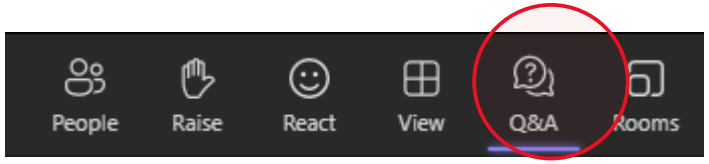
Migration to tus.ie – Staff Information Session

Tuesday May 23rd 2023

Housekeeping

- Presentation approx. 40 mins
- Q&A available throughout – enter all questions through the Q&A (regular Chat is disabled)



- Recording will be made available after presentation
- Referenced links available in Q&A

Agenda

- Migration Overview
  - What is being migrated
  - What is NOT being migrated
- Access to your tus.ie accounts
- Access to Apps and Services
- What to expect on May 29th
  - Accessing your device
  - Accessing your Office apps
- Support
- Q&A

Migration Overview

Support - Migration FAQs

- TUS Midwest Helpdesk – accessible to all TUS staff: https://helpdesk.lit.ie/support/solutions/articles/27000078682-staff-account-migration-to-the-new-tus-ie-environment-tus-systems-integration-faq
- ICT Systems Integration website - https://tus.ie/systems-integration
- Helpdesk and Desktop Support will be providing migration support at the helpdesk
  - Walk-up service in Moylish and Athlone
  - Technical support available as normal on other campuses
  - Log a call if required

TUS

What if I’m not onsite on May 29th?

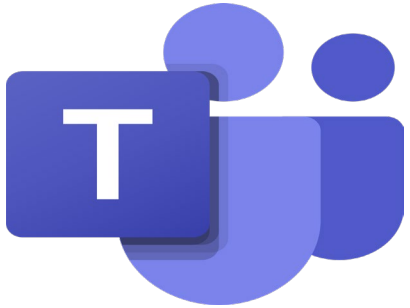
- You can access your @tus.ie E-mail, OneDrive and other Office 365 apps via the web browser
- You can add the accounts to your existing Outlook and OneDrive apps on your device
  - You will have to sign out of Teams and log in with your tus.ie e-mail address
- Your device will not be migrated on May 29th if you are not on site – you must bring it onsite when available and connect to the network.
  - Please notify the helpdesk when you will be available onsite to carry out your migration, they can then assist you if required
- If you do not have a TUS device, you can access your @tus.ie account via web browser, or by adding it as a new account to your MS Outlook or other e-mail application.

TUS

What is being migrated?

E-mail

OneDrive



Teams

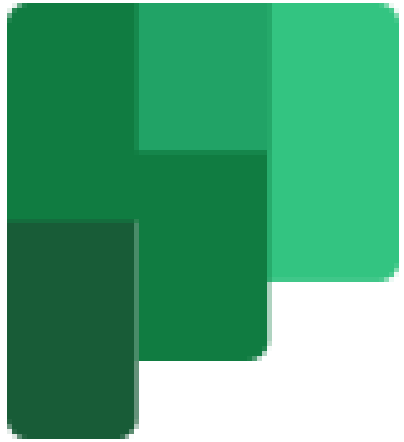
OneNote (as part of OneDrive)

TUS

What is NOT being migrated

MS Forms

PowerBI



MS Planner

Yammer

TUS

Tus.ie username and password

- Your tus.ie username is in the format **<firstname.lastname>@tus.ie**
  - E.g. joe.bloggs@tus.ie

- If you have been advised that your @tus.ie e-mail address is not exactly ***<firstname>.<lastname>@TUS.ie*** – that is, if you have your middle initial as part of your tus.ie e-mail address - e.g. if your tus.ie mail address is **johnb.smith@tus.ie** - then **johnb.smith@tus.ie** will be your new logon name

TUS

Mail sent to your old AIT or LIT e-mail addresses

- All e-mail from your old ait.ie or lit.ie mailbox will be migrated to your tus.ie mailbox
  - Mail sent to your AIT or LIT addresses will be forwarded to your new TUS e-mail after migration – so if someone sends you an e-mail to your old @ait.ie or @lit.ie address after the changeover, you will receive it in your @tus.ie mailbox
  - Your old mailbox will be restricted to only allow mail to be sent to tus.ie addresses after the migration
- If you do not have a TUS device, you can access your @tus.ie account via web browser, or by adding it as a new account to your MS Outlook or other e-mail application on your personal device.

TUS

Shared/departmental e-mails

- An exercise was carried out with all departments to identify departmental mailboxes that need migration to TUS
- Shared and departmental e-mail addresses will become shared mailboxes in TUS
  - Generic departmental user accounts will also become shared mailboxes – rather than logging in to a separate account, it will now be available to relevant users as a shared mailbox in their Outlook.
- Users will have rights assigned to these mailboxes as required
  - The mailbox will then be accessible in the Outlook desktop app and via Outlook for Web
- Mailboxes that exist with the same name in both tenants, that both need to be migrated, will have a .midlands and .midwest applied to the address. So newfrontiers@lit.ie will become newfrontiers.midwest@tus.ie, and newfrontiers@ait.ie will become newfrontiers.midlands@tus.ie

TUS

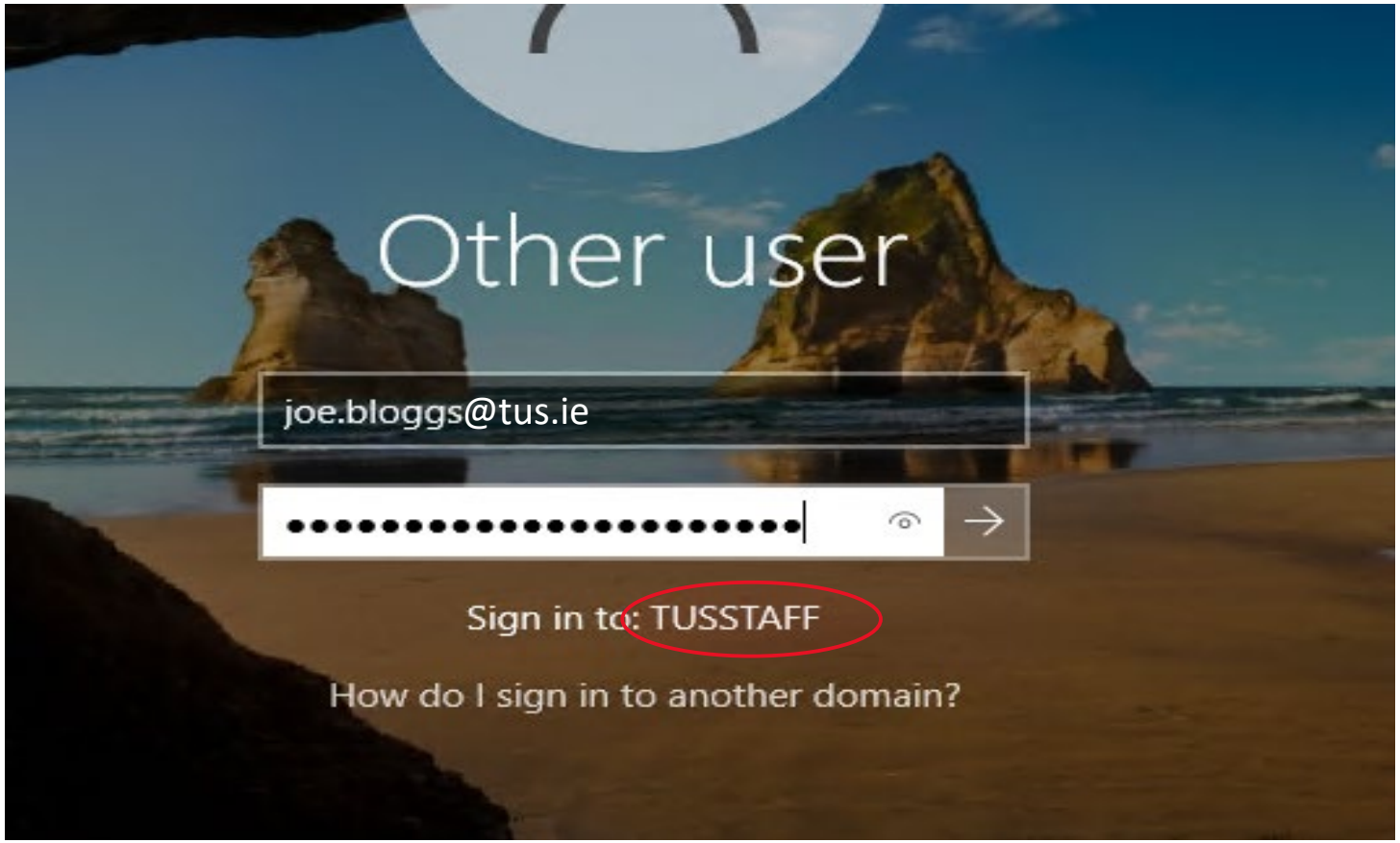
Microsoft Teams – external team memberships

- After the migration, you will need to update your MS Teams memberships
- If you are currently a member of an external team – including if you are an @ait.eie user who is a member of a team created by someone in @lit.ie and vice-versa – you will need to be re-added to the Team when it migrates to TUS
- If you are the owner of a team who has external members, those members will need to be readded to the Team after it is migrated to TUS

TUS

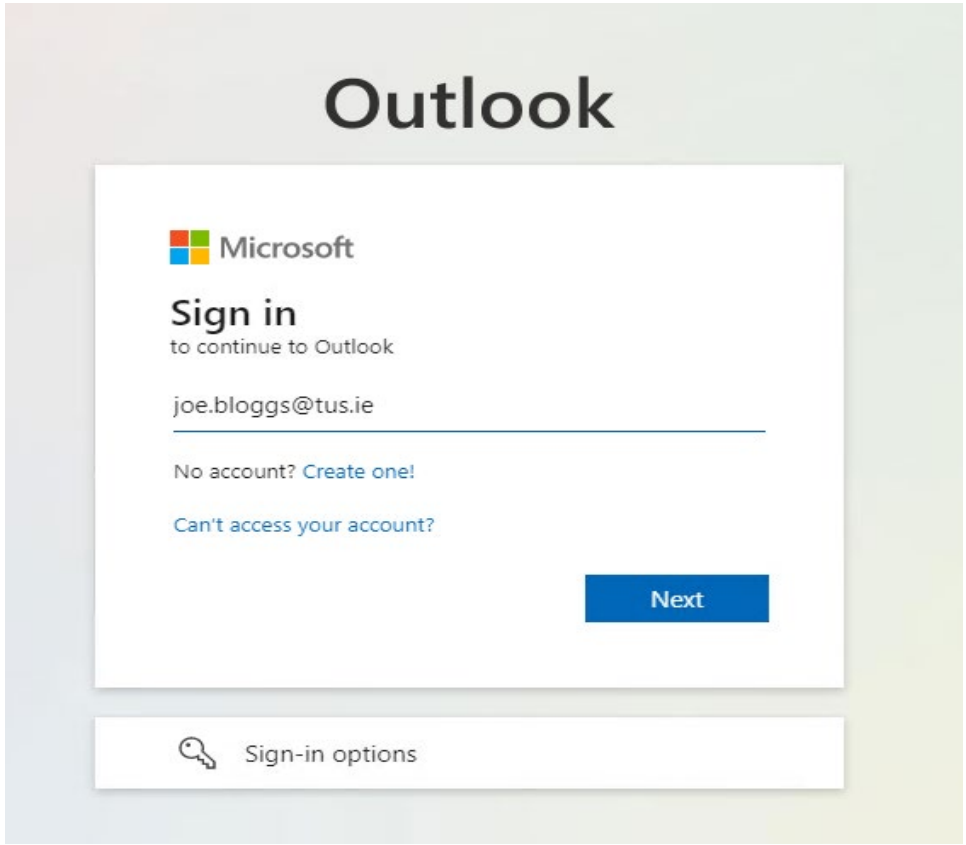
Access to your TUS device and accounts

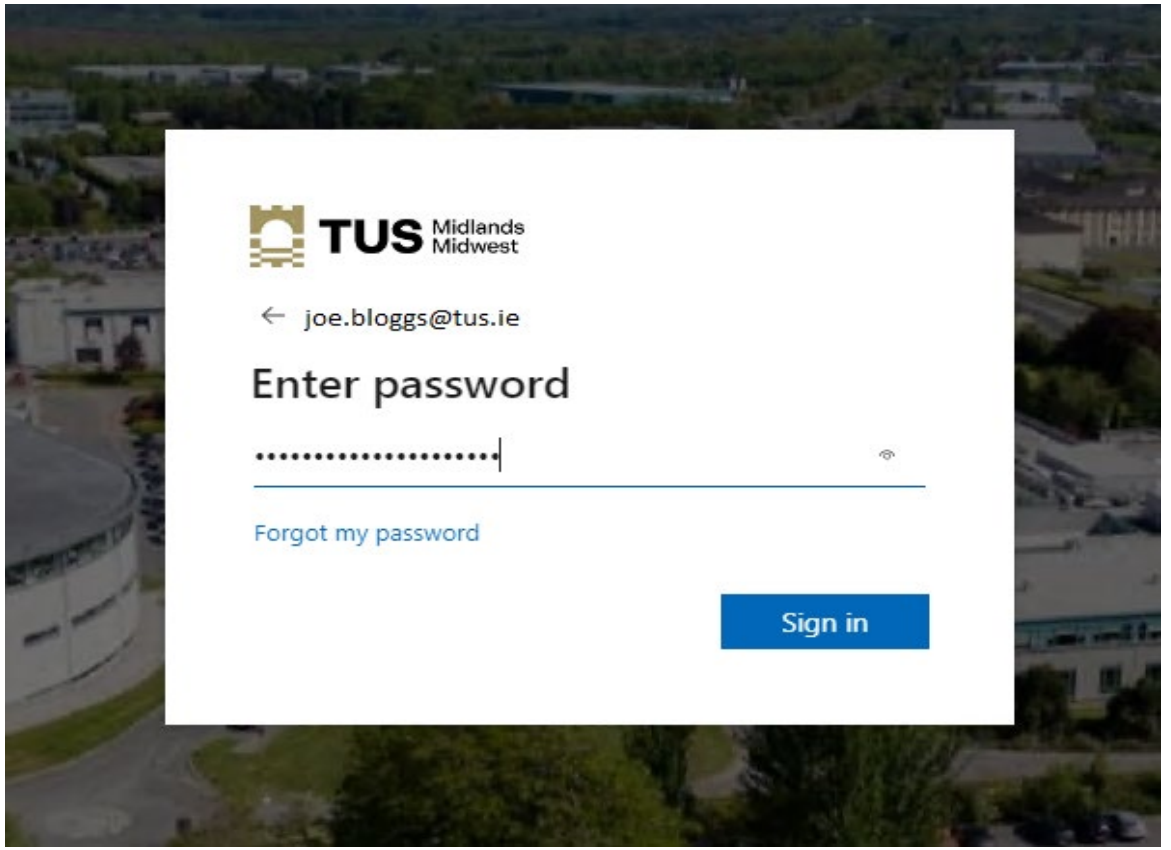
Logging on to your TUS device



Logging in to your tus.ie Office 365 account (E-mail)

https://login.microsoftonline.com

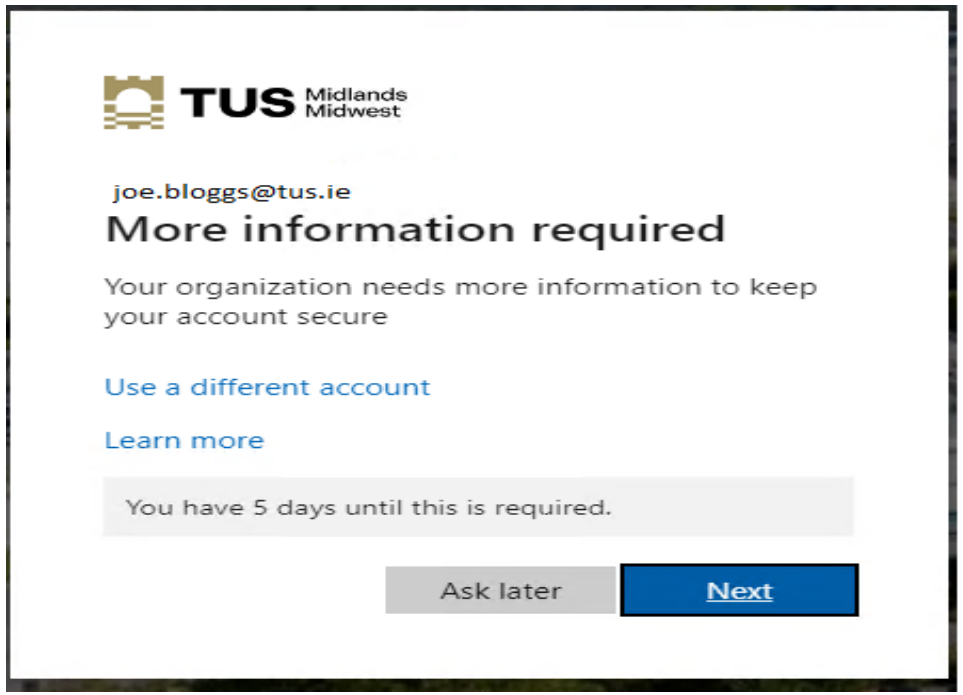


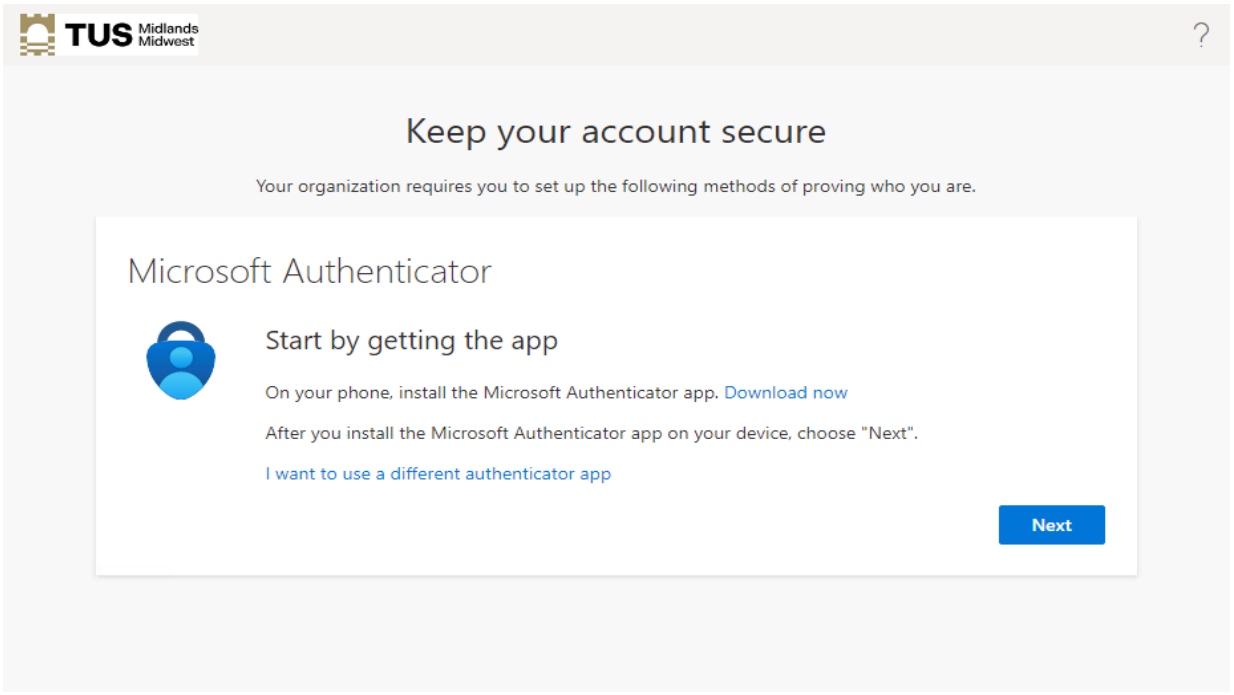


TUS

Multifactor Authentication

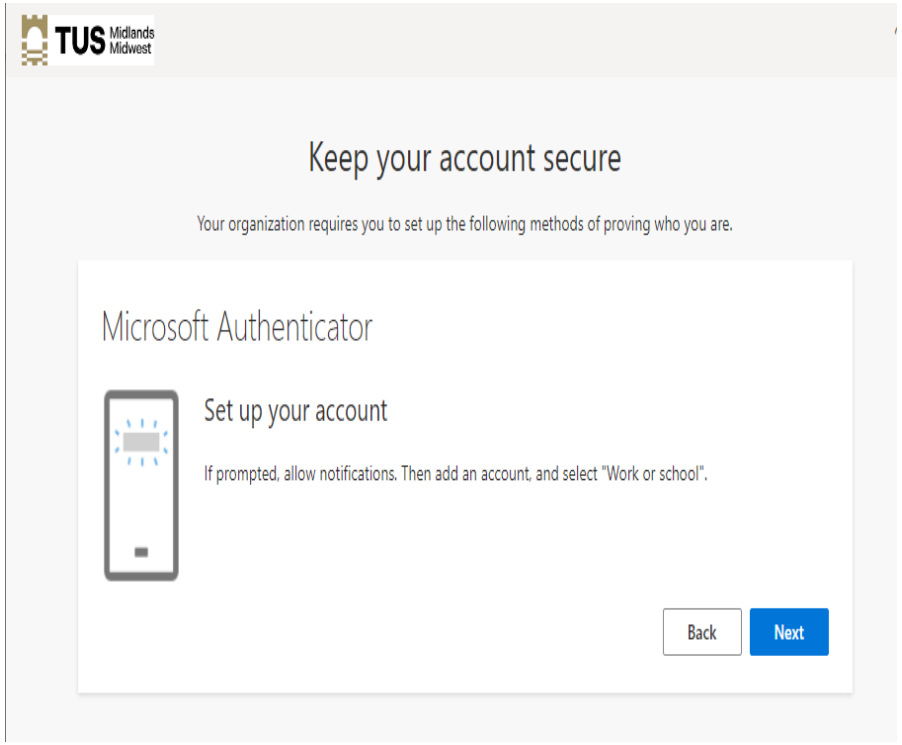
- You will be asked to set up MFA at this point

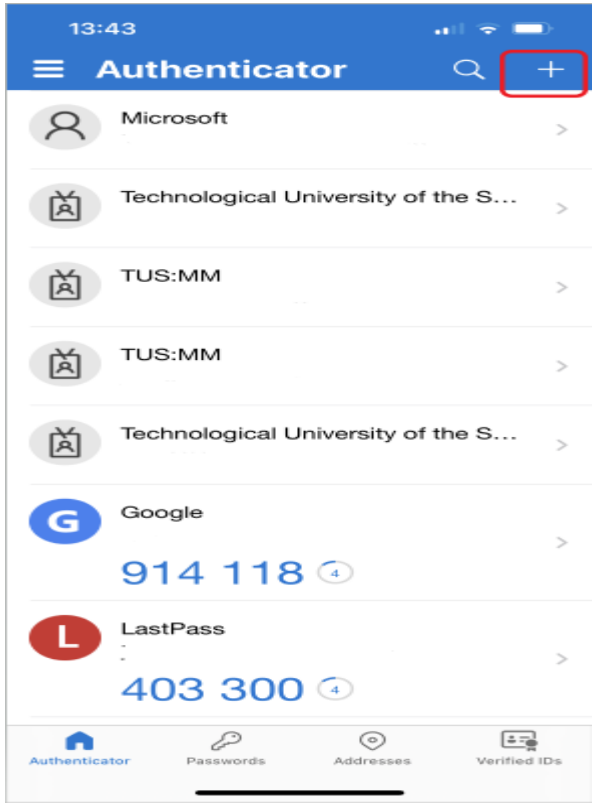


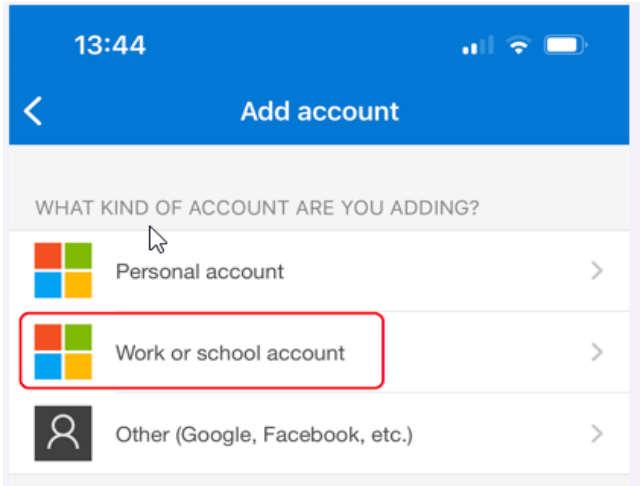


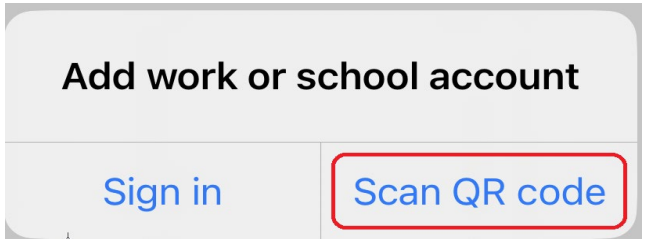
TUS

Multifactor Authentication



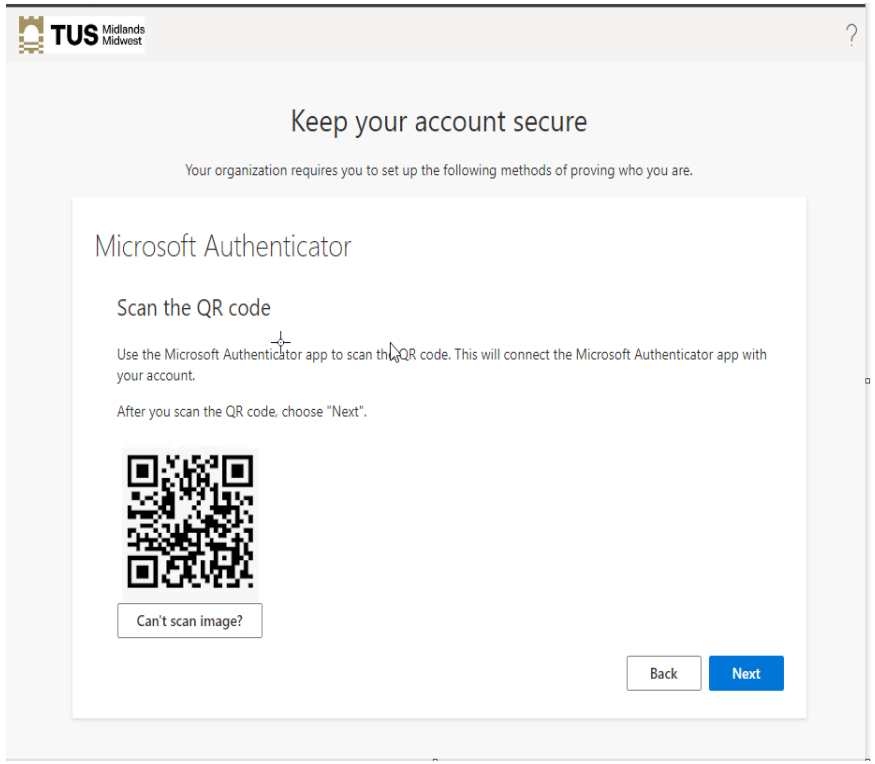


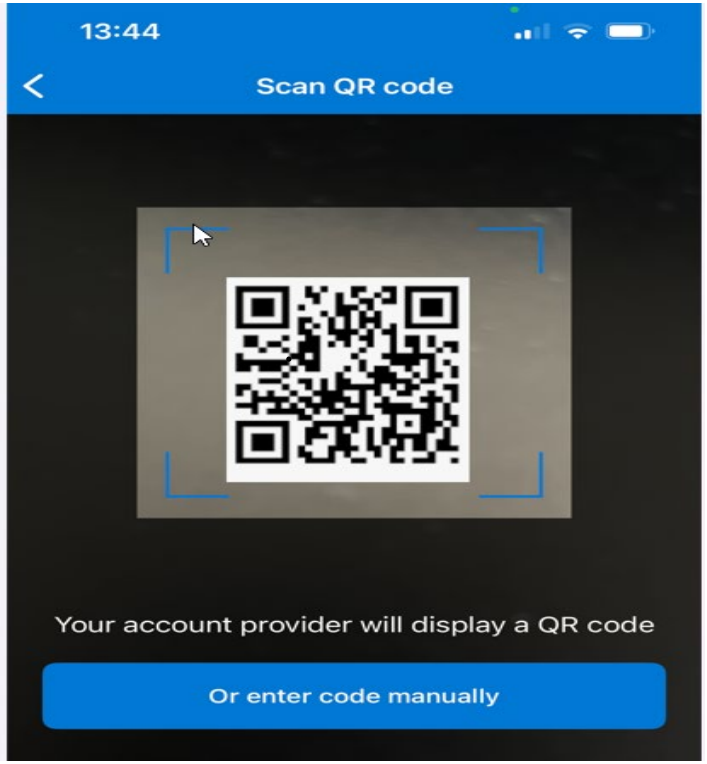




TUS

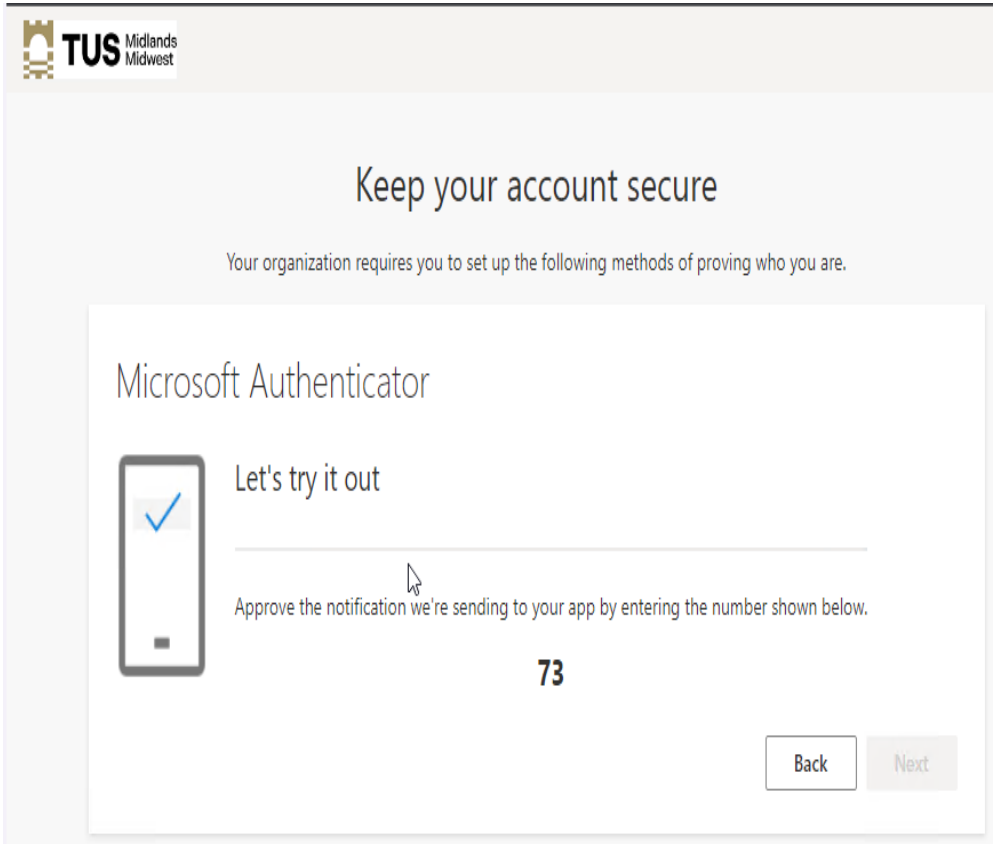
Multifactor Authentication

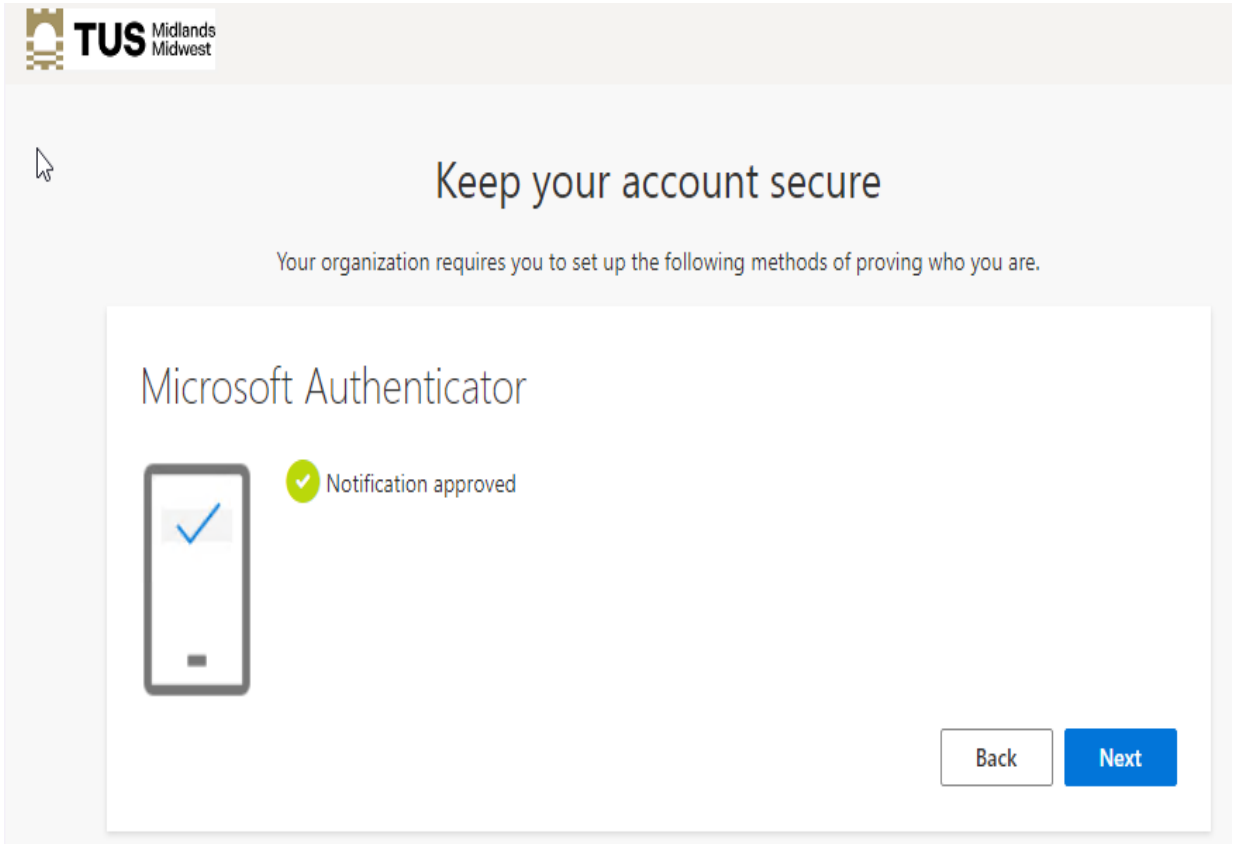




TUS

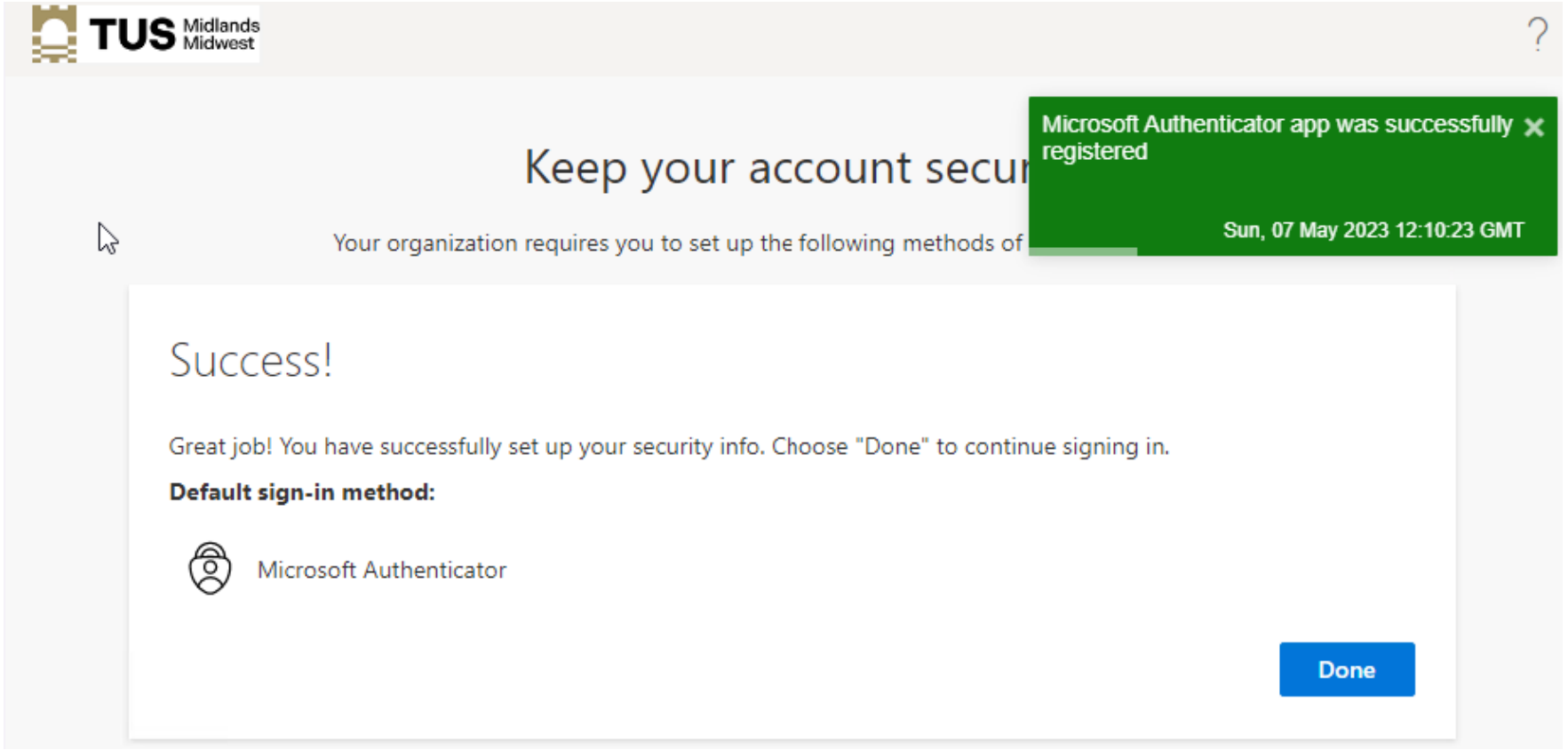
Multifactor Authentication





TUS

Multifactor Authentication



TUS

Access to TUS apps and services

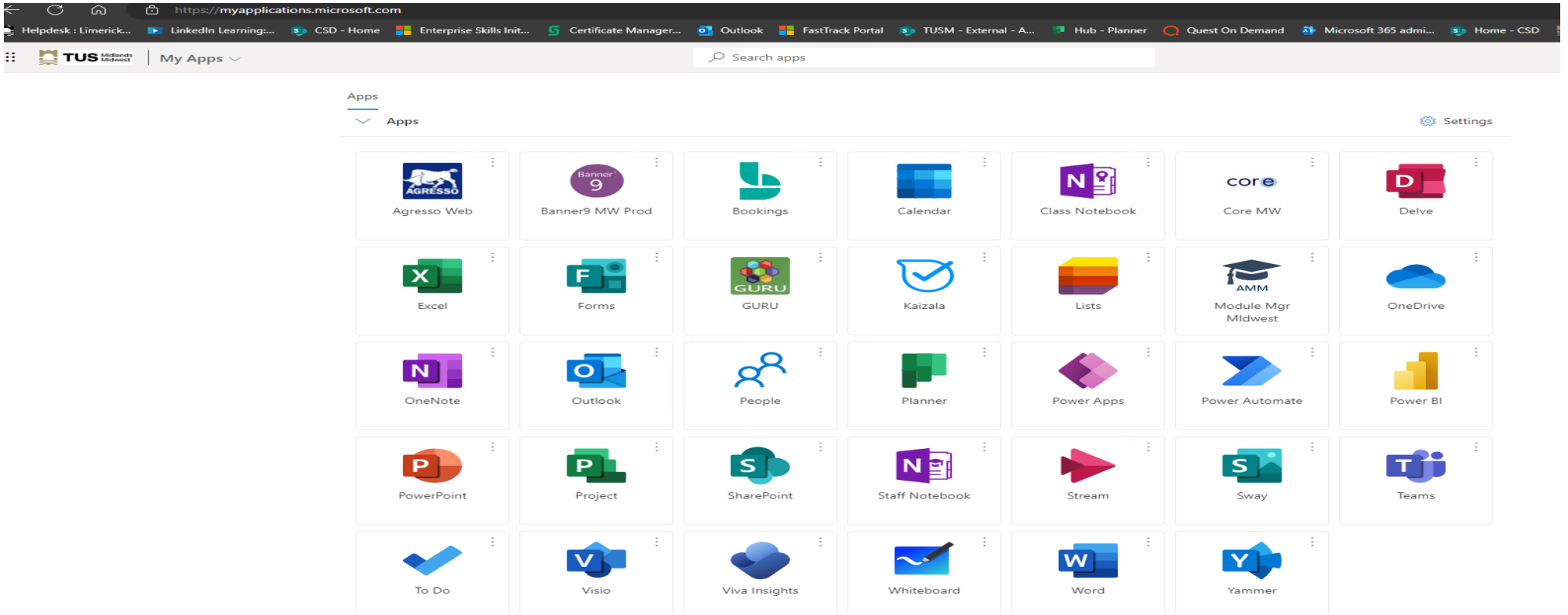
Access to Apps and Services

- Many apps and services require login via your current Office 365 username and password
- These will be migrated to use your tus.ie username and password.
- Includes CoreHR/Access (HR and Payroll details), Agresso/Unit4 (finance systems), Banner (student records), etc
- Many will be accessible using your tus.ie password from May 29th but **others will have to be accessed using your current AIT/LIT username and password for a time after migration**
    - A list will be available on the systems integration website detailing what credentials you need to use
- Access to the tus.ie apps will be via My Apps at https://myapplications.microsoft.com – this will be available by default as a tab when you open Microsoft Edge on your TUS device.
    - You can also access your apps from the office.com default page

TUS

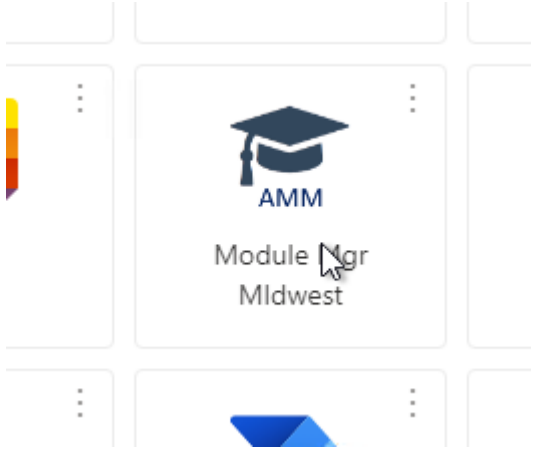
Access your apps - myapplications.microsoft.com

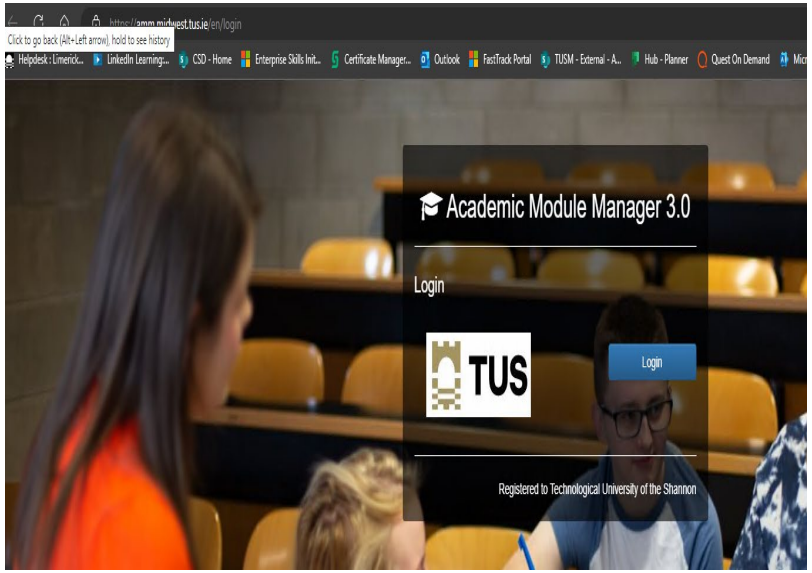
https://myapplications.microsoft.com

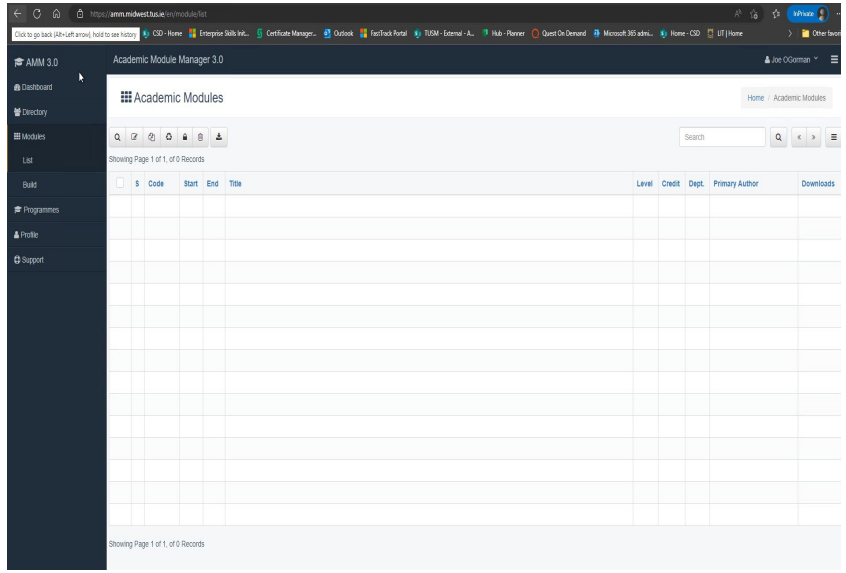


TUS

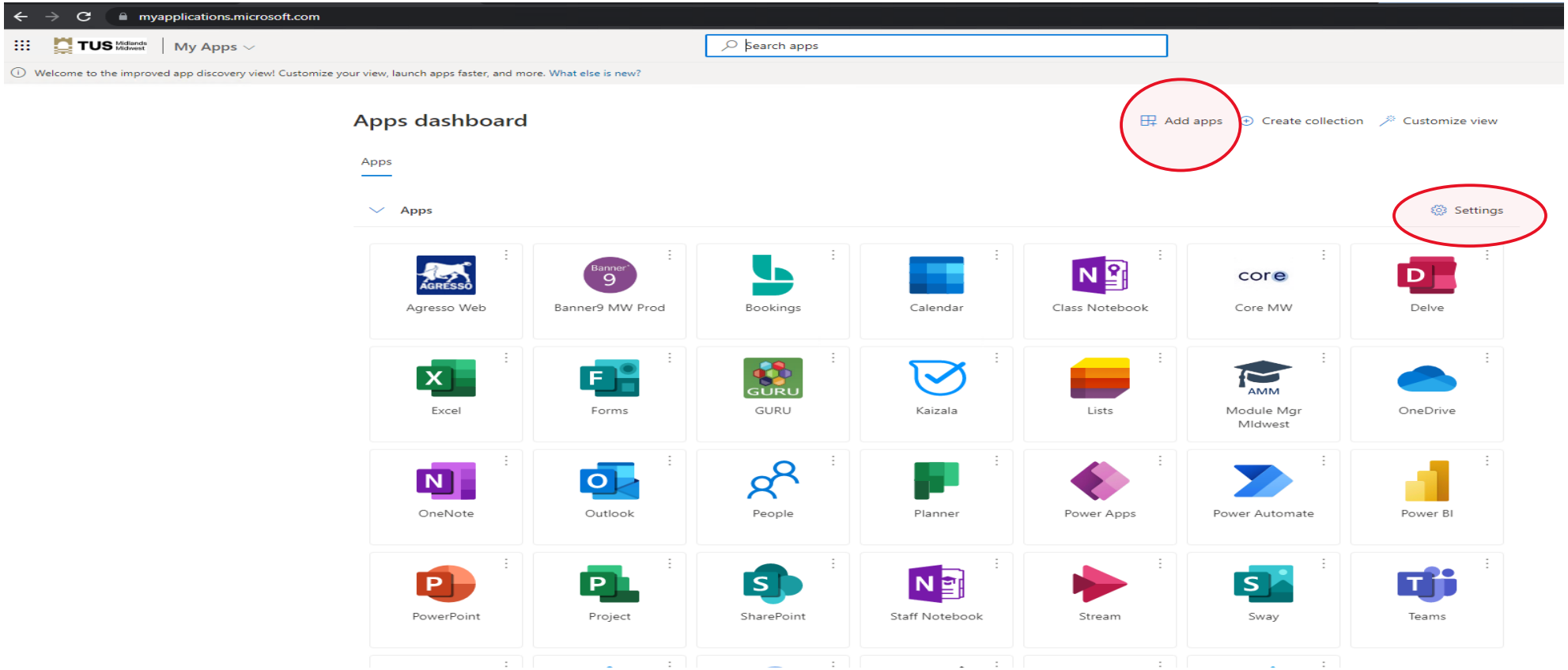
Access your apps – Module Manager (example)





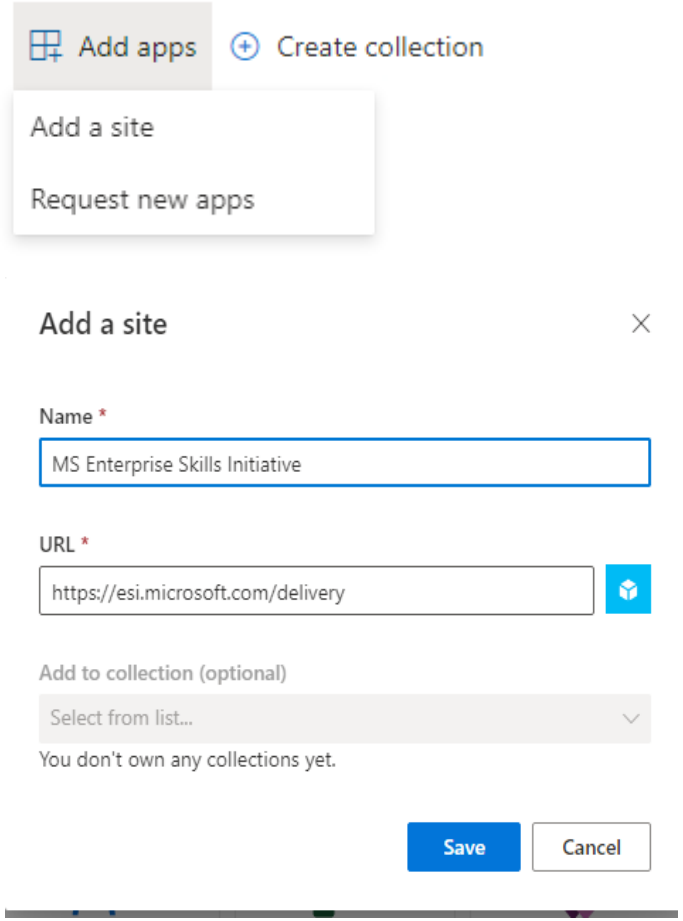


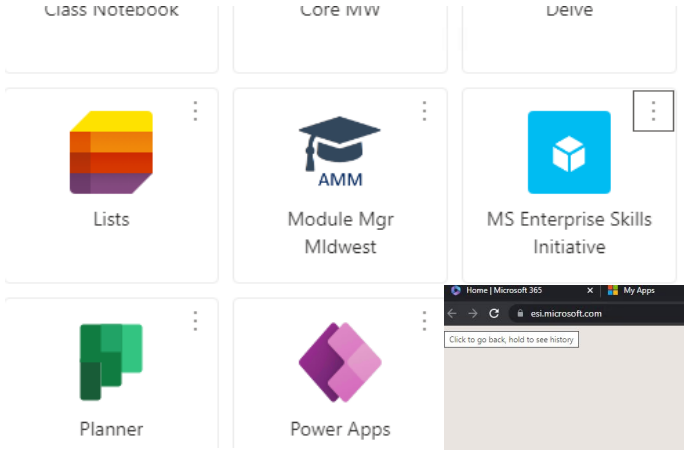
Add more apps to your MyApps

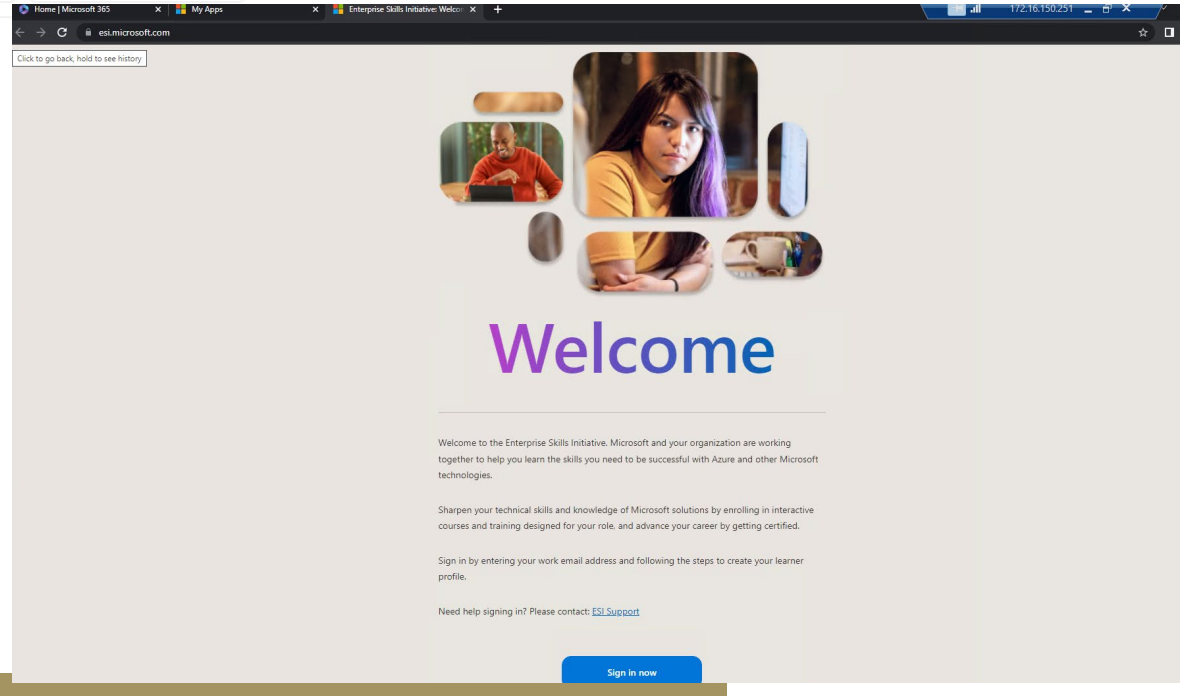


TUS

Add more apps to your MyApps

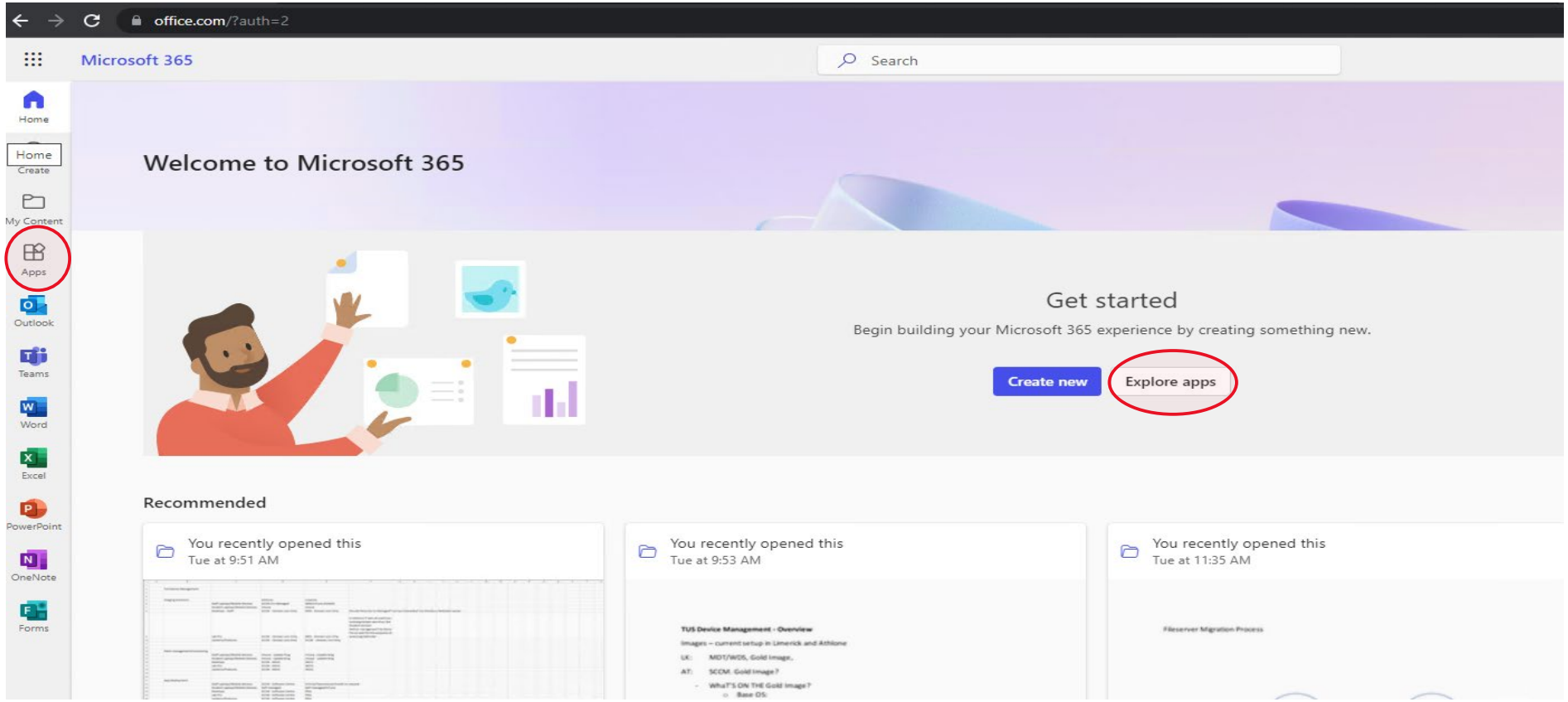






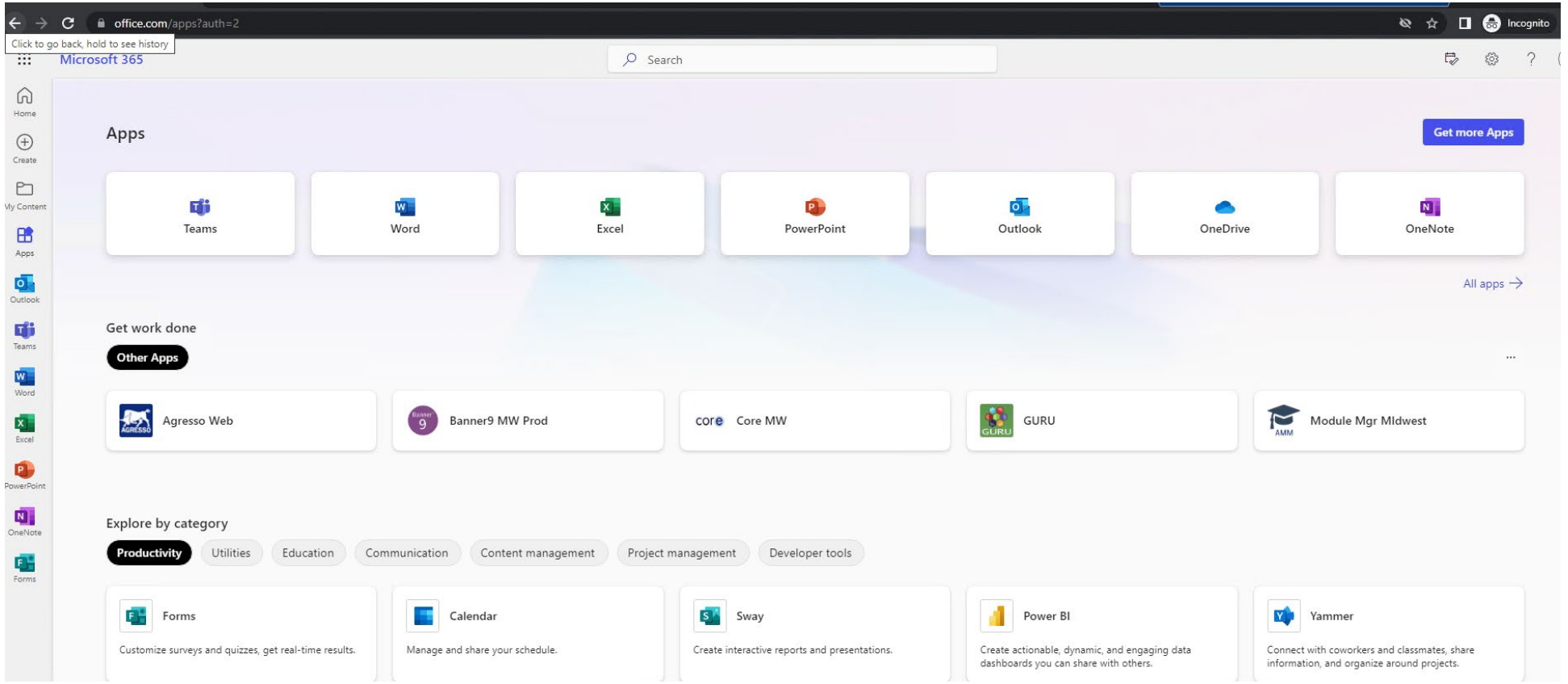
TUS

Access your Apps – Office.com



TUS

Access your Apps – Office.com



TUS

Other Services

- Printing – will be moved across over the course of the week from Monday May 29th
- Eduroam – WiFi will be available as normal

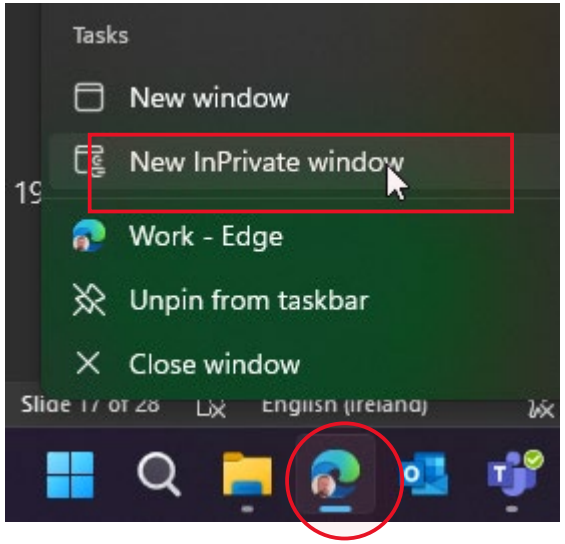
Accessing apps using your old AIT or LIT account

- If you need to access your apps using your old AIT or LIT account, you must use an incognito or private browser and sign in from there
- Different ways to do this – see the Systems Integration website FAQ for details

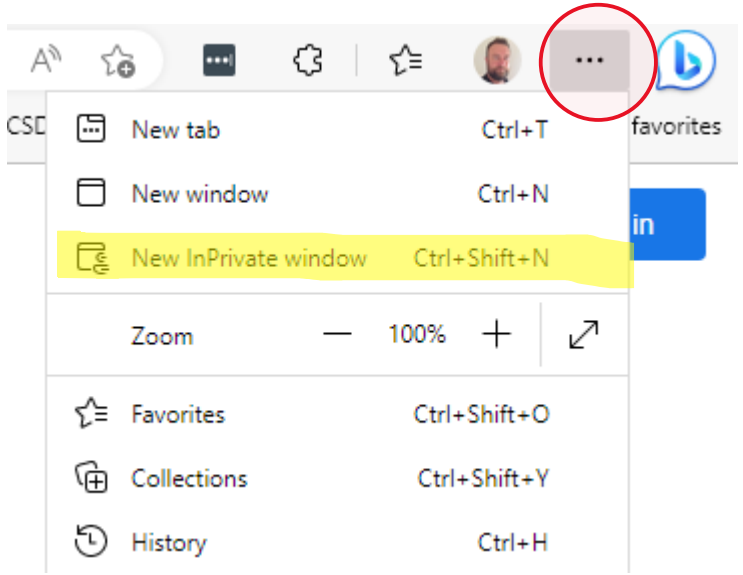
TUS

Open an incognito/InPrivate browser – MS Edge

1.

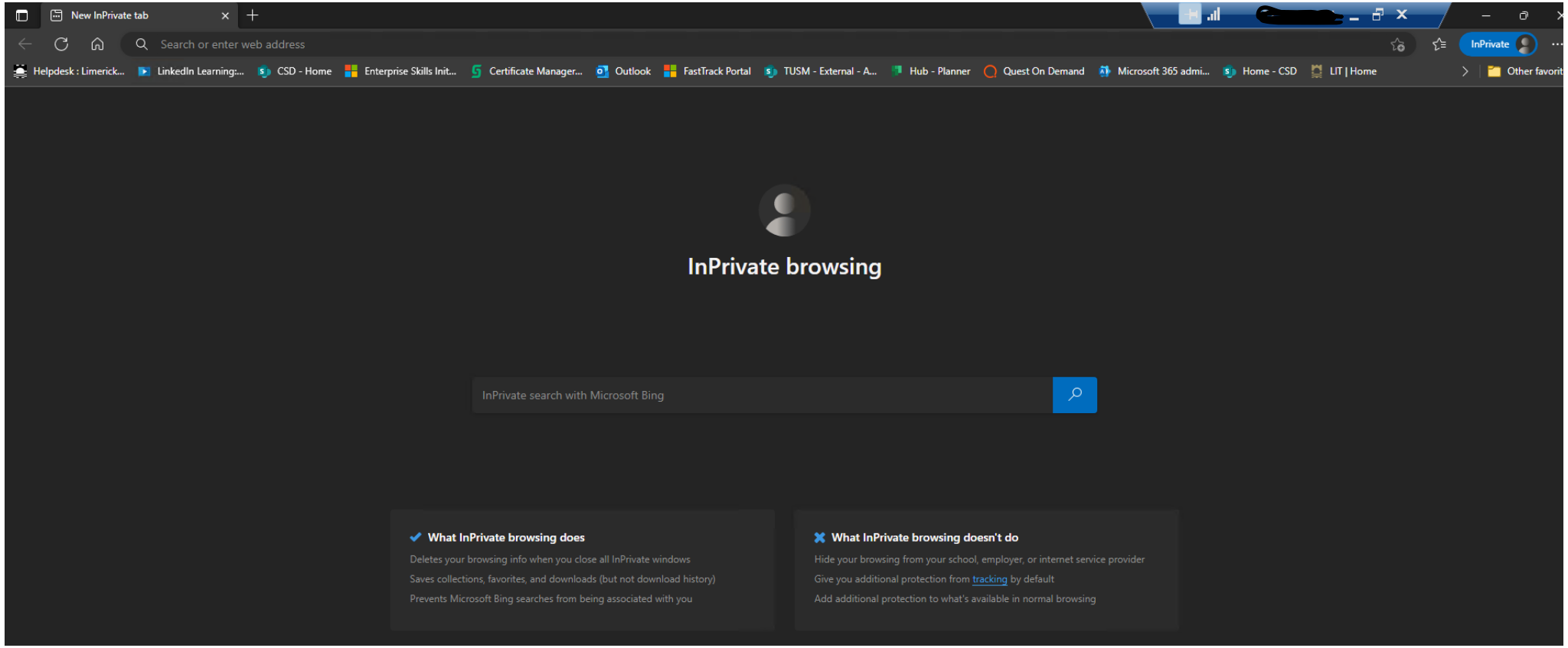


2.



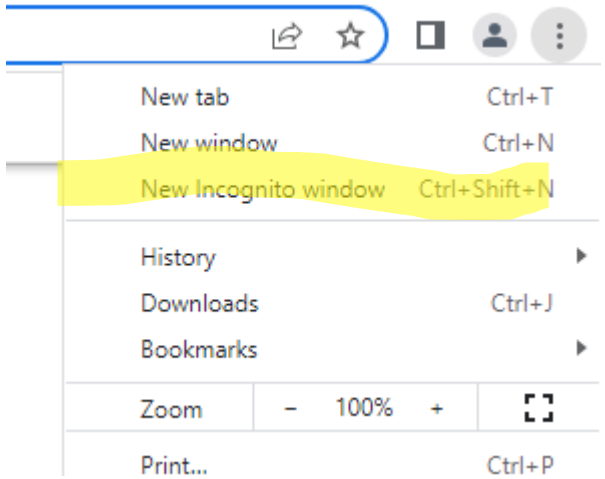
TUS

Open an incognito/InPrivate browser – MS Edge



TUS

Open an incognito/InPrivate browser – Google Chrome/other browsers



More details on using Incognito/InPrivate browsing:

Google Chrome
Browse in private - Computer - Google Chrome Help

Mozilla Firefox
Private Browsing - Use Firefox without saving history | Firefox Help (mozilla.org)

Apple Safari
Browse privately in Safari on Mac - Apple Support (IE)

TUS

What happens on May 29th and beyond?

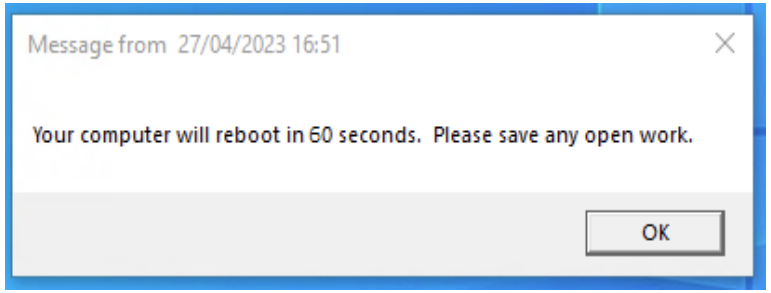
What happens on May 29th?

- If you have left your device on campus, powered on and connected to the network, over the weekend of May 26th - 28th your device should already be migrated to the TUSSTAFF domain for Monday May 29th
  - If not, you will need to be on campus on May 29th and your device switched on and connected to the wired network, either via your laptop dock or a network cable, if you use a desktop PC.
  - The migration jobs will be kicking off in the background over the course of the day.
- The first part of the migration is the move of the device to the new TUSSTAFF domain
- The second part is the configuration of your access to your new TUS.ie Office 365 account for e-mail, OneDrive, Teams, etc.

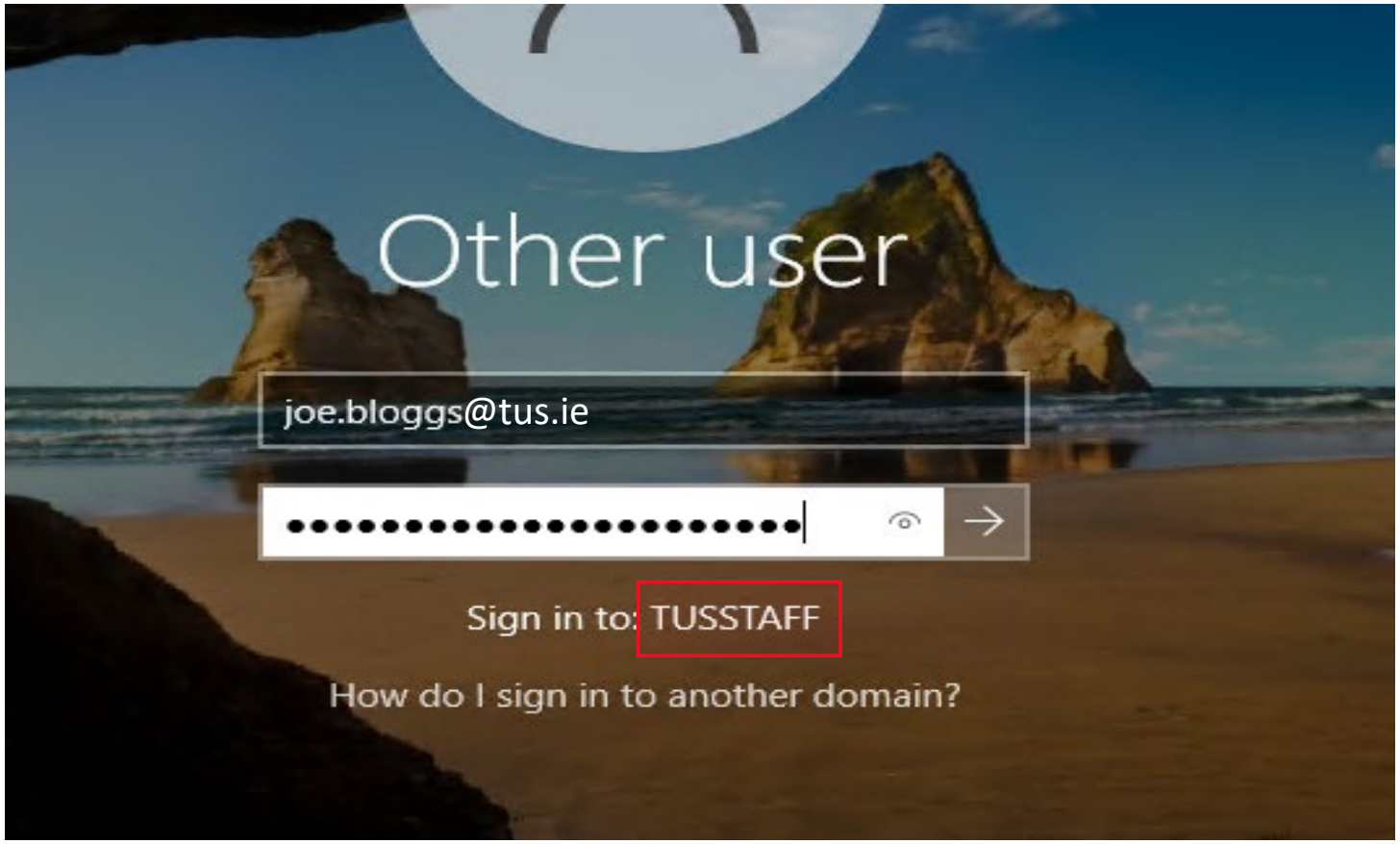
TUS

Device Move to TUS

- Note that it may take some time for your device to migrate depending on migration load
- When the job has finished, you will get a notification to say your device will reboot, and to save your work. Please ensure that you have any work saved as the device reboot will take place 60 seconds after the notification
- Not all devices will be suitable for this migration; some will have to be manually moved to the new environment

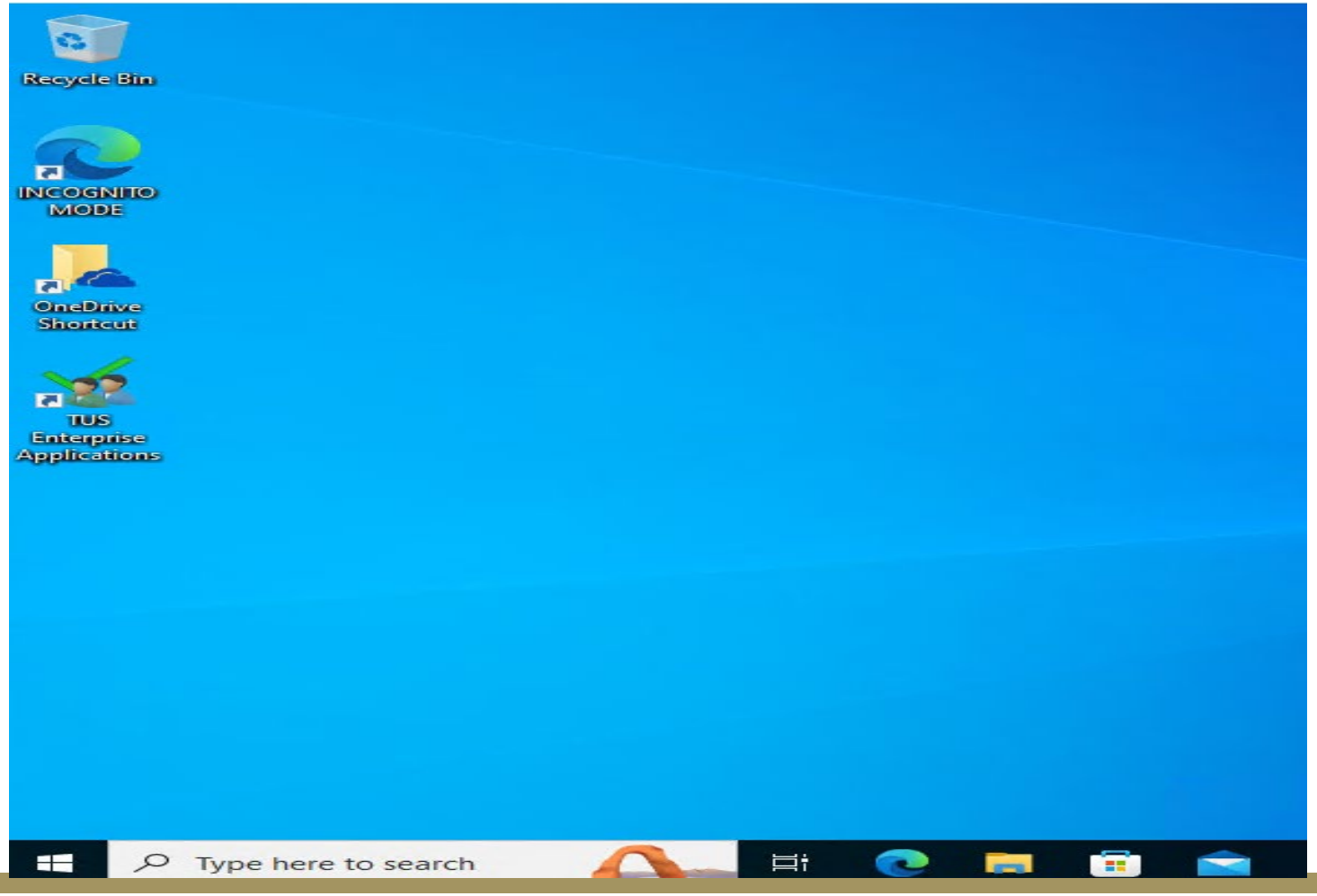


Logging on to your TUS device



TUS

TUS Desktop



TUS

Accessing your @tus.ie accounts

- 3 methods
  - Using the Quest On Demand Desktop Update Agent
    - If your device has been automatically migrated and has the agent installed
  - Manually entering your account details
    - If you have had your device migrated by a member of CSD, or the Quest agent is not installed
  - Adding your account to an existing e-mail client
    - If your device has not yet been migrated, if you have a personal device, or if your device is not migratable (e.g. an Apple Mac or similar)
- Note that you will need to rcreate your e-mail signature in Outlook when you access your new account

TUS

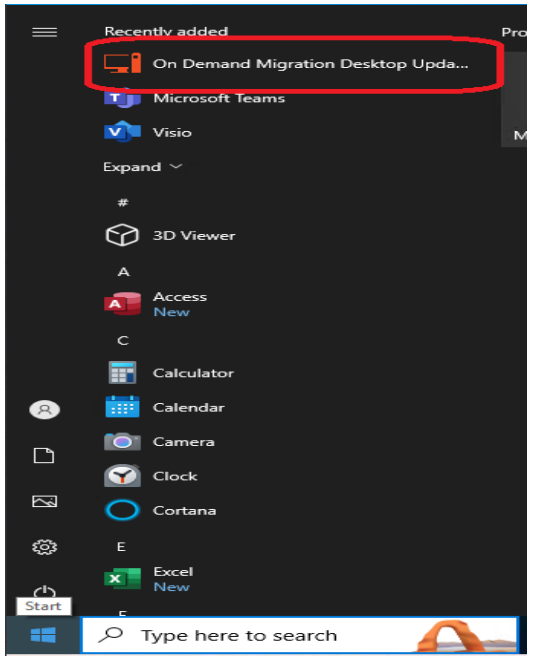
Accessing your tus.ie accounts Method 1 - Quest Migration Desktop Update Agent

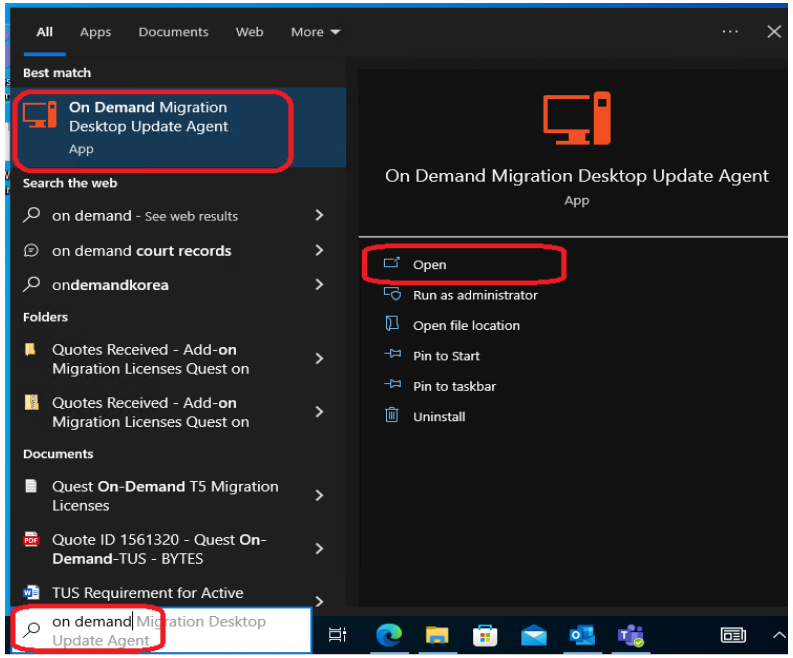
- The migration job will install a tool called **On Demand Migration Desktop Update Agent** on your device
  - Not all devices will have this installed; that is OK, you can use one of the other methods that follow.
- This will allow you to change your account settings over to your new @tus.ie account all at once for Outlook, OneDrive and Teams
- You will have to start the application and run it yourself
- Make sure you have closed all your other applications and files before you run this, as you will need to restart the Office applications and sign in with your new username and password as part of this process.

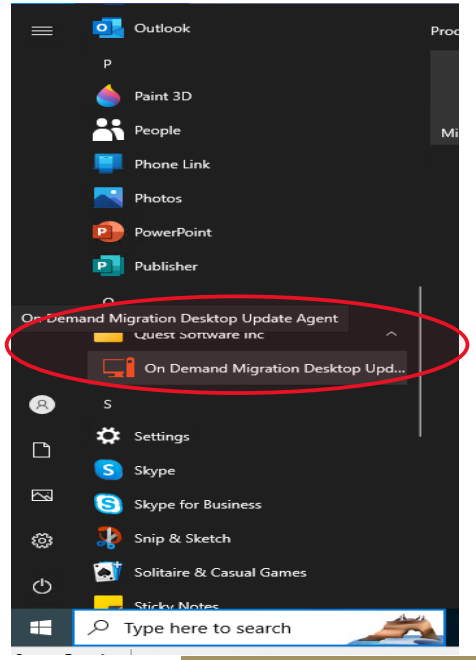
TUS

Accessing your tus.ie accounts – Quest Migration Desktop Update Agent

- Click on the Windows Start Button; the app may be at the top of the list, if not search for ‘On Demand’ in the search box, and click Open; or search for Quest Software in the program list and then click On Demand Migration Desktop Update Agent

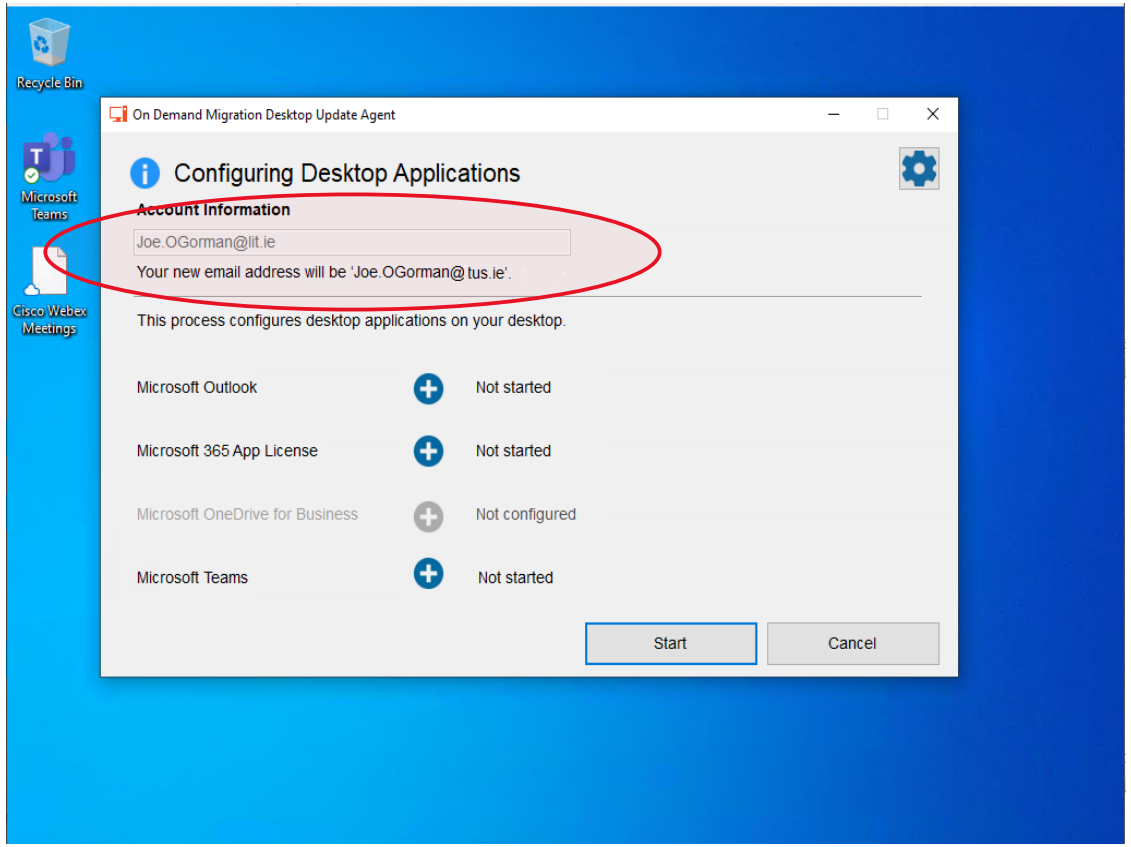


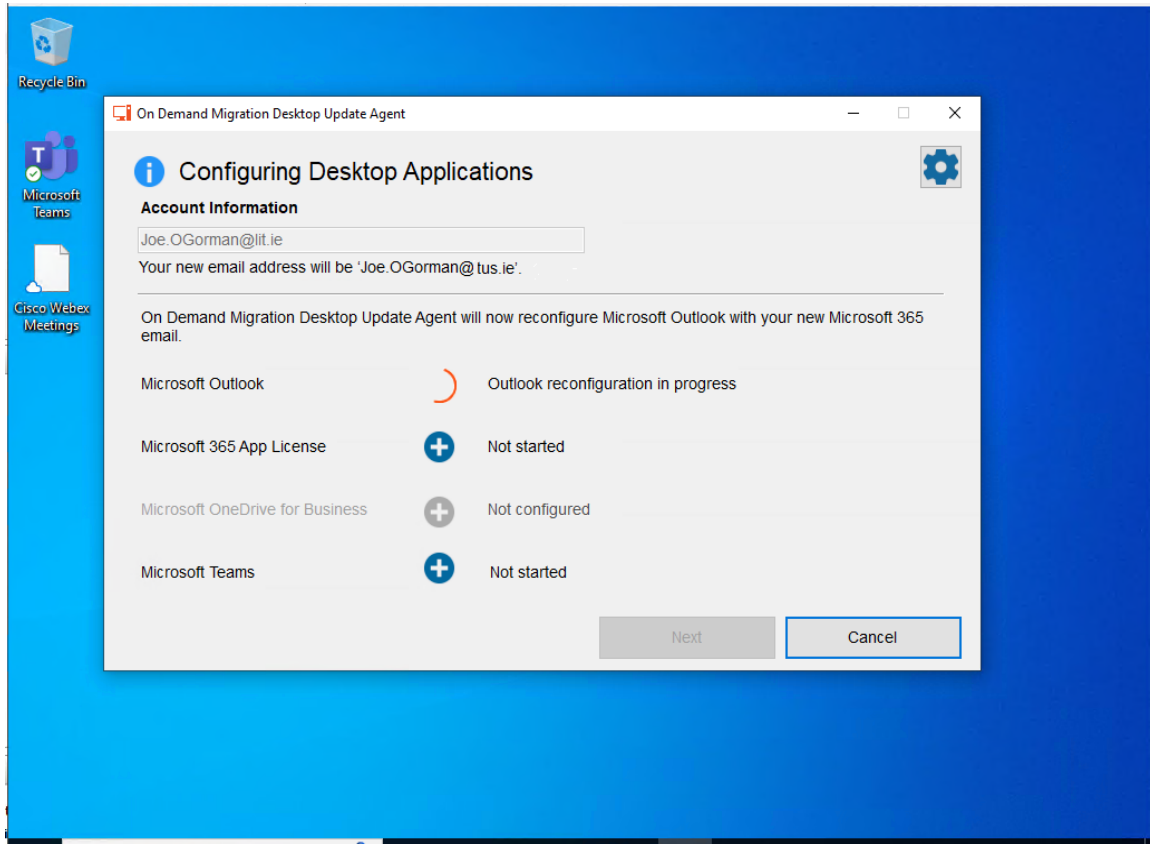




TUS

Accessing your tus.ie accounts – Quest Migration Desktop Update Agent

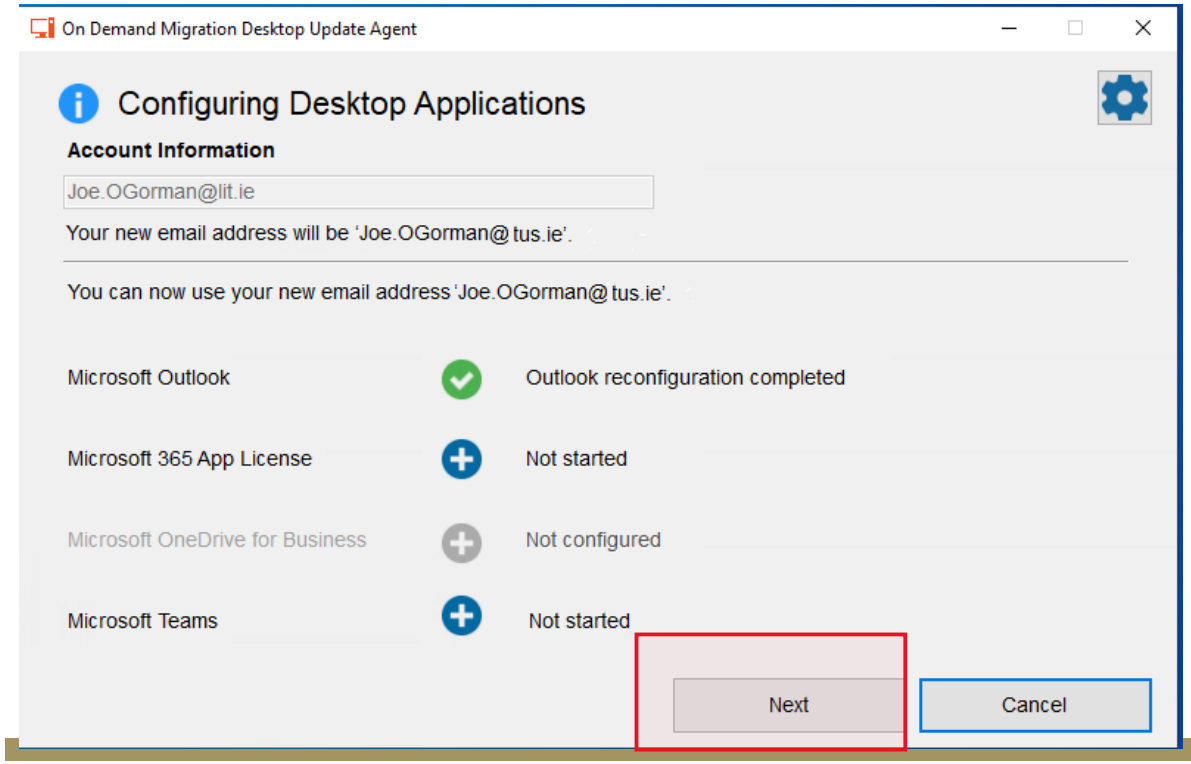


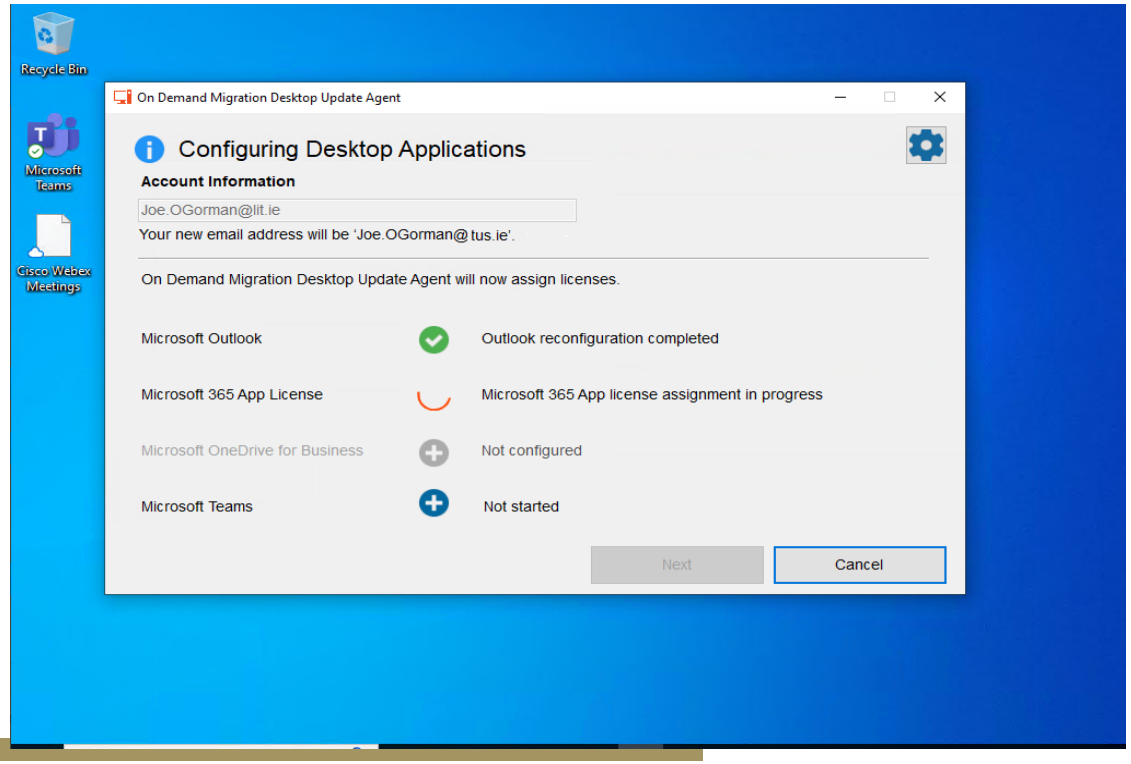


TUS

Accessing your tus.ie accounts – Quest Migration Desktop Update Agent

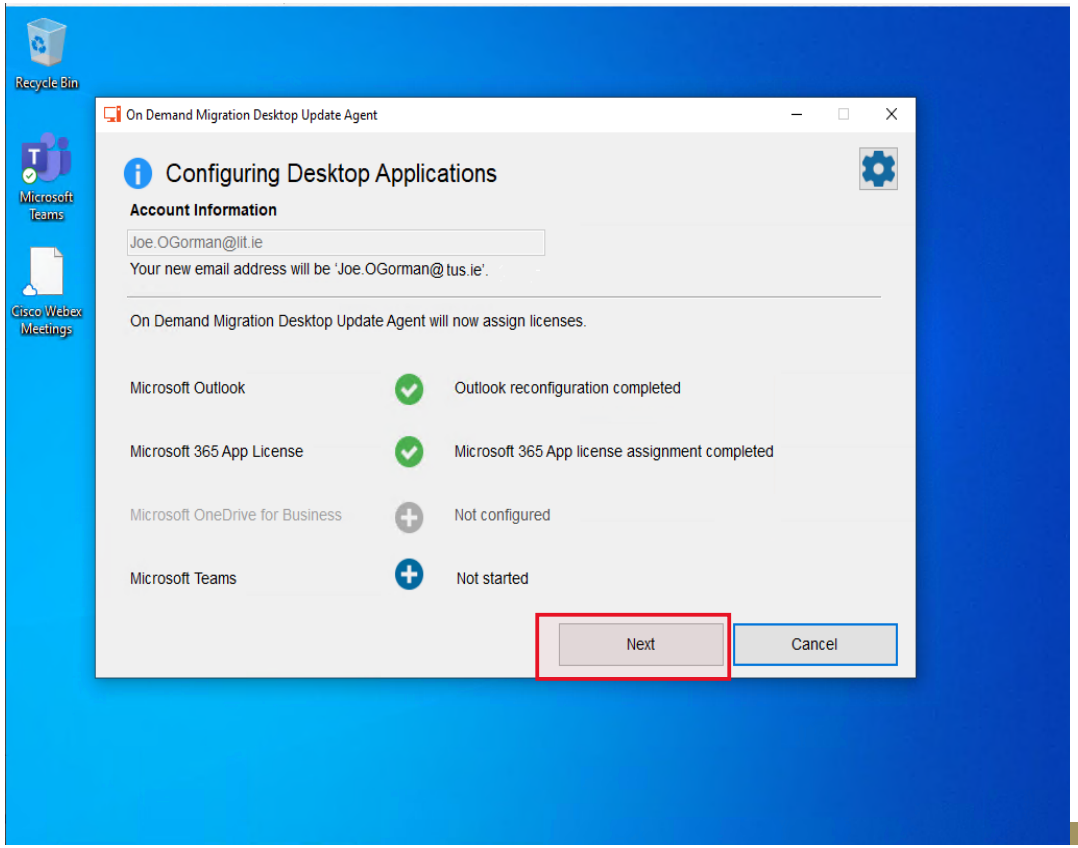
Once the first task has finished, click Next

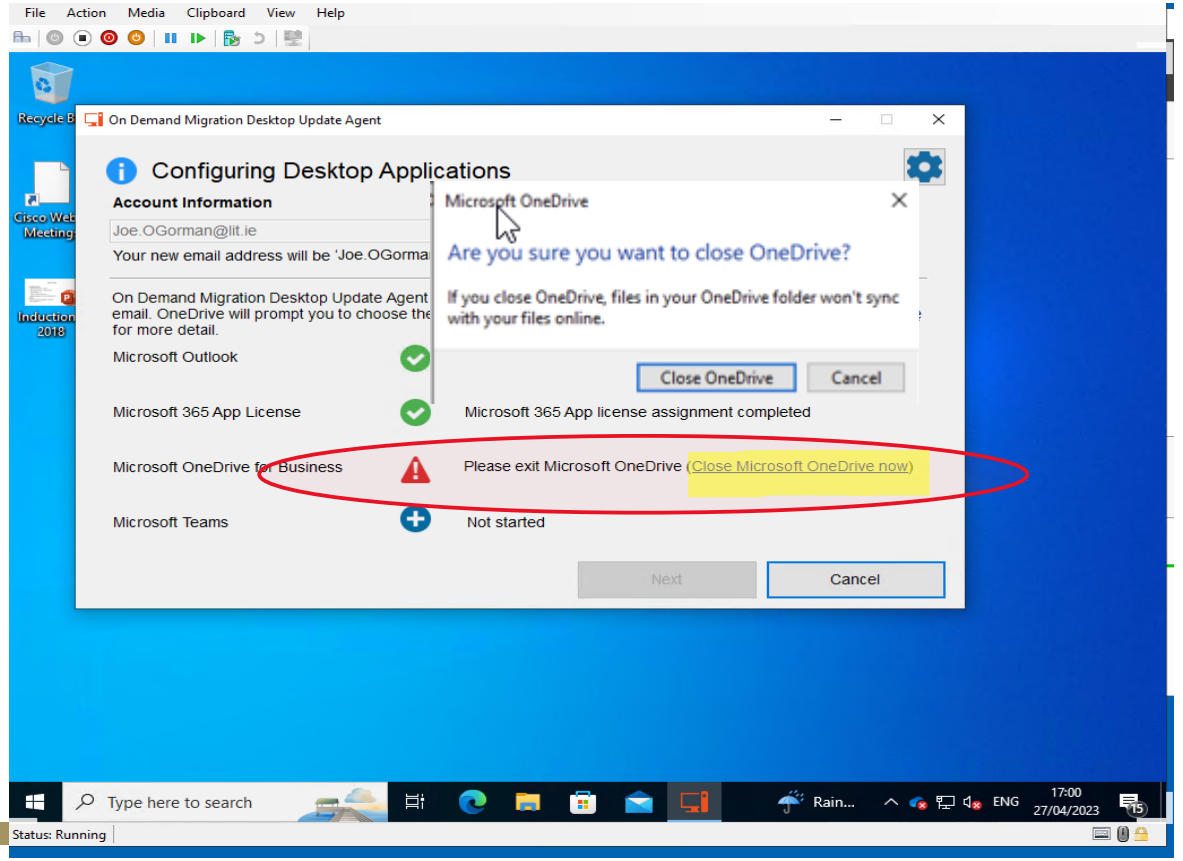




TUS

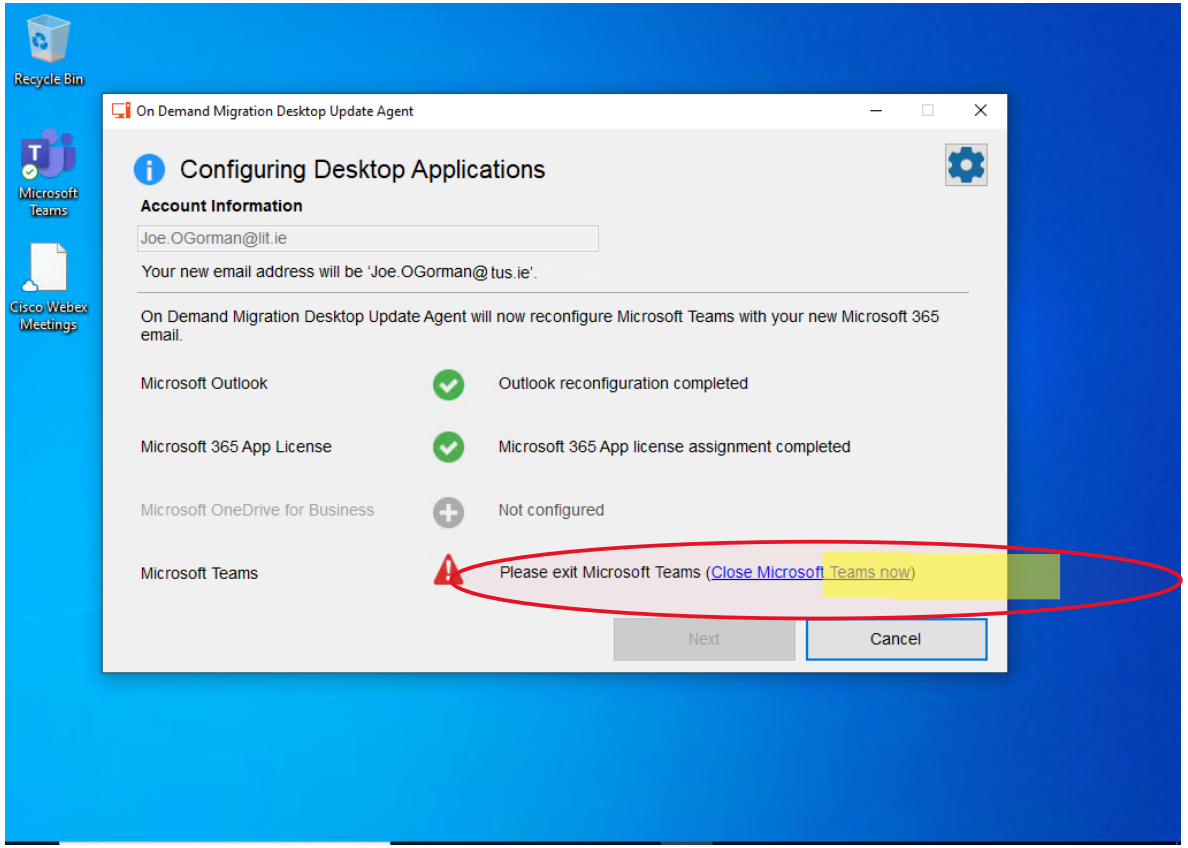
Accessing your tus.ie accounts – Quest Migration Desktop Update Agent

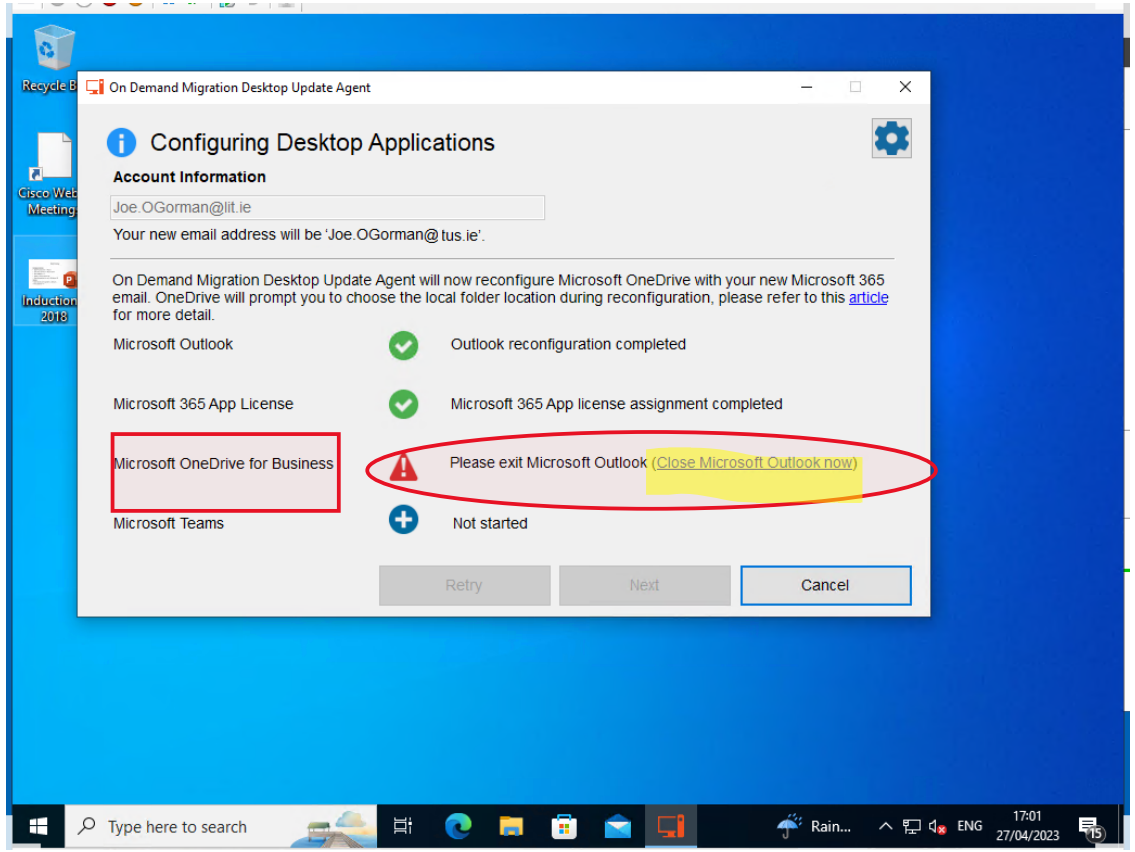




TUS

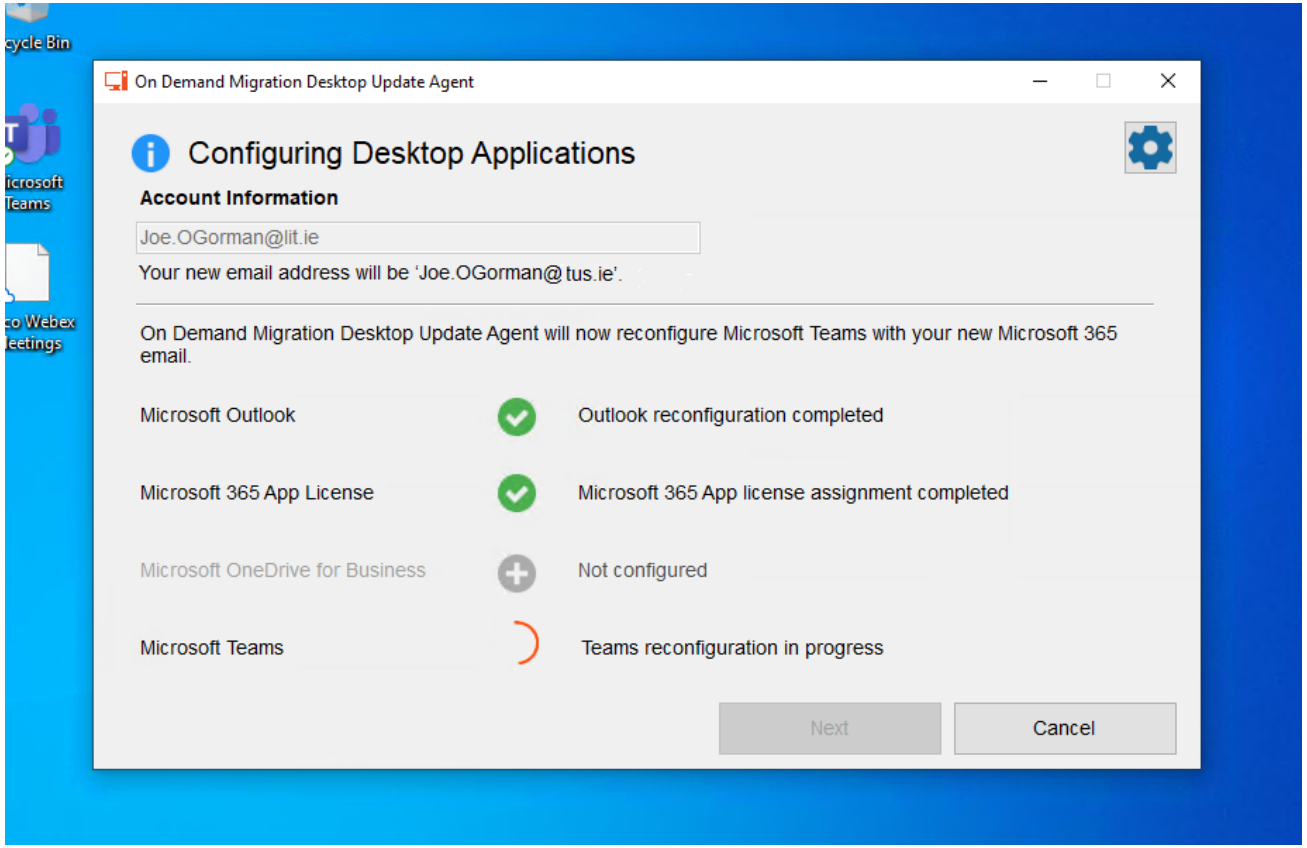
Accessing your tus.ie accounts – Quest Migration Desktop Update Agent

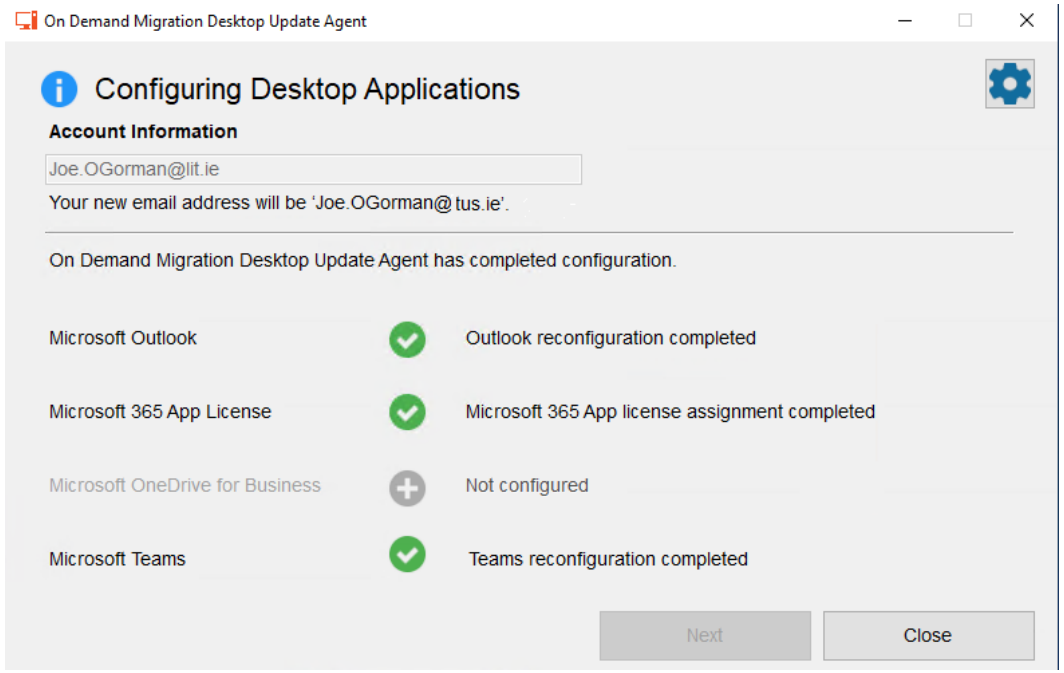




TUS

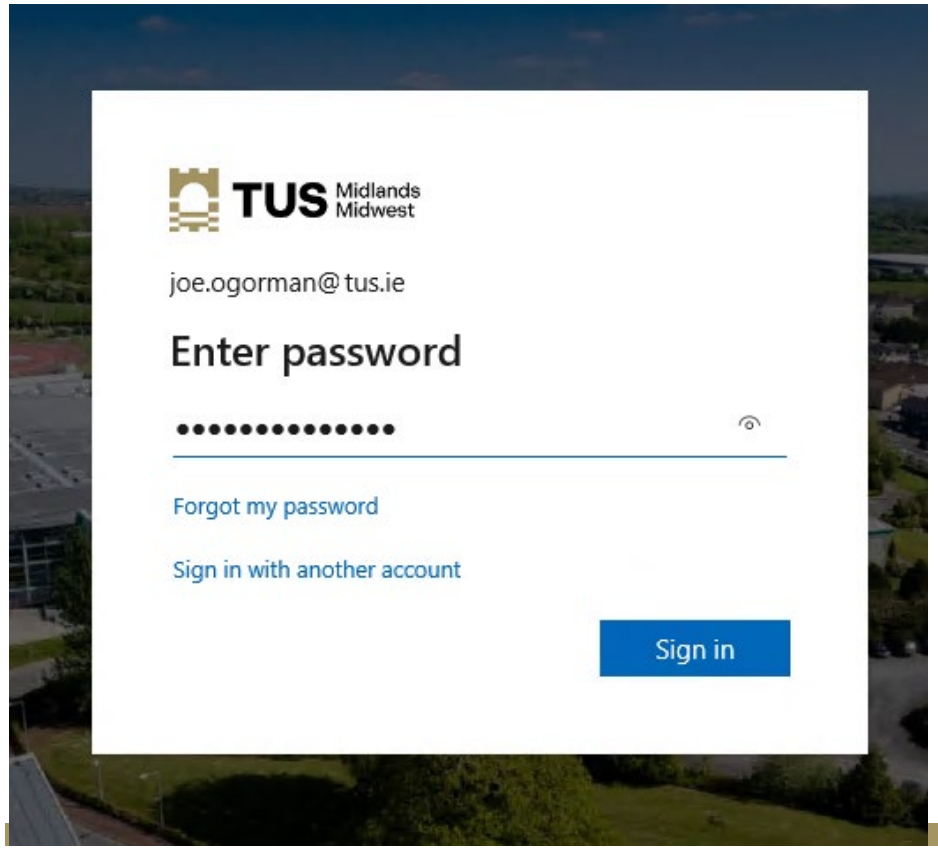
Accessing your tus.ie accounts – Quest Migration Desktop Update Agent



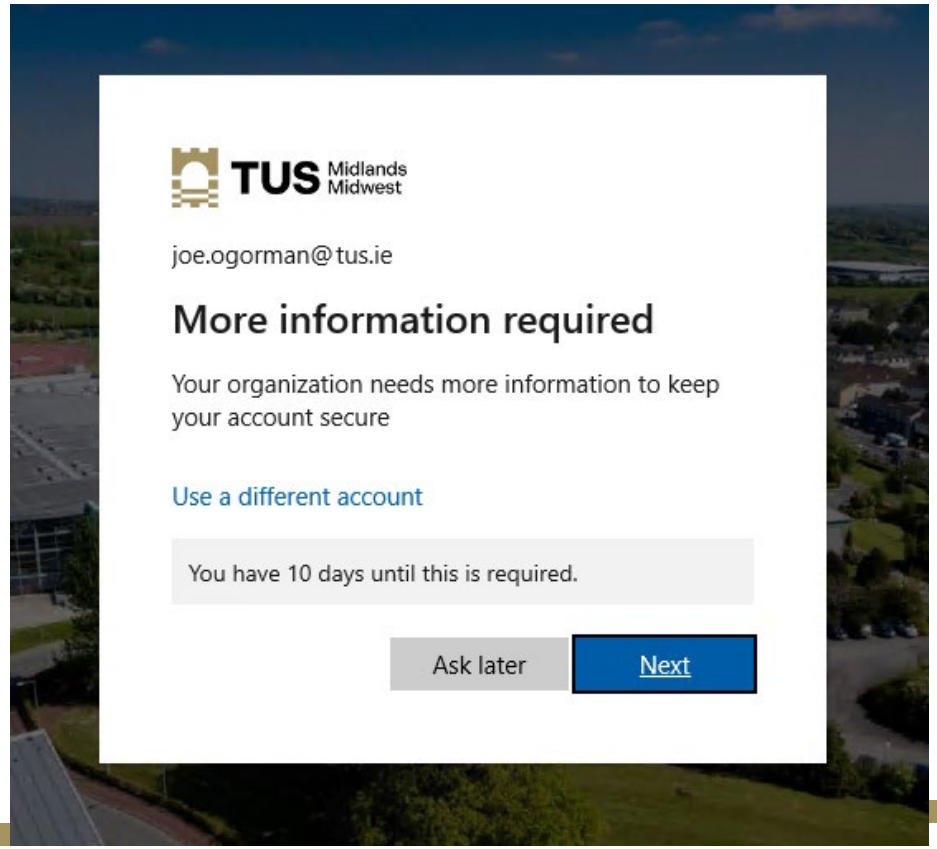


Accessing your tus.ie accounts – Quest Migration Desktop Update Agent

You will have to enter your username and password several times as well



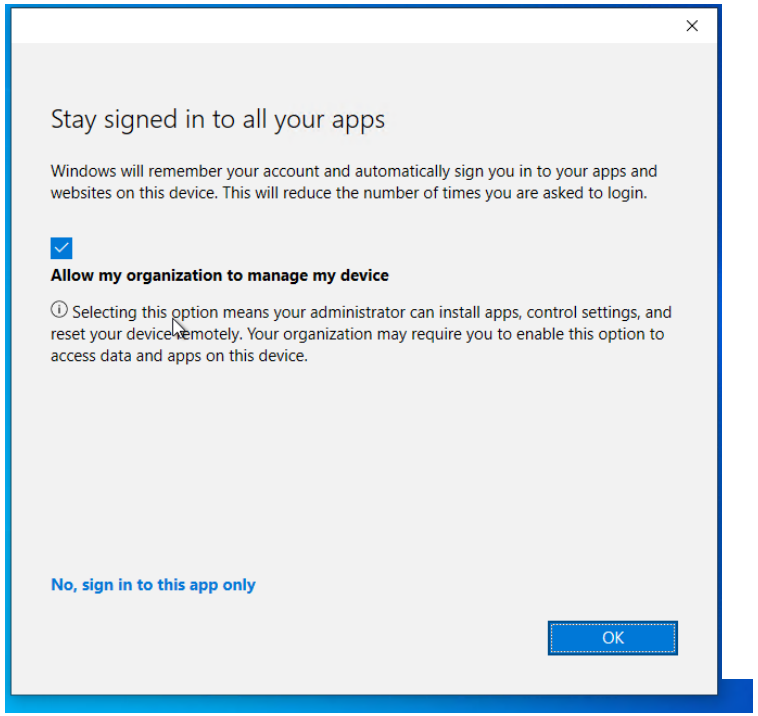
You will get the prompt to set up your MFA every time – it is advisable to do it straight away

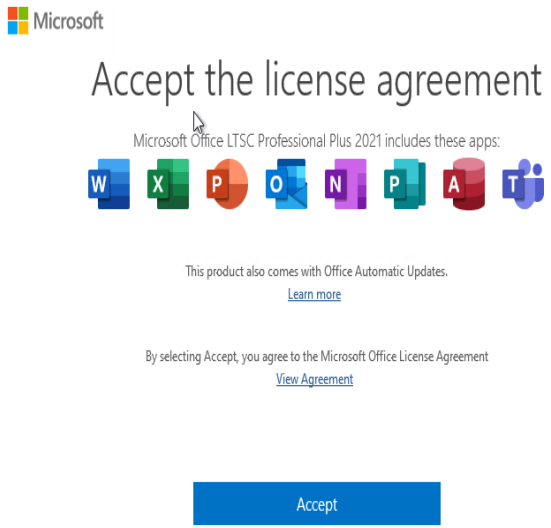


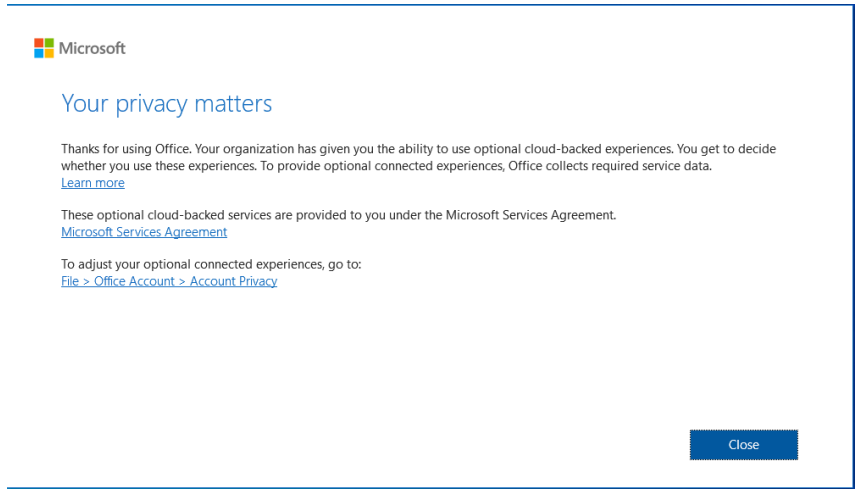
TUS

Accessing your tus.ie accounts – Quest Migration Desktop Update Agent

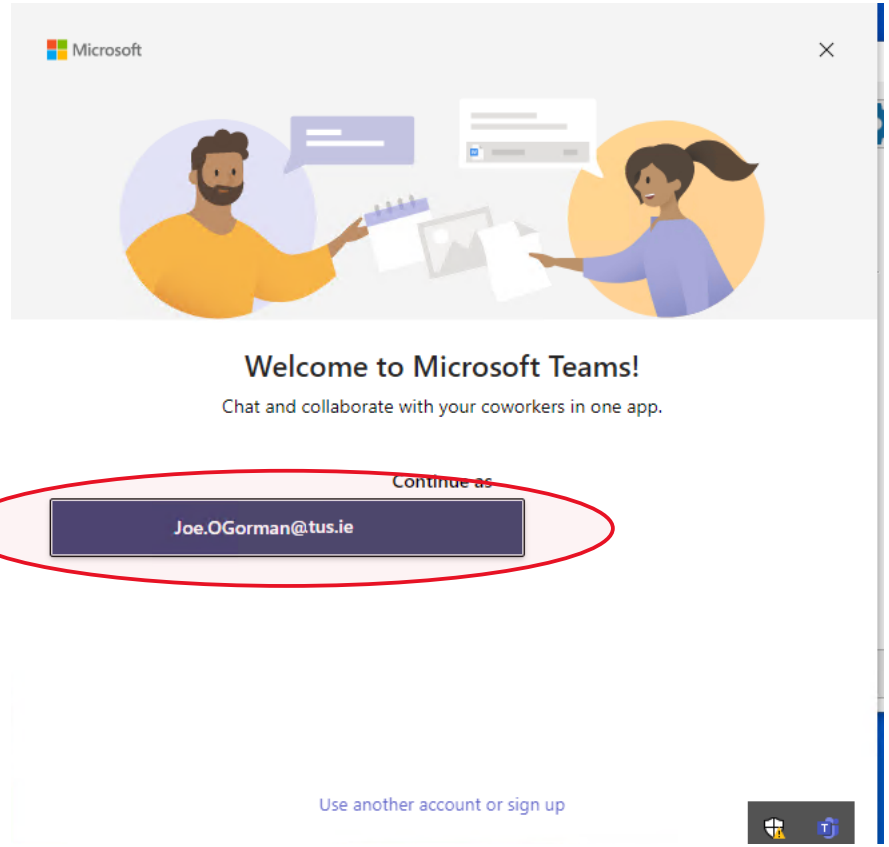
- You will get numerous license prompts as the apps restart and reconfigure – click on OK/Close for each one

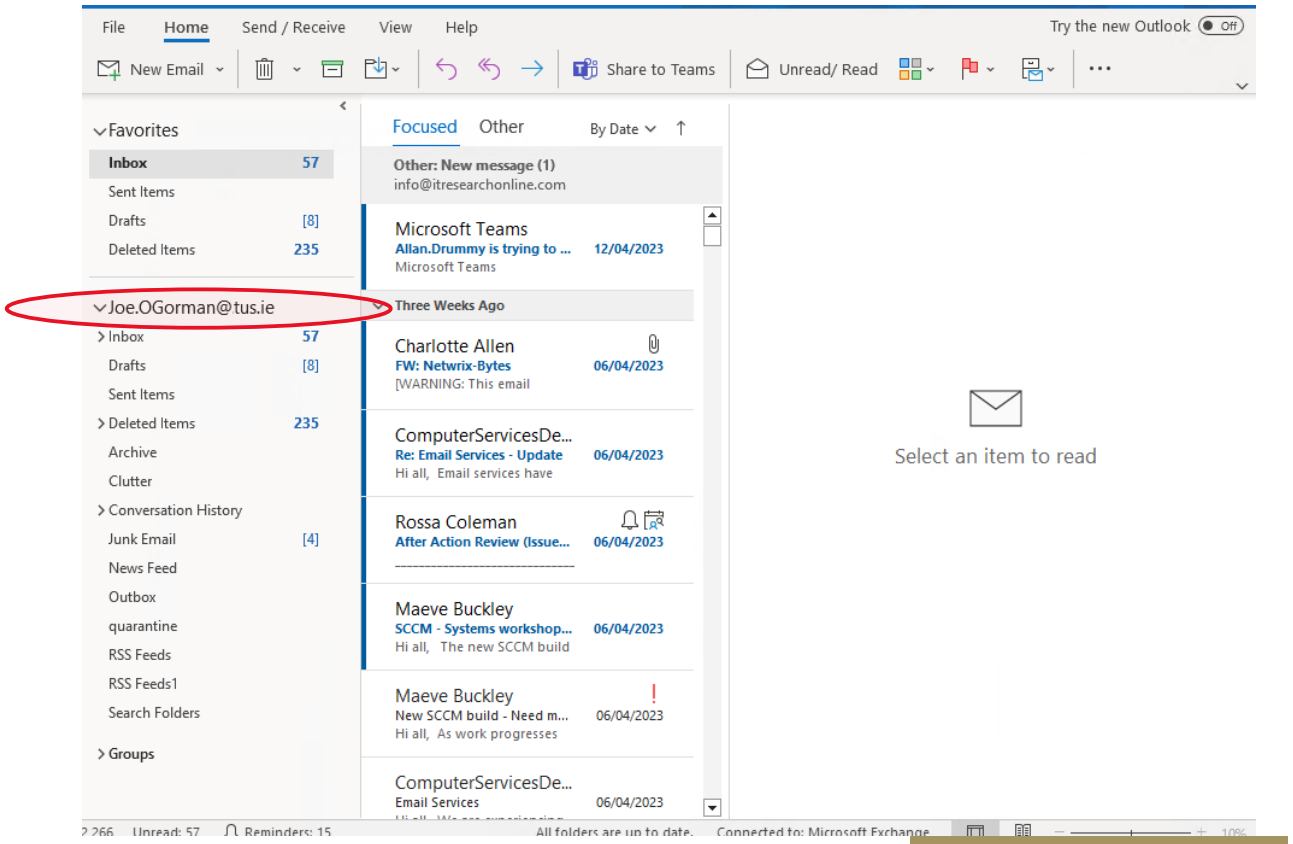






Accessing your tus.ie accounts – Quest Migration Desktop Update Agent

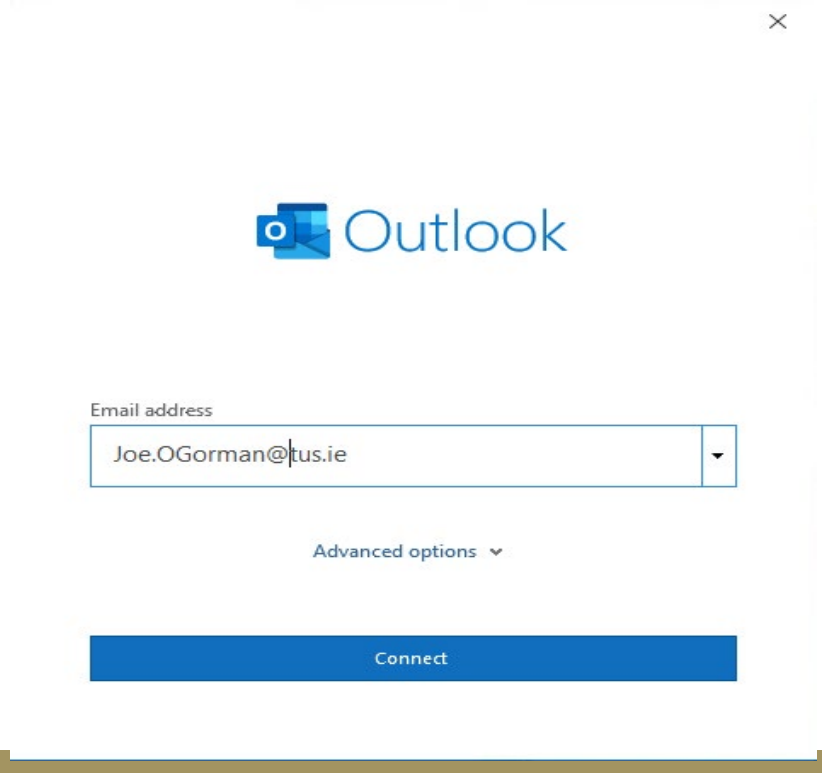


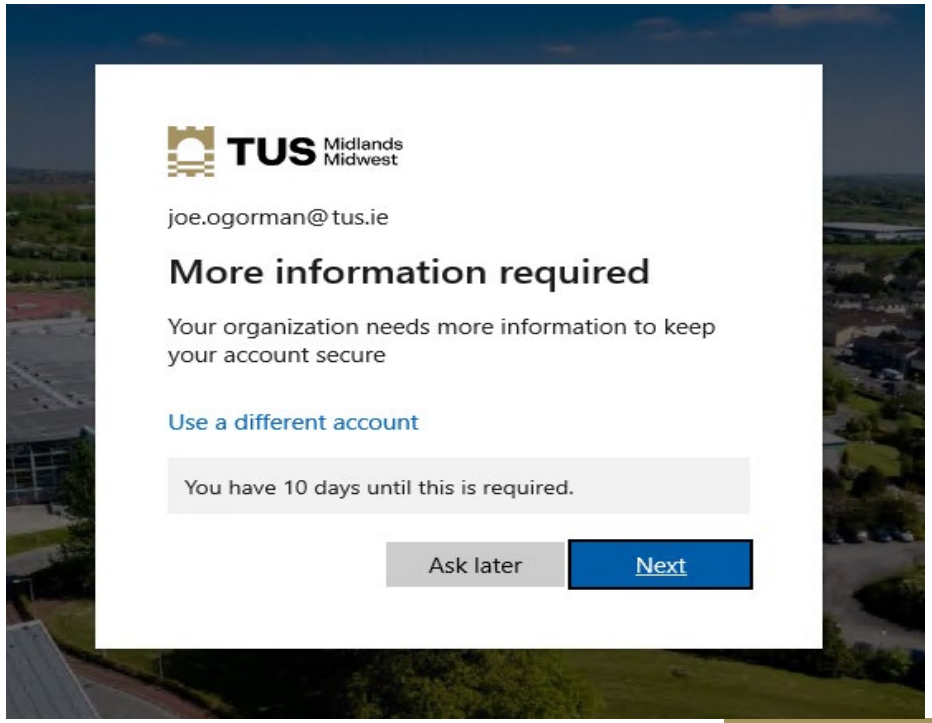


TUS

Accessing your tus.ie accounts Method 2 – manually logging in

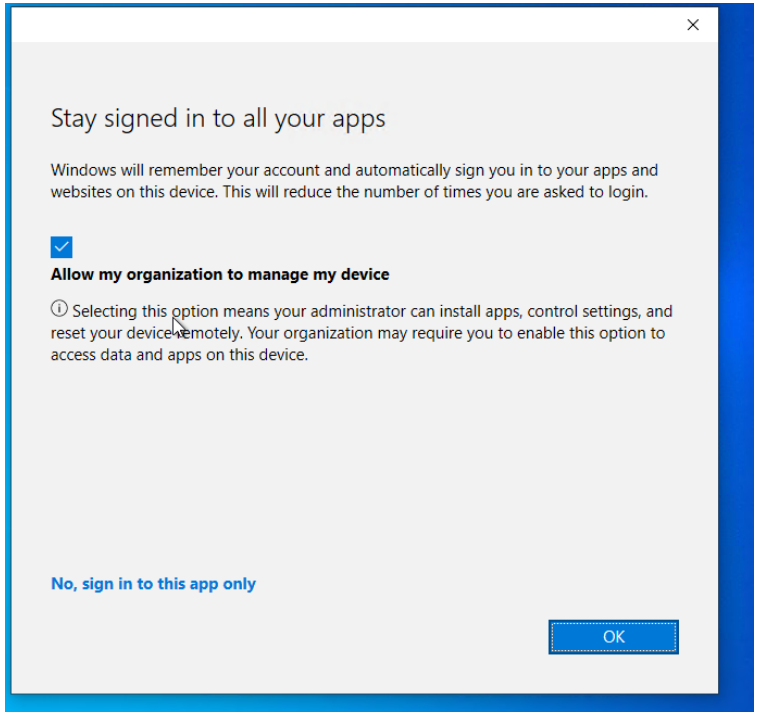
- Open up Outlook and enter your @tus.ie e-mail address when prompted; you will be prompted to set up your MFA at this time if you haven't already done so

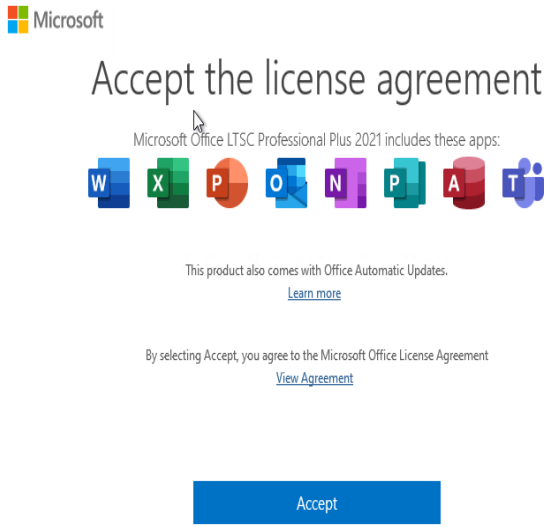


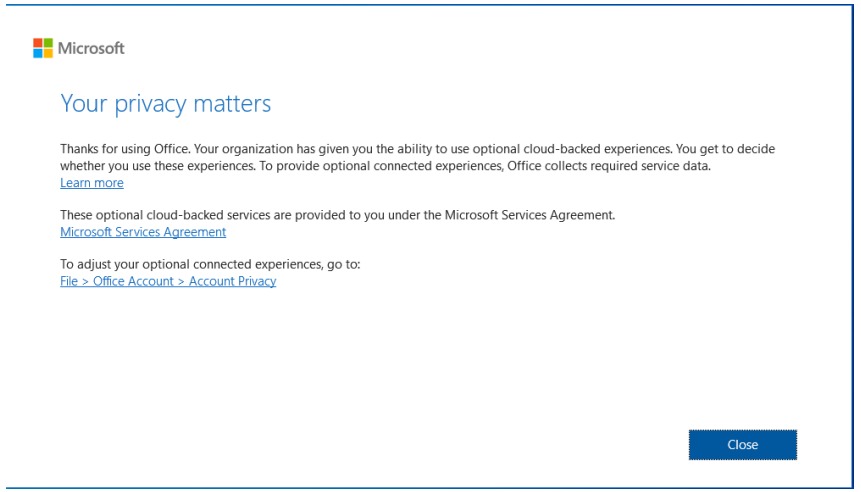


Logging in to E-mail

Click through the various popup screens

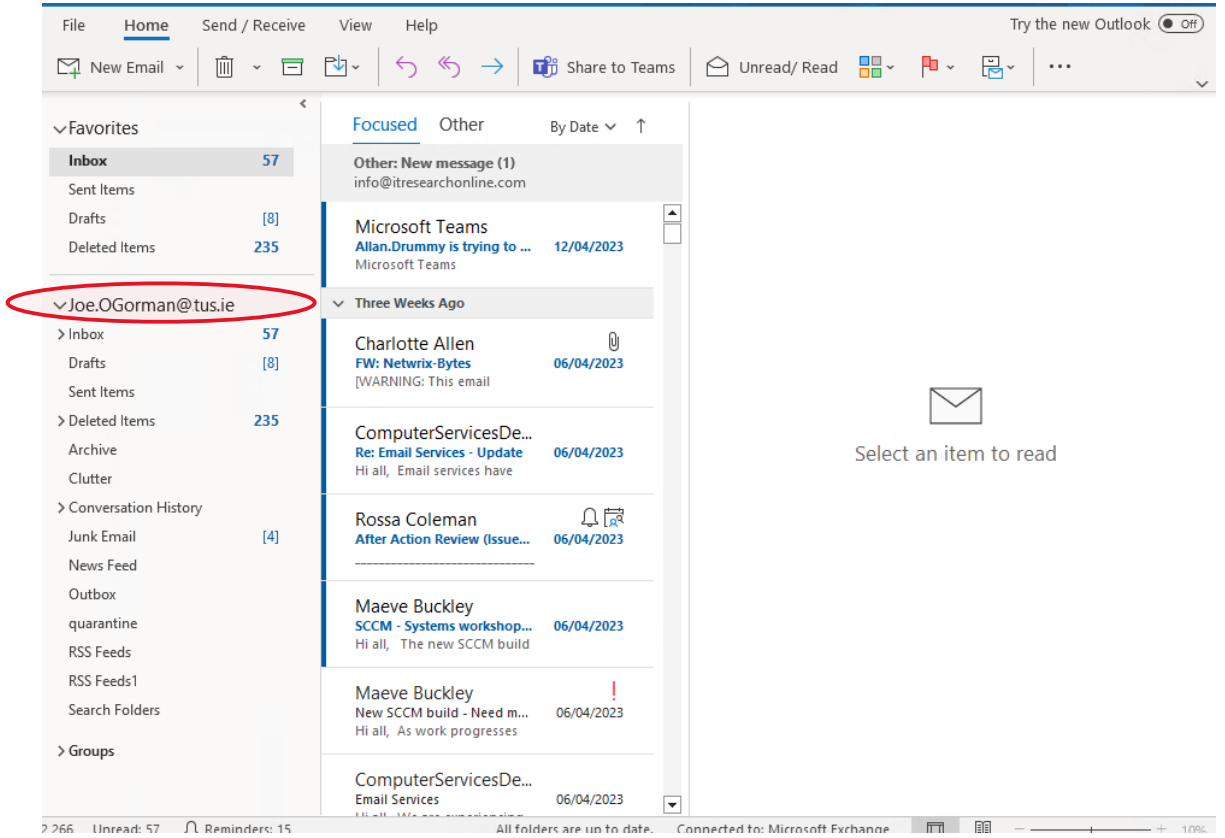






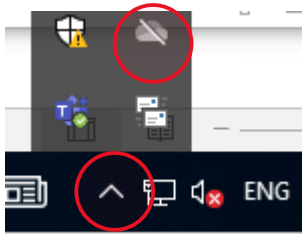
TUS

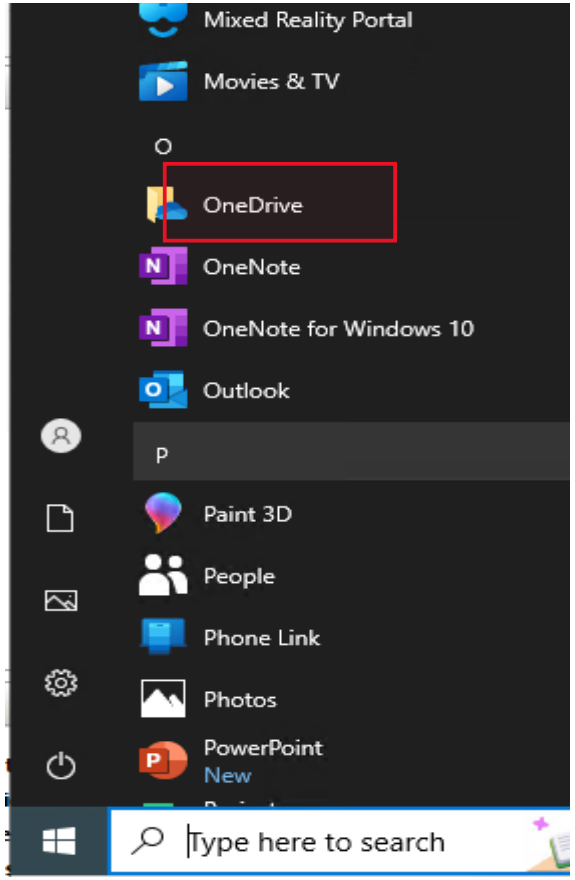
Logging in to E-mail

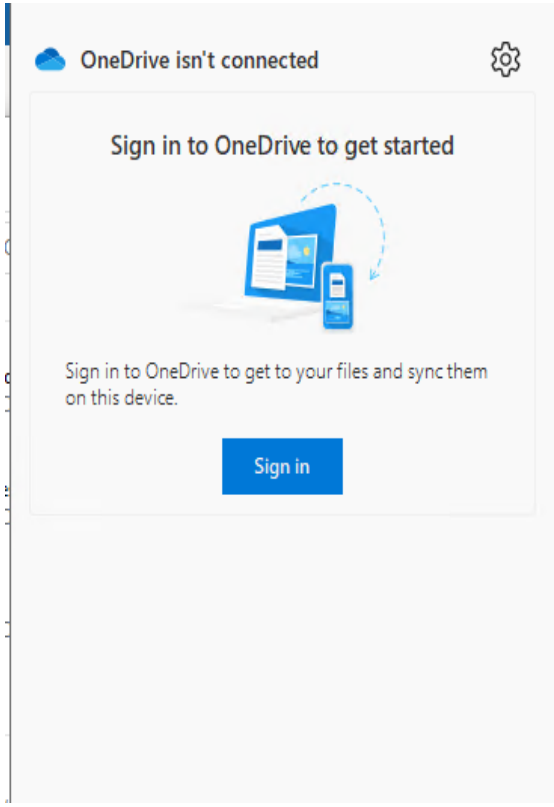


TUS

Logging into OneDrive

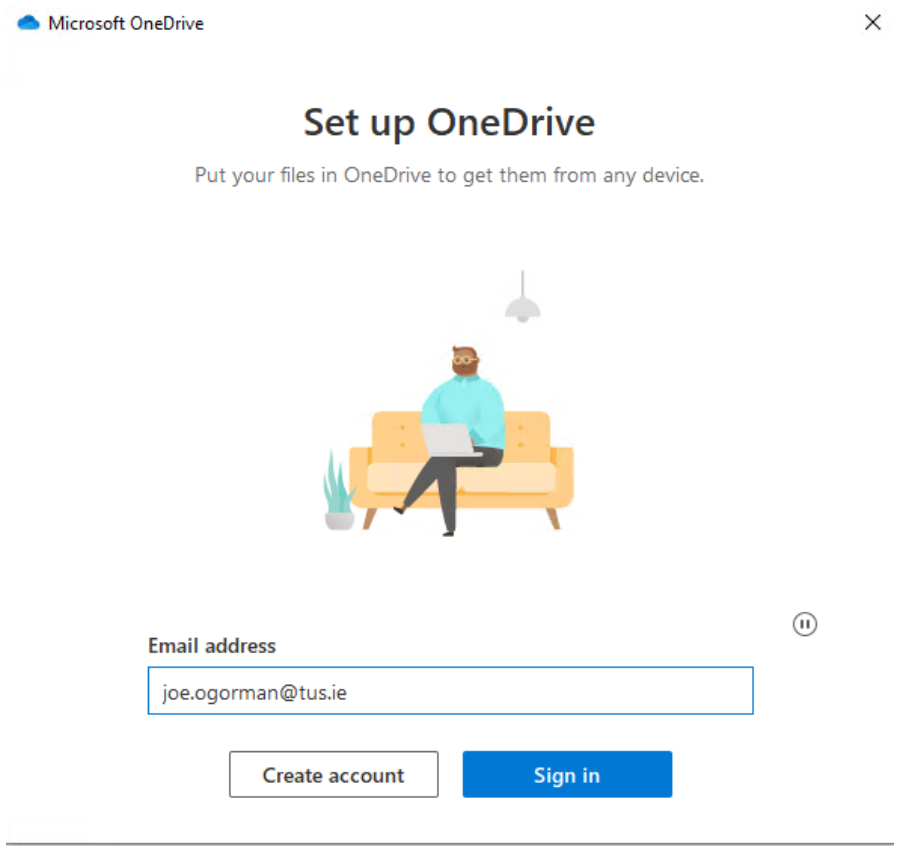


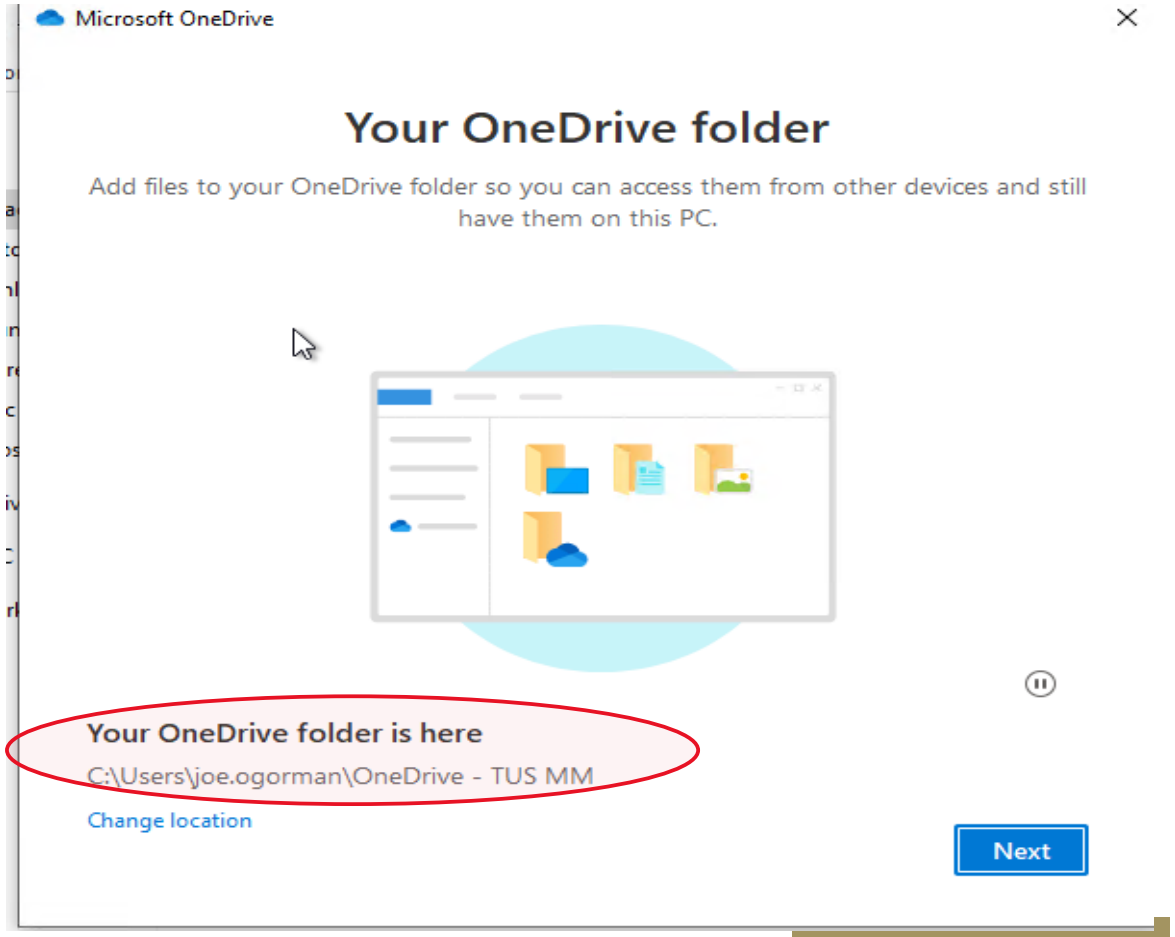




TUS

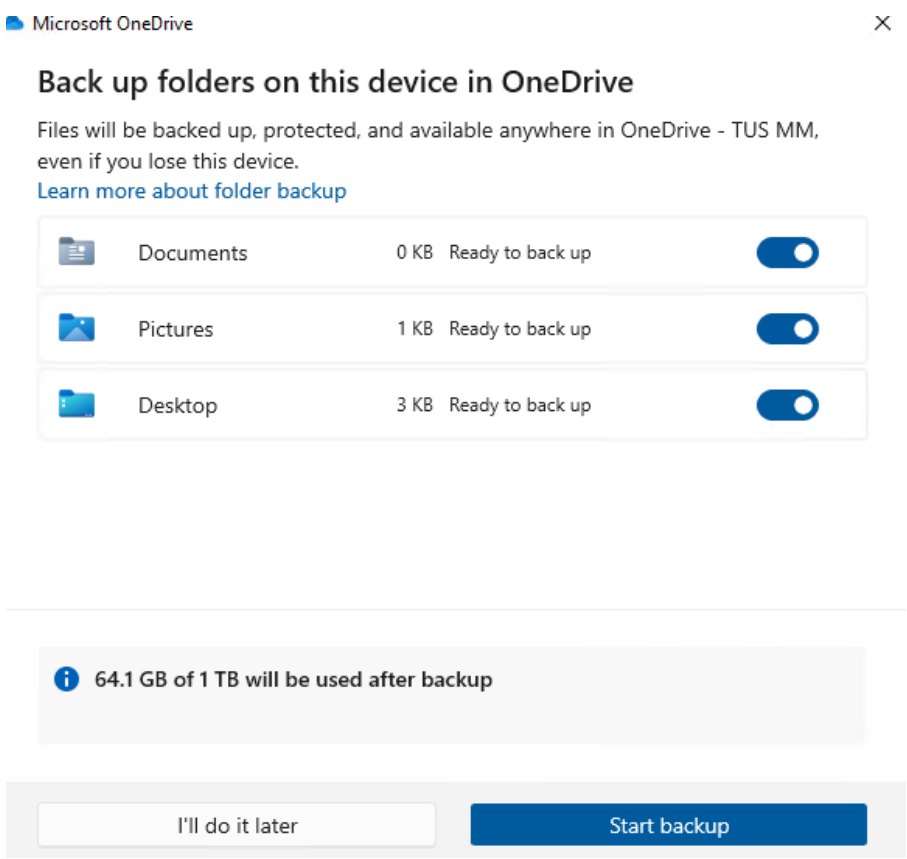
Logging in to OneDrive

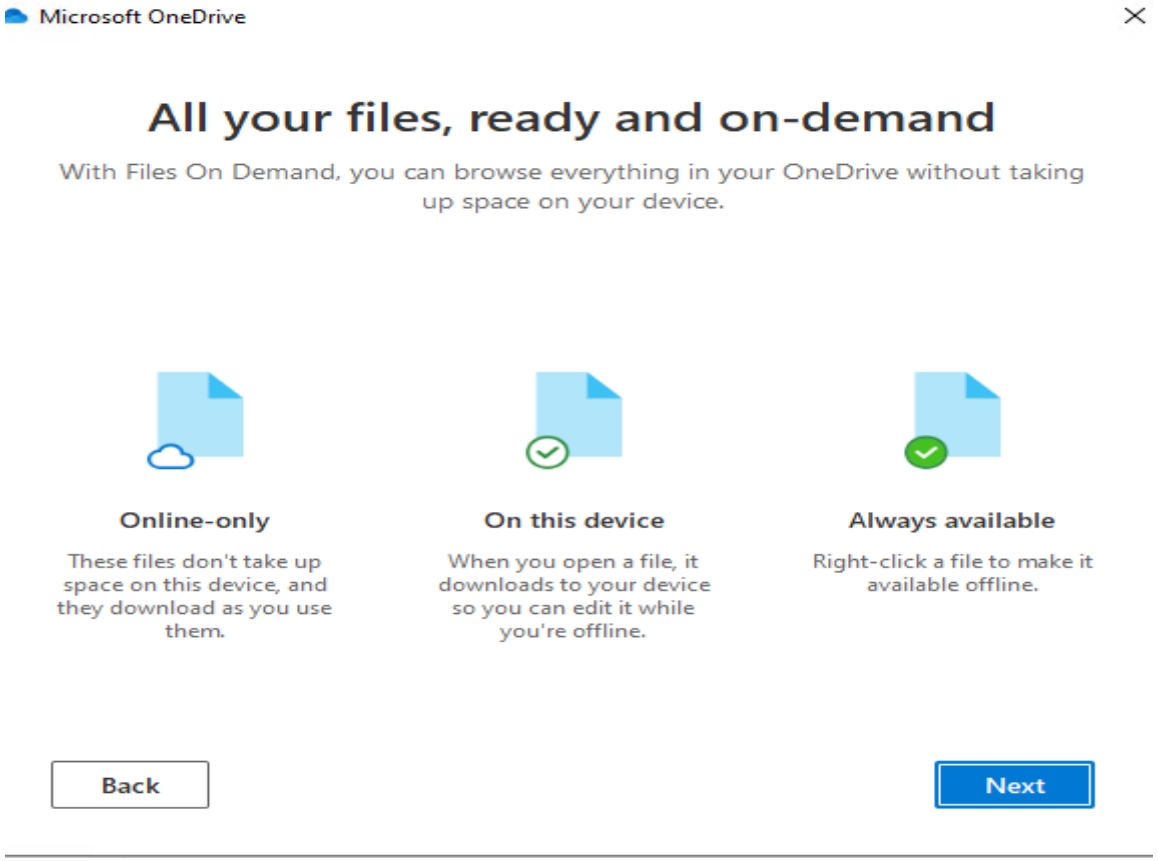




TUS

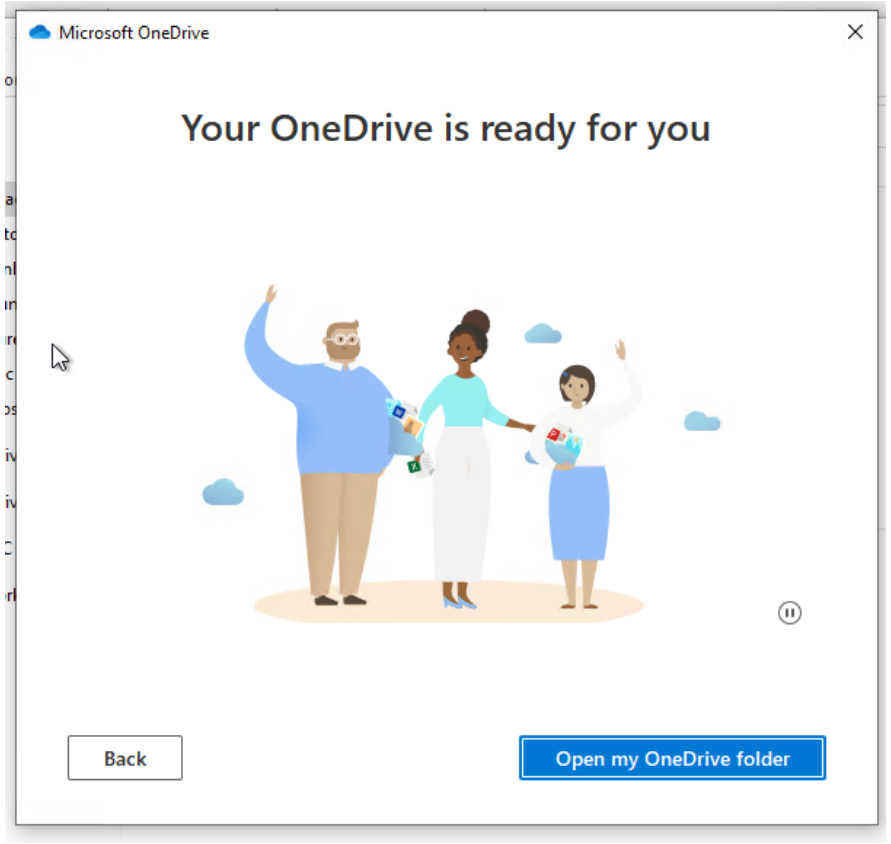
Logging into OneDrive

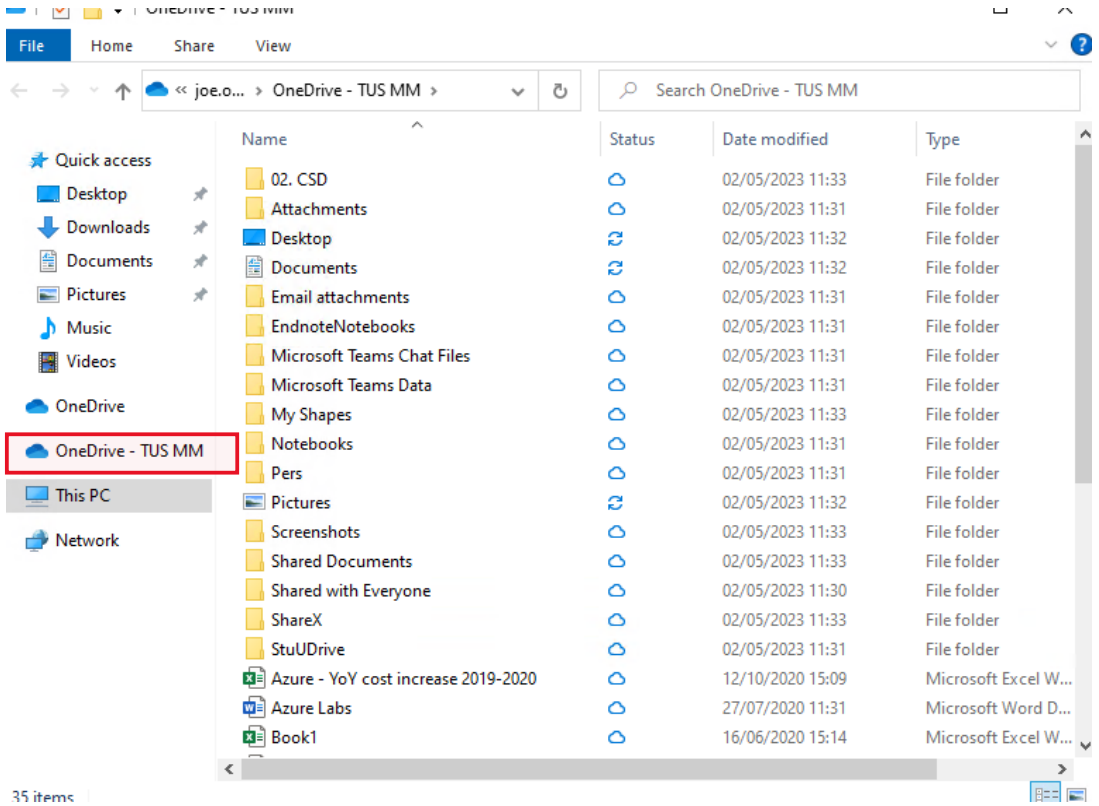


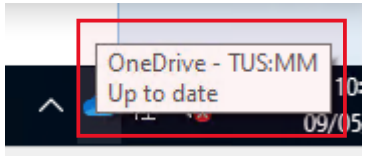


TUS

Logging into OneDrive

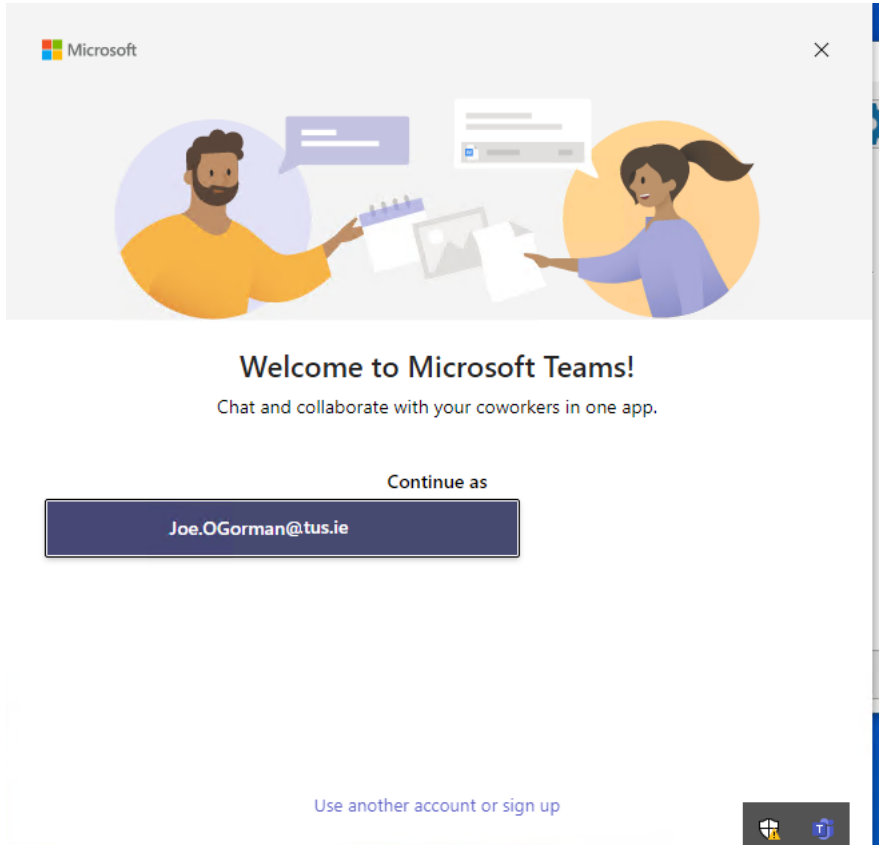


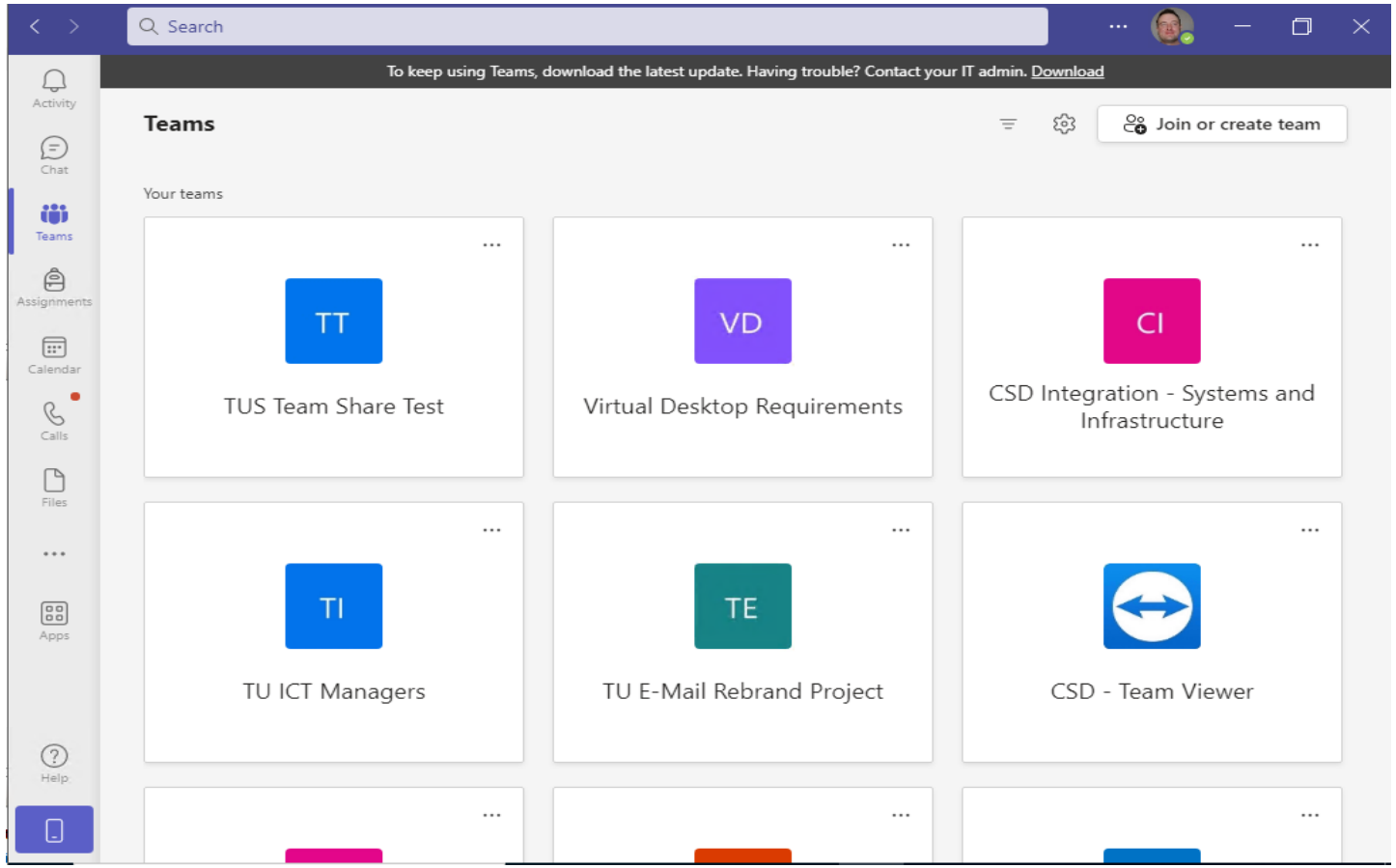




TUS

Logging into Teams

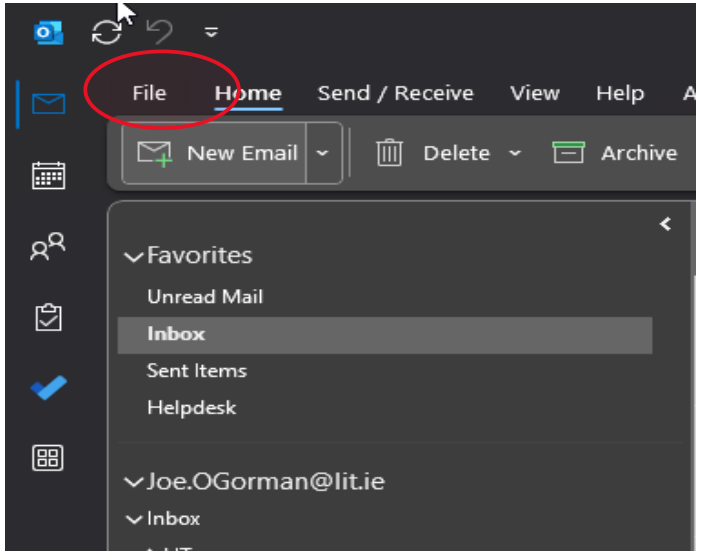


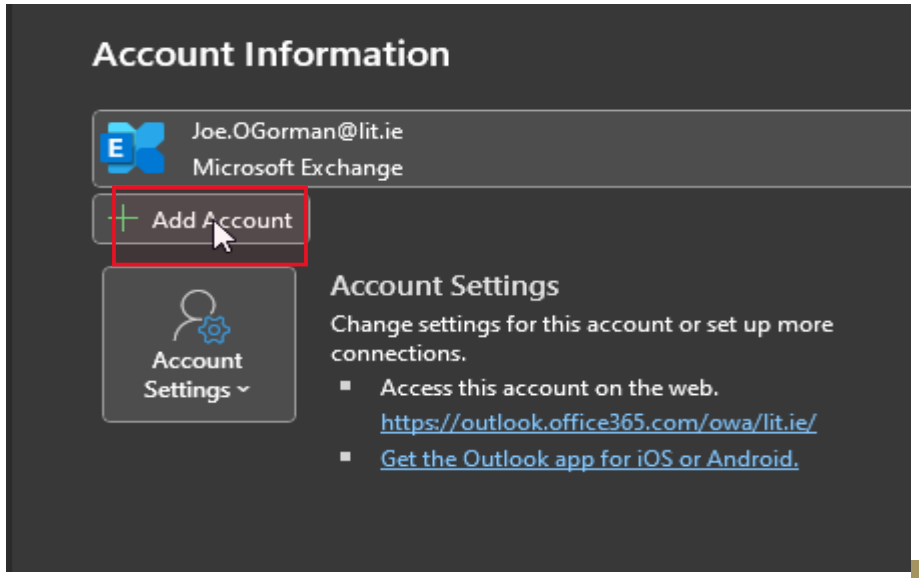


TUS

Accessing your tus.ie accounts Method 3 – add your account to your e-mail client

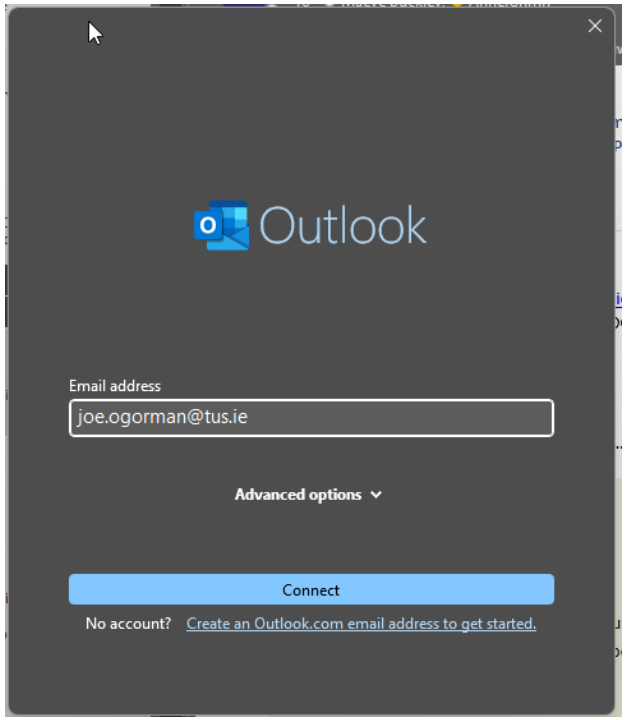
- If you do not have a TUS.ie device, or you are unable to come onsite, you can add your new tus.ie account to your existing Outlook or other mail application
- Open your Outlook application as normal, and select File from the menu on the top right, then click Add Account under Account Information

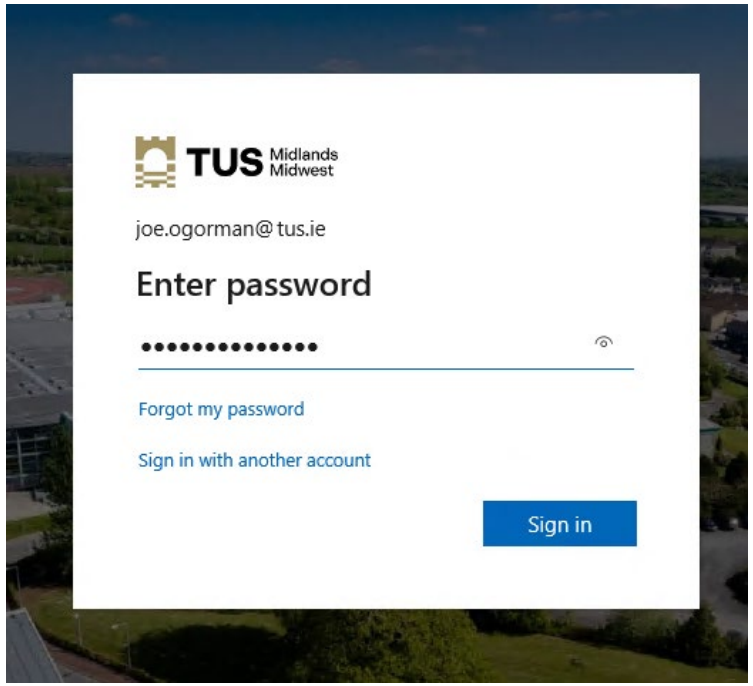


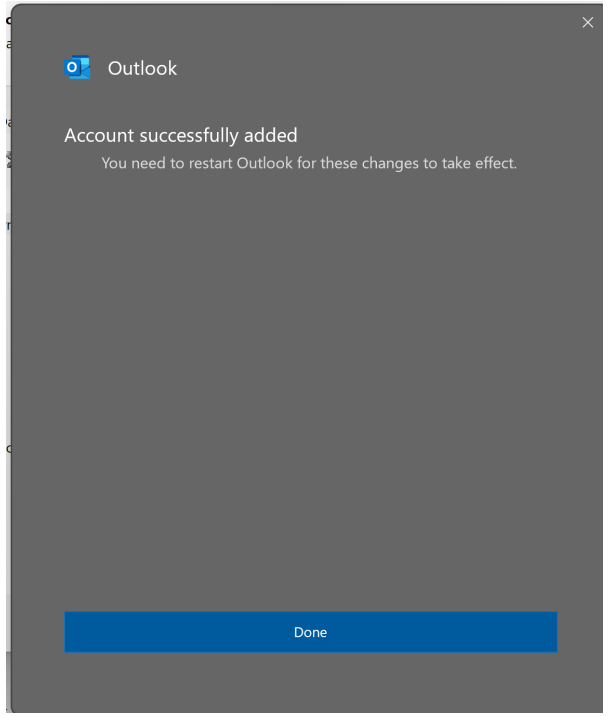


TUS

Add your account to your e-mail client

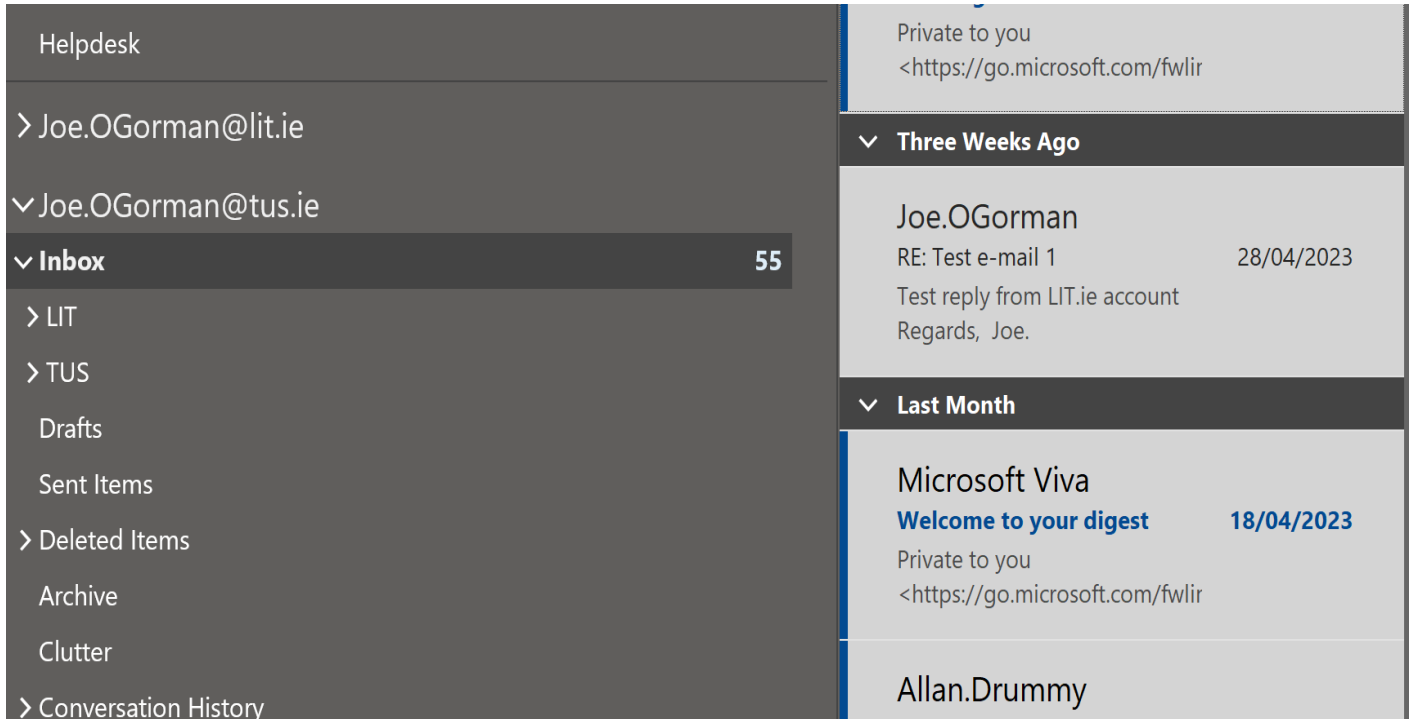






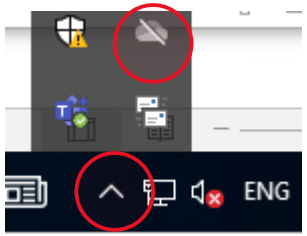
TUS

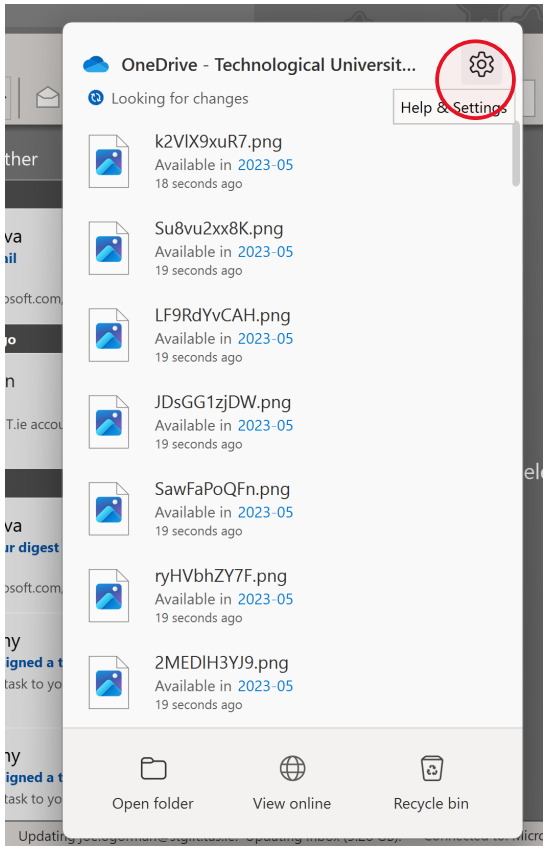
Add your account to your e-mail client

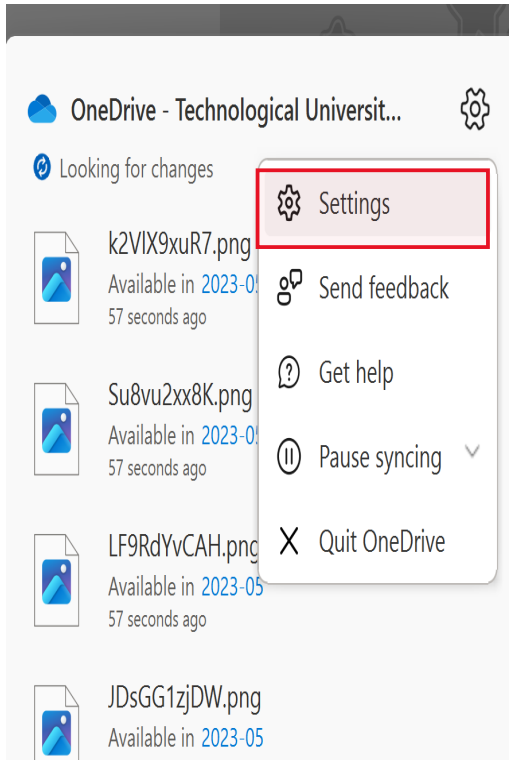


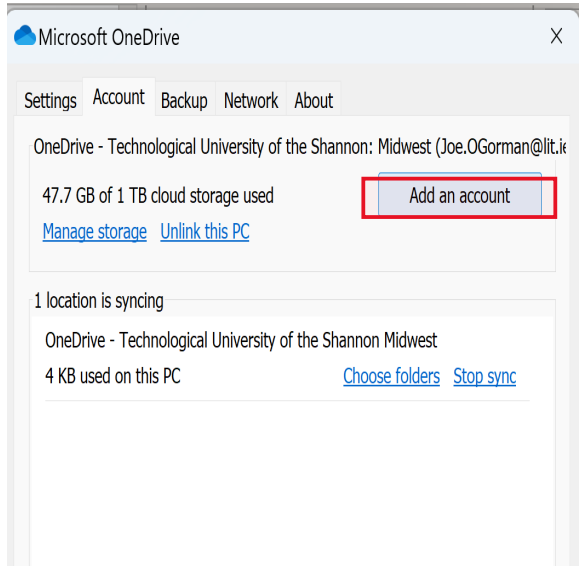
TUS

Add your account to OneDrive



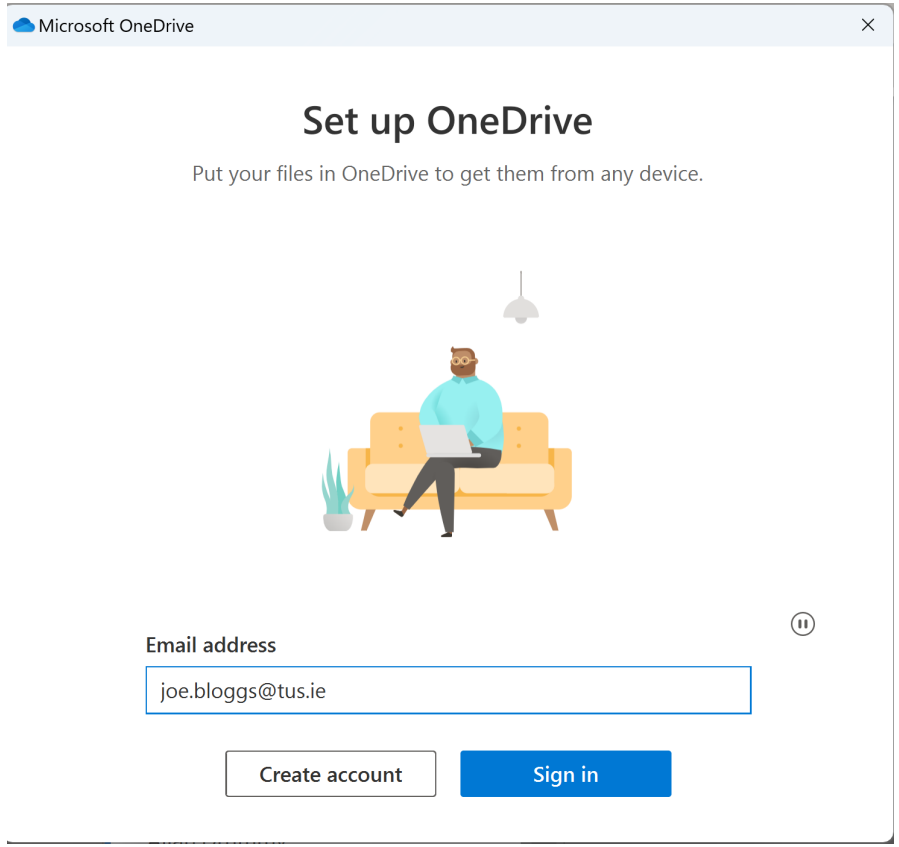






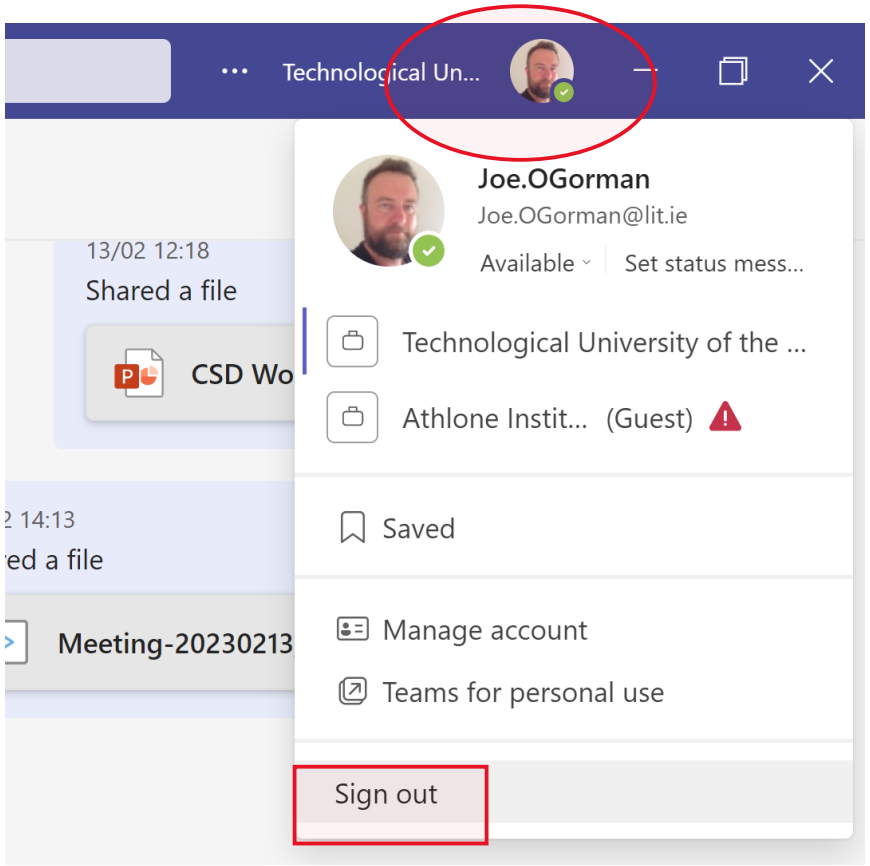
TUS

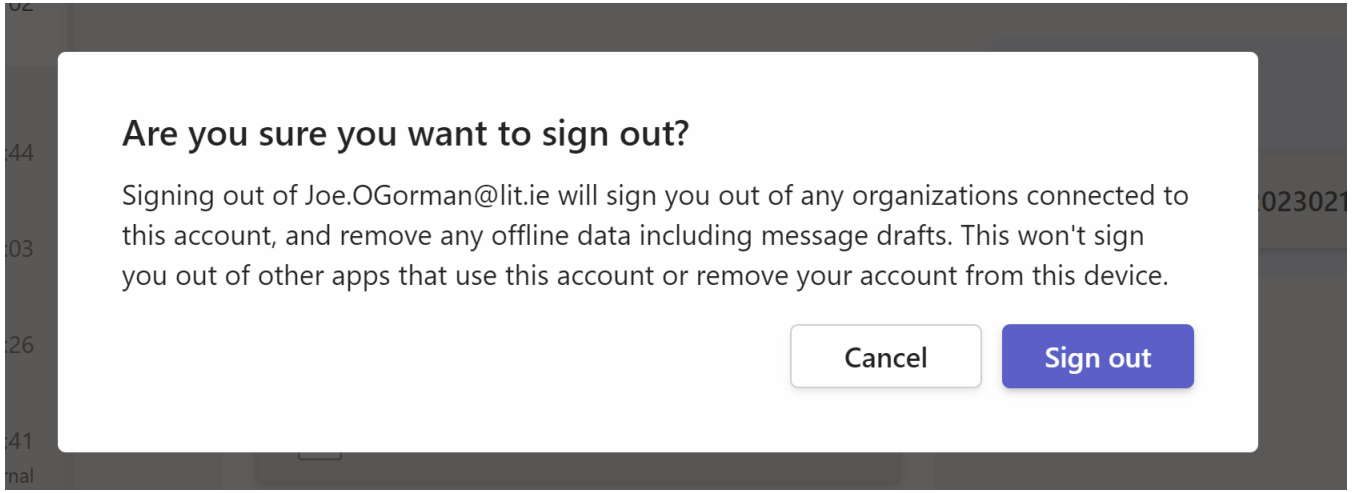
Add your account to OneDrive



TUS

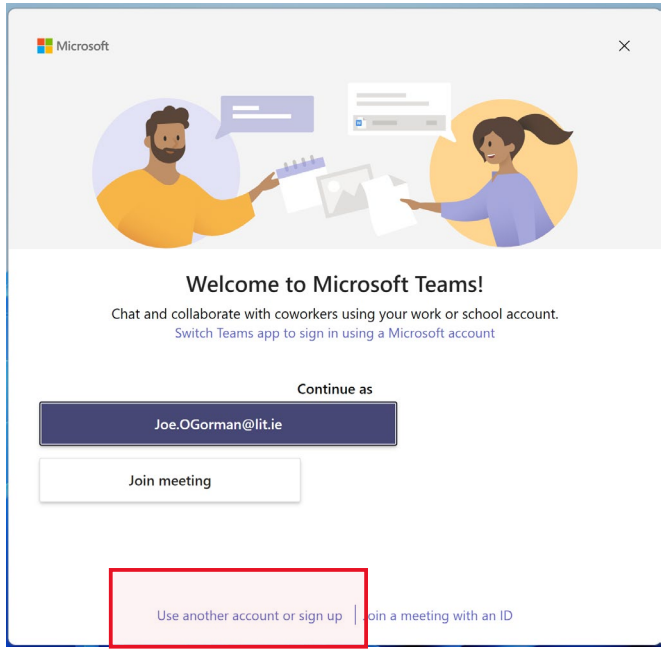
Sign in to Teams

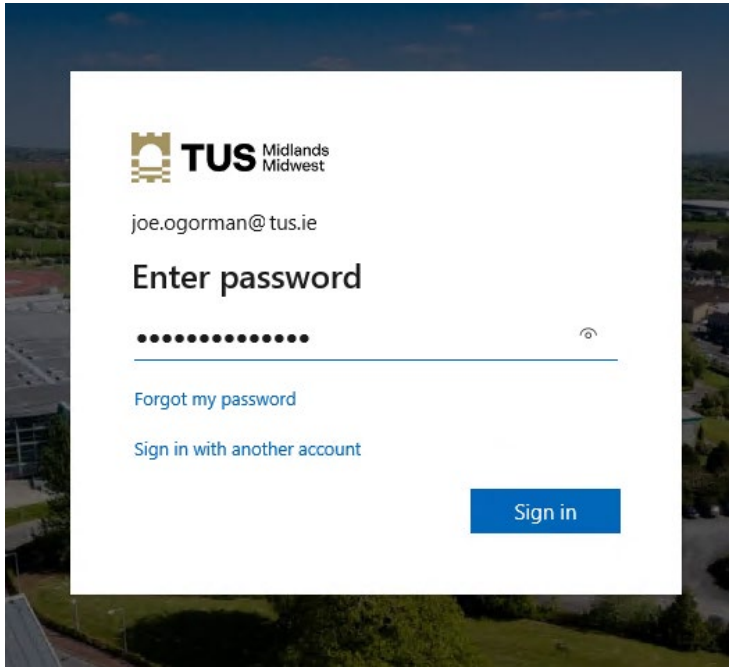


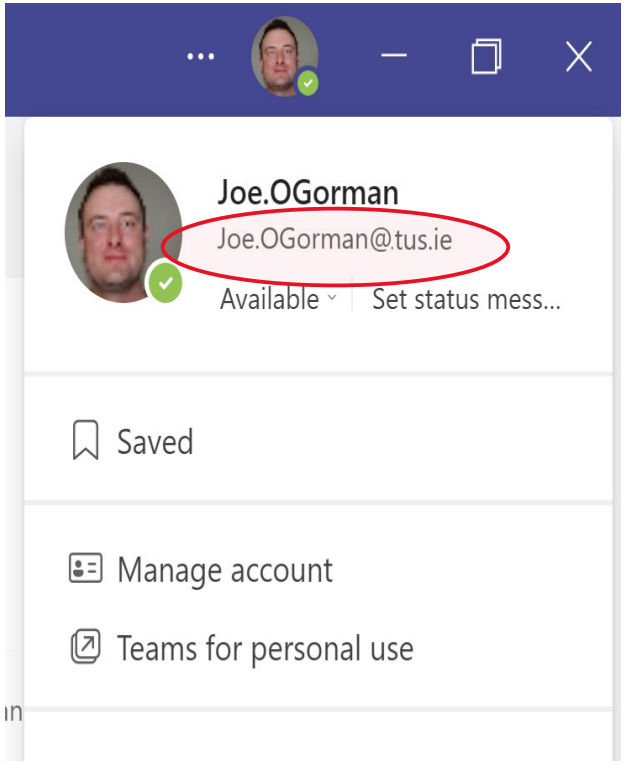


TUS

Sign in to Teams



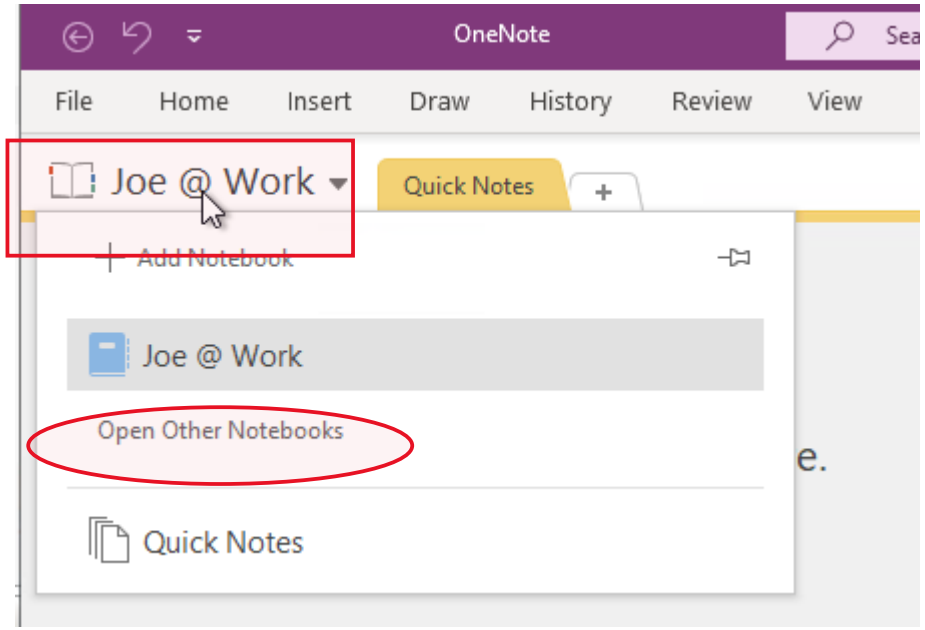


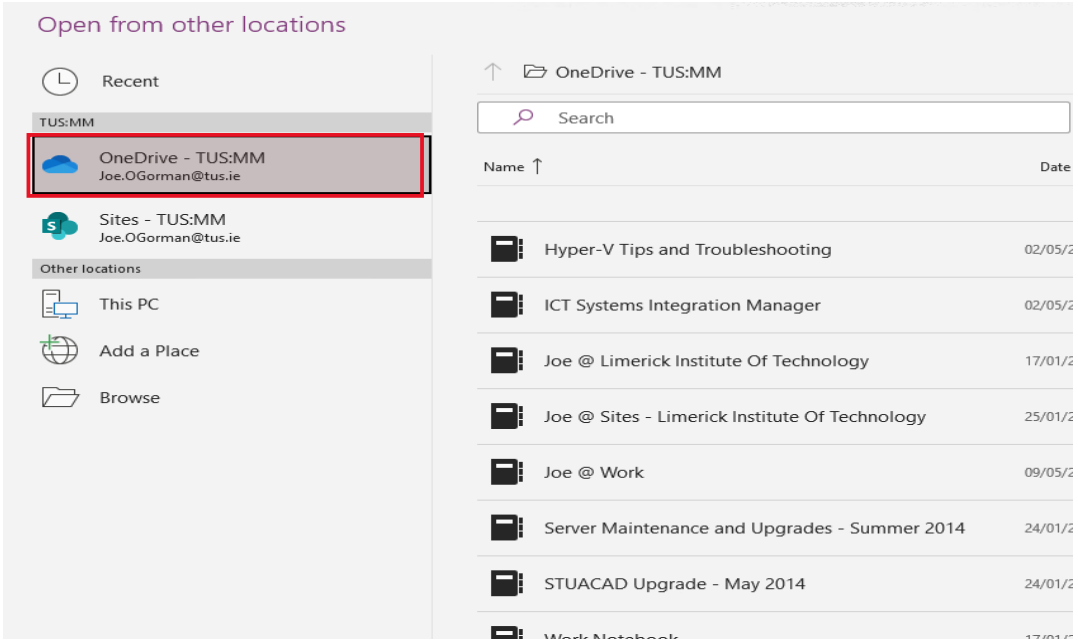


TUS

OneNote

- OneNote notebooks will have to be re-imported - they are stored on your OneDrive by default





TUS

Support

Support

- Systems Integration website: https://tus.ie/systems-integration
- FAQs on Helpdesk
- Helpdesk
  - There will be dedicated migration support for users and devices at the helpdesk on the Moylish and Athlone campuses
- https://helpdesk.ait.ie
- https://helpdesk.lit.ie

Library

TUS Library

Key Messages re TUS Migration-IDP

1. **Login for Library Resources (e-books, e-journals, databases)**

<u>Disruption to Access:</u> There may be some downtime/disruption to accessing library electronic resources from <u>26th May – 2nd June</u> as publishers do the changeover on their systems.

Post migration* TUS staff will log into their 'Home Library' (either Midlands or Midwest) using:

Username: your full TUS email
Password: your TUS network password

What has changed? Previously staff would have logged in with Username: *just username not full email*

**** Some electronic resources/databases may still use old login of username and network password for a short period within this week until full migration is complete.***

Library

TUS Library

Key Messages re TUS Migration-IDP

2. <u>Save Searches/Citations/Alerts</u> for Personal Accounts or Profiles within Databases or Electronic Journals

As personal accounts on these resources are verified by your AIT or LIT email, any saved searches, citations or alerts will need to be set up with your new TUS email.

What to you need to do? Download or export data from personal accounts or take screenshots of your set up. Once migration has been completed, set up these personal accounts again with these saved searches/citations/alerts.

Will this take long? It depends on what information you have saved in your personal account. This is a one-off but will be worth the effort.

Note: You may still get 'alerts' to your AIT or LIT email but this does not mean that you will still have access to all of your save searches or citations under that profile.

What has changed? Personal profile accounts within databases need to be reset with new TUS email to verify yourself as a member of an institution that is paying for those resources.

Q & A

TUS

Thank You!