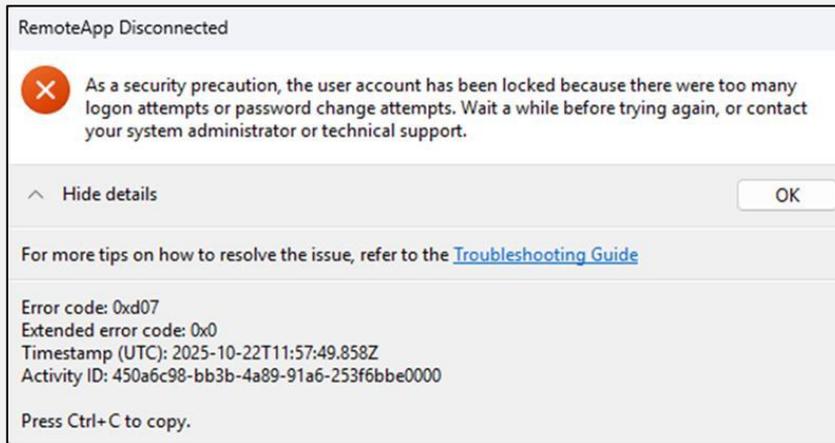


## PowerFactory AVD

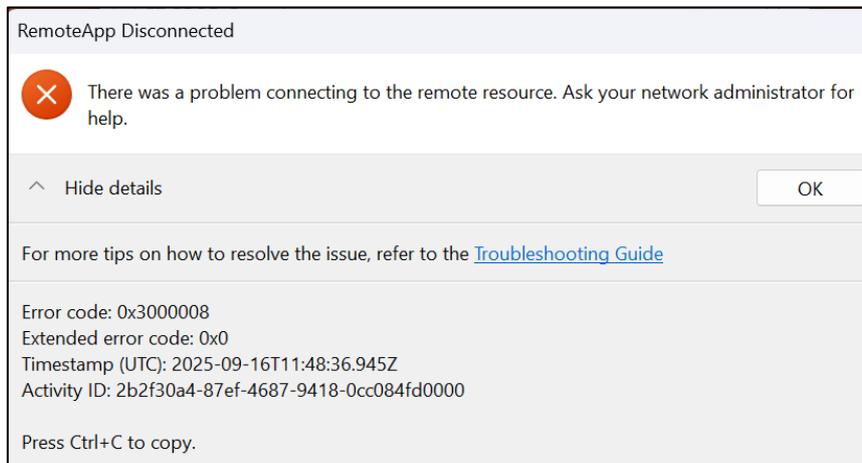


**Make sure you have changed your password after migrating to Global AD.**

Failure to do so could result in the error message below and being unable to access your PowerFactory AVD.



After migration, if you have not refreshed your AVD Remote Desktop then while logging in with your email address (@nationalgrid.com) it can result in the following error:

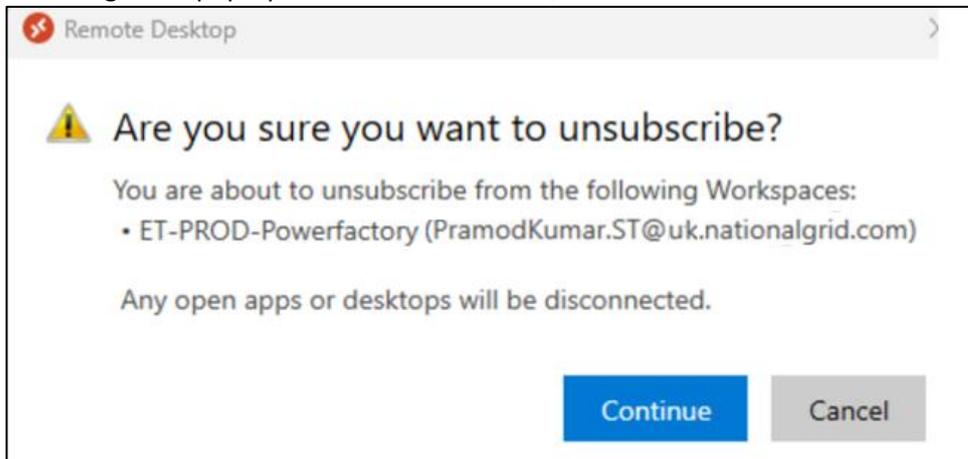


## Resolution:

1. Open the Remote Desktop application.
2. Click the three dots highlighted and select **Unsubscribe**



3. You will get the pop-up window shown below, click **Continue** to unsubscribe.



4. Now click **Subscribe** and reconnect using your email address (@nationalgrid.com) with your updated password, followed by your PowerFactory credentials.