

Global AD User Migration Instructions

External Version: 1.0.2

Date: 26th May 2026

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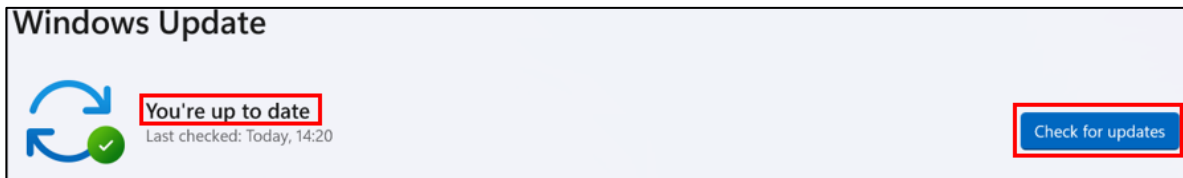
Pre-Migration Steps

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

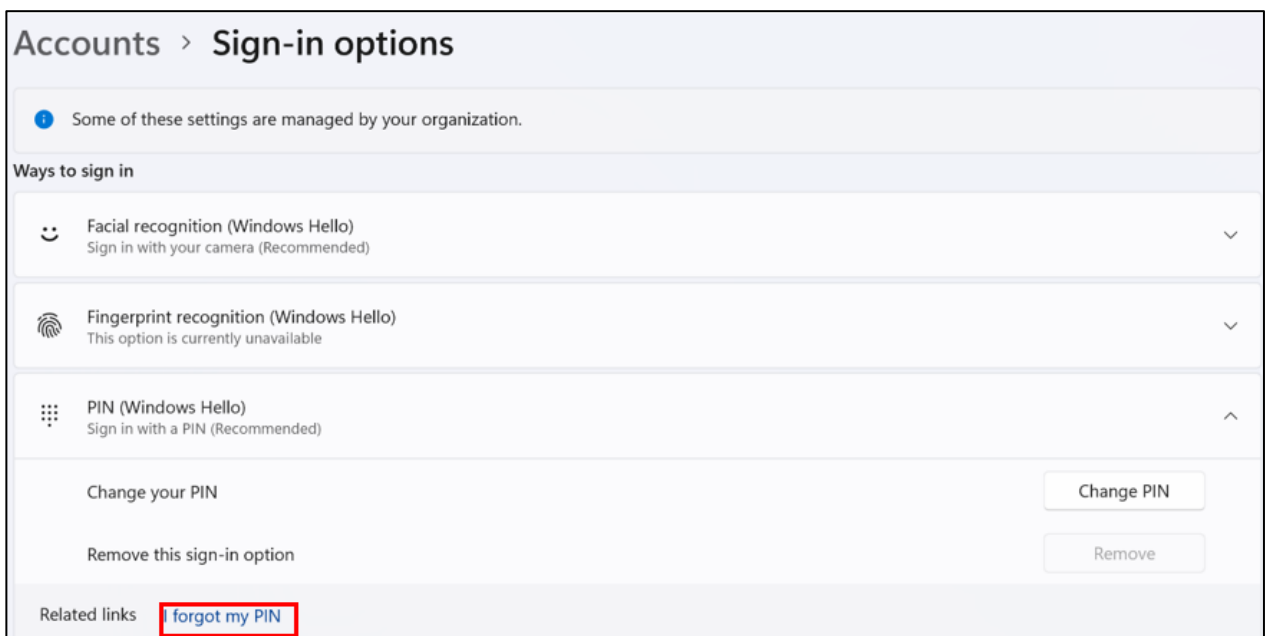
More detailed information can be found in the Global AD User Migration Instructions attached to your communication email.

- 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. 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.

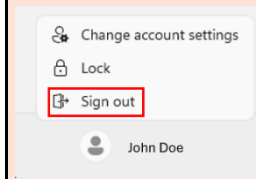


Please ensure your device is fully **shutdown** and not in sleep/hibernation mode at the time allocated in your notification email on the day of migration; failing to do this could result in delays in authentication the following day.

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

More detailed information can be found in the Global AD User Migration Instructions attached to your communication email.

1. Your First logon

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

For example: 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**.



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.

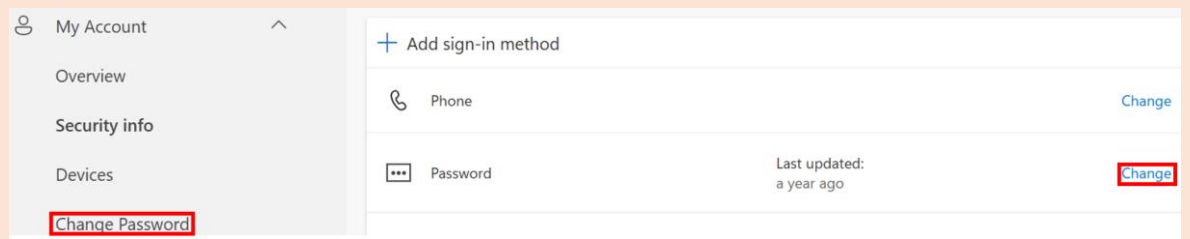
Your computer will not prompt you to change your password so you must do it manually.

To change your password, follow these steps:

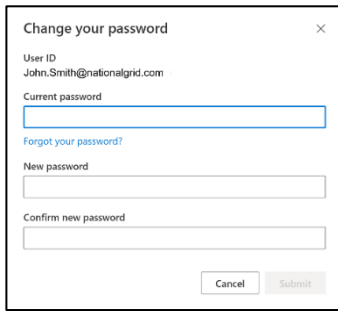
- 4.1. Change your password using the standard Windows method: **CTRL+ALT+DEL > Change a password**



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



- 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

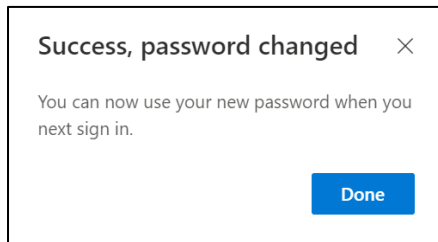
Forgot your password?

New password

Confirm new password

Cancel Submit

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.

Done

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



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.

Logged On

Please follow the steps in the global AD User Migration Instructions attached to your communication email.



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

Restart your device and try to logon with your email address as the username and your current password. If you still experience issues please contact the IT Service Desk.