

Microsoft 365 Account Migration Guide

Using the On Demand Migration Desktop Update Agent · University-owned Windows computers

Estimated time: 10 to 15 minutes

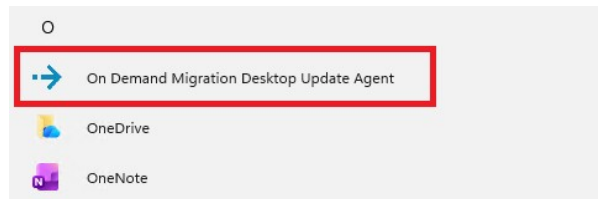
Before you begin:

- Save any open work
- Make sure you have a stable internet connection
- Close Outlook, Microsoft Teams, and any Office applications

About the screenshots in this guide: they were captured in a test account, so they show an address ending in onmicrosoft.com. On your own screen you will see your normal sau.edu address. **Your email address has not changed.**

1. Launch the migration tool

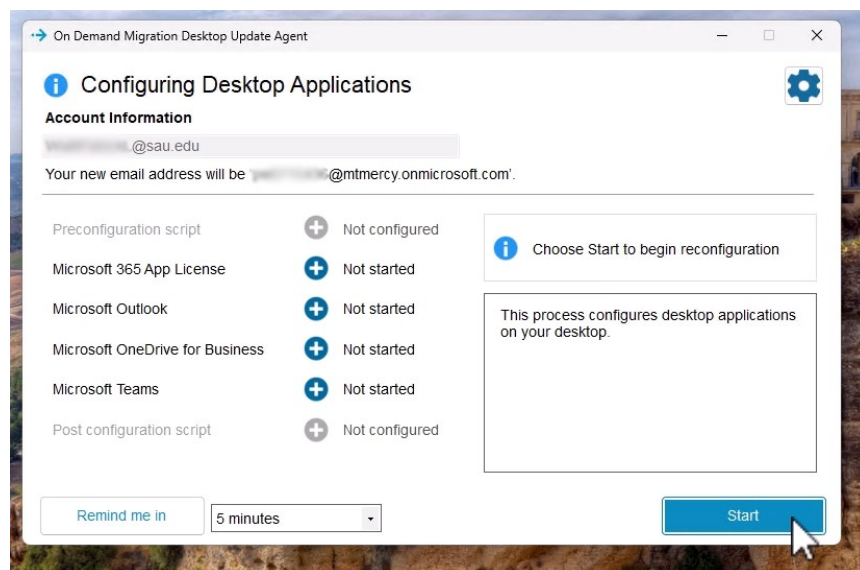
Open the **On Demand Migration Desktop Update Agent** from your desktop or Start menu. It may also open on its own.



2. Start the migration

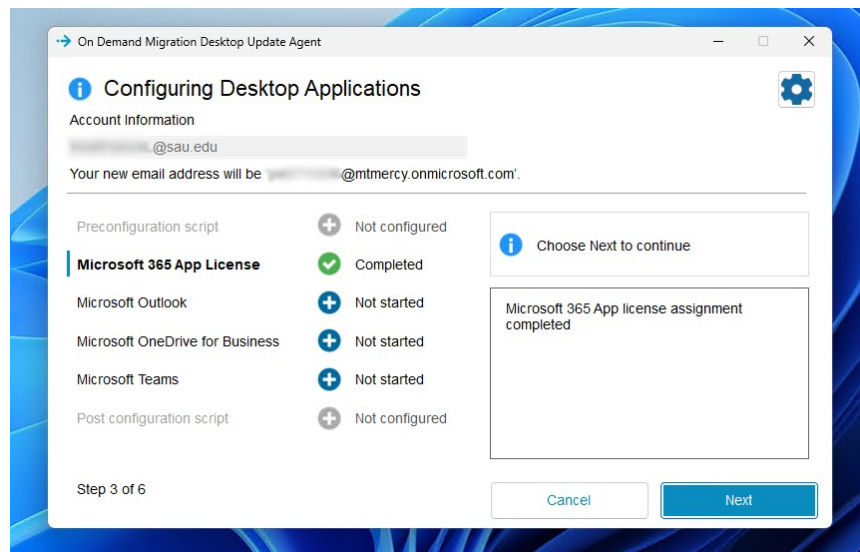
Click **Start**. The tool works through six steps and updates Outlook, OneDrive, and Teams. It creates a new Outlook profile while preserving your old one, so nothing is deleted.

It can look stalled partway through. That is normal. Let it run the full 10 to 15 minutes. Do not restart your computer and do not reopen Outlook, Teams, or OneDrive until it finishes.



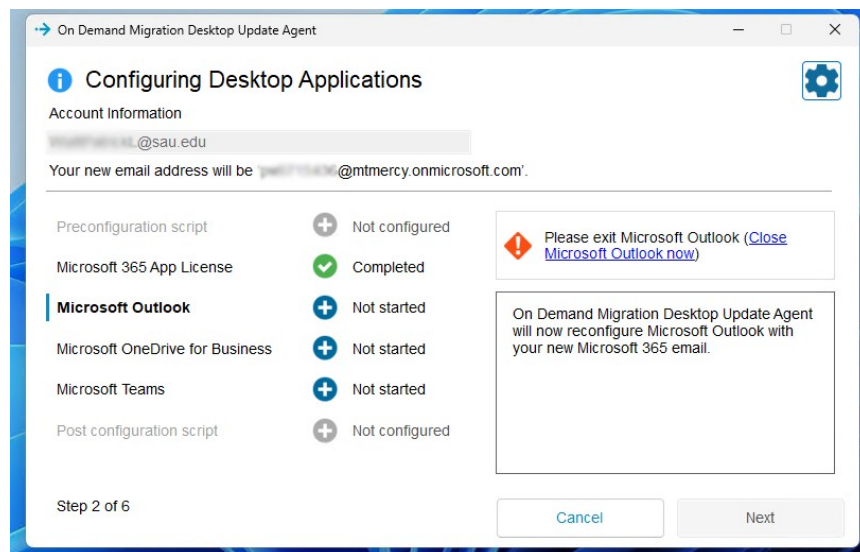
3. Continue with the next application

When a step completes, click **Next** to continue to the next application.

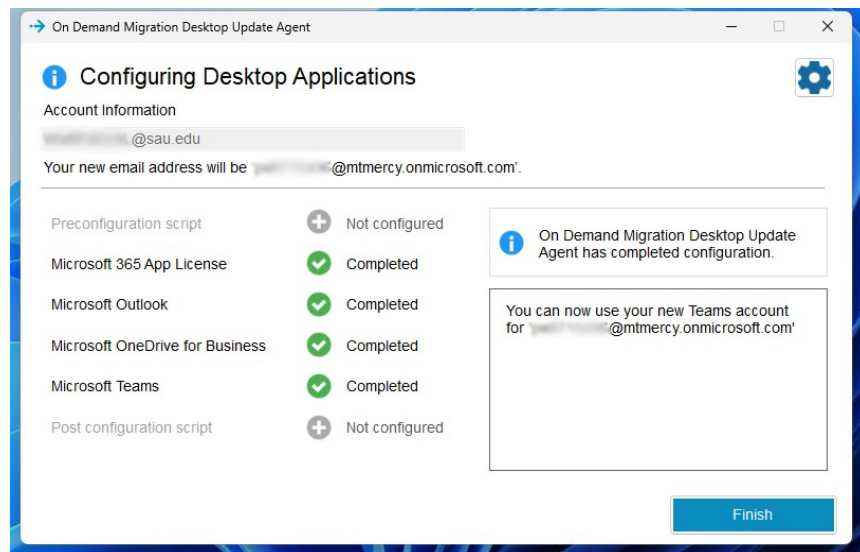


4. Close an application if prompted

If the tool asks you to close an open application, use the link inside its own window to close it, then continue.



5. Click Finish



6. Verify your applications

Open Outlook, Teams, and OneDrive and confirm each one signs in and shows your mail and files.

If any application asks you to sign in: use your usual SAU email address and password, and choose “Sign in to this app only” rather than “Sign in to all apps, websites, and services.”

Need Help?

Contact the IT Help Desk: **563-333-6368** · **ITSupport@sau.edu** · **<https://zendesk.sau.edu>**