

This document will be updated throughout the migration process.

Updates in the process will be posted on this document.

This document can be found at <https://docs.novagraaf.com/doc/questel.pdf> or <https://questel.novagraaf.com>

MIGRATION STATUS UPDATE / LATEST NEWS

- If you are not sure which login to use, please check the cheat sheet chart that is updated as needed <https://servicedesk.questel.com/servicedesk/customer/kb/view/81627194>
- If your edge profile does not sync when in WVD that is according to the policy and does not jeopardize the setup.
- If you can only login to Outlook via web and have an open ticket with ServiceDesk, you can add shared mailboxes to your Outlook web using instructions from [Open and use a shared mailbox in Outlook Web App - Microsoft Support](#) > Add a shared mailbox so it displays under your primary inbox
- If you need to ensure you are sending mail from the correct address, check step-by-step guide at <https://servicedesk.questel.com/servicedesk/customer/kb/view/81627170>
- Remember that spam is now delivered to the junk mail folder of every mailbox, so please check if frequently. See further documentation elsewhere in this document.

Recently resolved issues.

- DocYard processing
- NovaPortal login
- Join login.
- ProActive/Spend cloud login

Known issues in progress of resolution.

- Some MS teams and Office 365 Groups are not complete – we are remigrating these objects.
- Some call lines are not working as expected, please continue to report which lines are not working so we prioritize the resolution for these.
- Some users have challenges launching Outlook desktop through WVD – we are working with our WVD contractor to address this gap.

- Some users may get bounces when sending mail to colleagues – we are working on resolving this matter, there is no impact on external recipients.

25 sept 2023 07:00 UTC – migration is complete.

The migration is complete all mailboxes now should reside on the Questel side. You can login with the instructions in this document.

Instruction update:

Please note that there is an update to the instructions; when first logging into a Questel Office 365 resource, you may be prompted to set up Microsoft Multifactor authentication for Questel. See paragraph 'Configure Microsoft MFA for Questel'.

CHANGES IN HOW YOU ACCESS YOUR DATA, PLEASE REVIEW THESE IN THE FOLLOWING ORDER:

Logon to the laptop

To login to your **Novagraaf Managed** laptop, you will use j.smith@novagraaf.onmicrosoft.com instead of j.smith@novagraaf.com, if you do not login with a @novagraaf.com account currently to your PC or laptop, then there is no change in how you login to your laptop or PC.

The password of your @novagraaf.onmicrosoft.com account is identical to your current @novagraaf.com password.

If you were part of our pilot migration group in July, you can skip the above step as you are already using @novagraaf.onmicrosoft.com.

Login to your Questel account via Outlook Web and set up DUO.

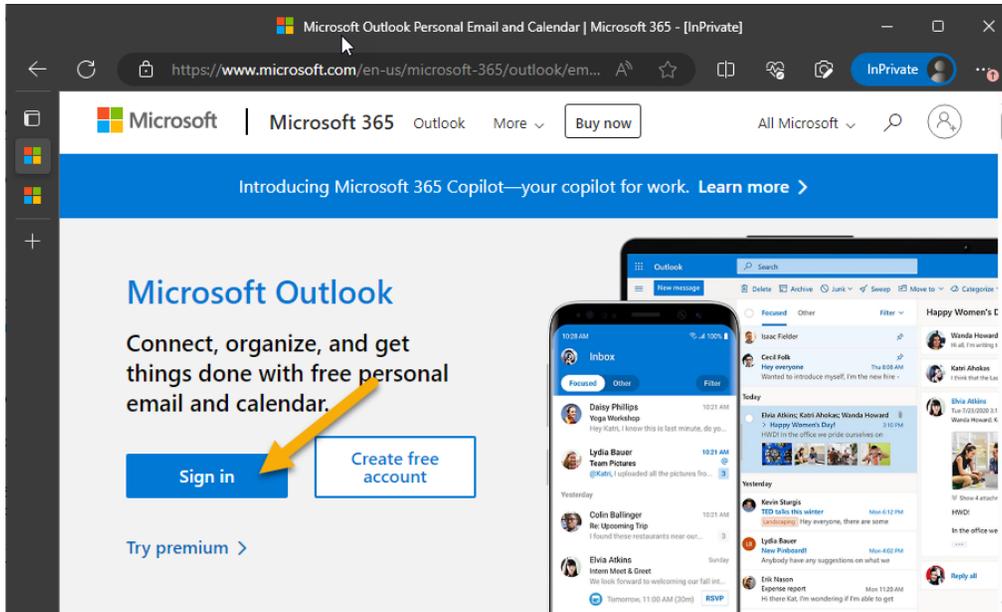
To secure authentication on Office 365 services, we use a two-factor authentication solution called Duo. You will get a Duo prompt only from outside the office when:

- using an Office 365 service (such as Outlook on the web) with your Questel credentials
- connecting to Questel VPN
- Logging in to another application connected to your Questel account.

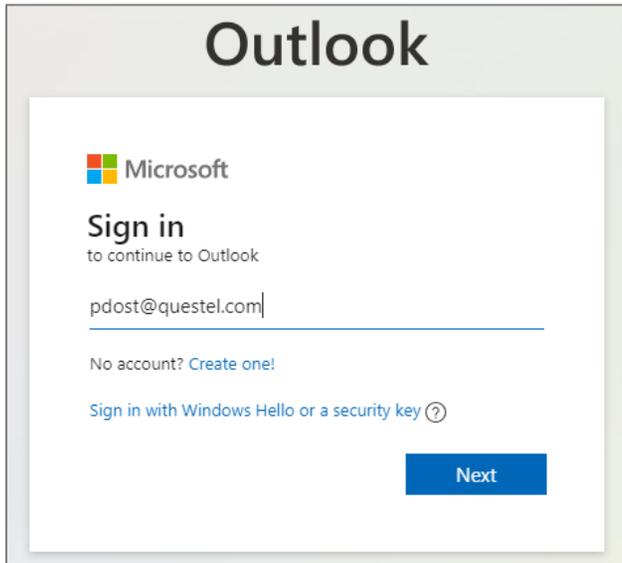
Initiate the setup for your Questel account by following the steps below.

1. Open *New InPrivate Window* (Edge) or *New incognito window* (Chrome)

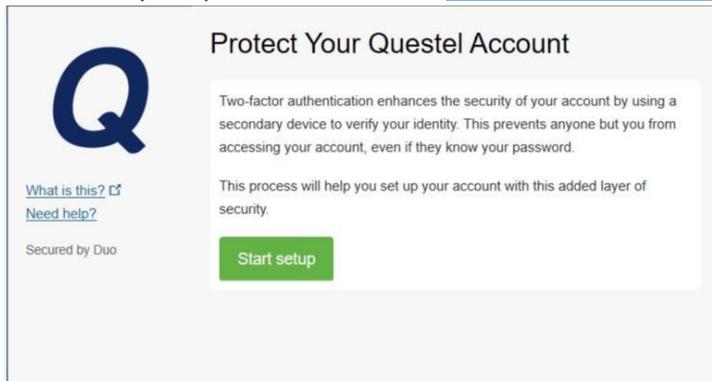
2. Open Outlook web and click *Sign in*



3. Enter your *Questel username* that follows the format [FirstinitialLastname@questel.com](#), for example, [jsmith@questel.com](#). Please note that there is **no period/dot** between your initial and last name.



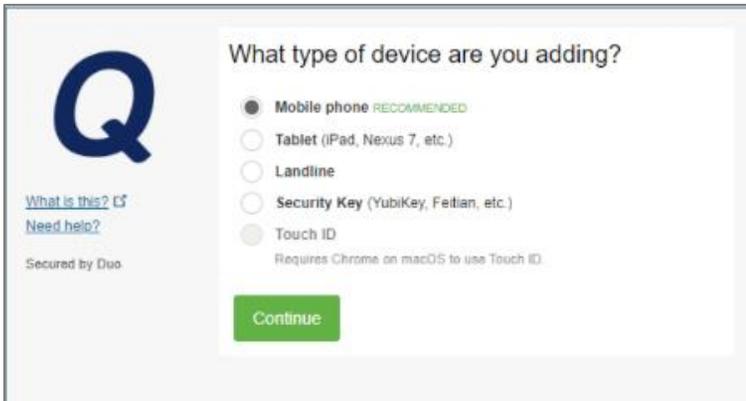
4. Your password will be the same as the one you have been using with @novagraaf.com account.
5. You will be prompted to enroll in the [DUO Multi Factor Authentication Application](#). Click on **Start Setup**.



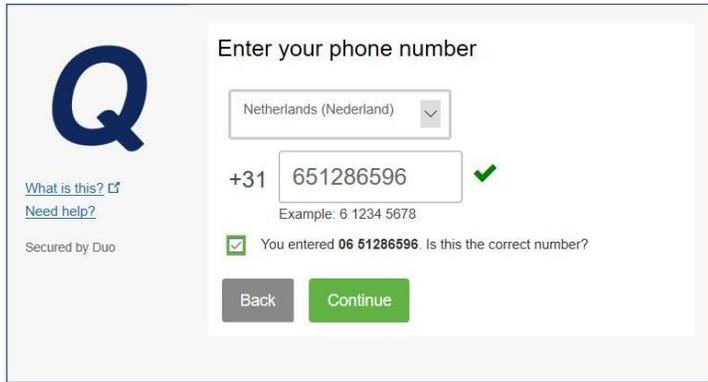
6. If you are prompted to install Duo Device Health app, you can skip this step as it is non-mandatory. Click on **Skip for now**.



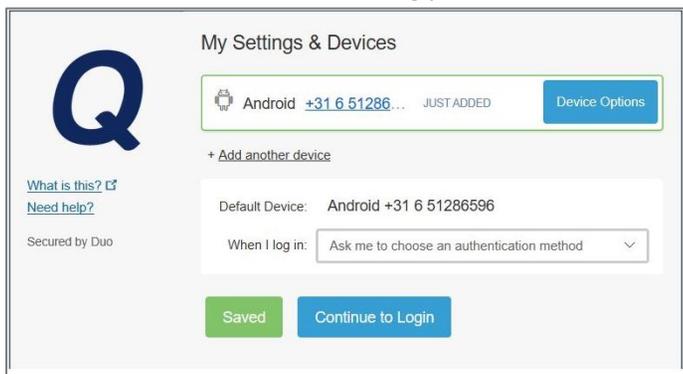
7. Select the type of device you want to add (we recommend **Mobile phone**) and click **Continue**



8. Select the country code depending on your location and enter your phone number, then click **Continue**

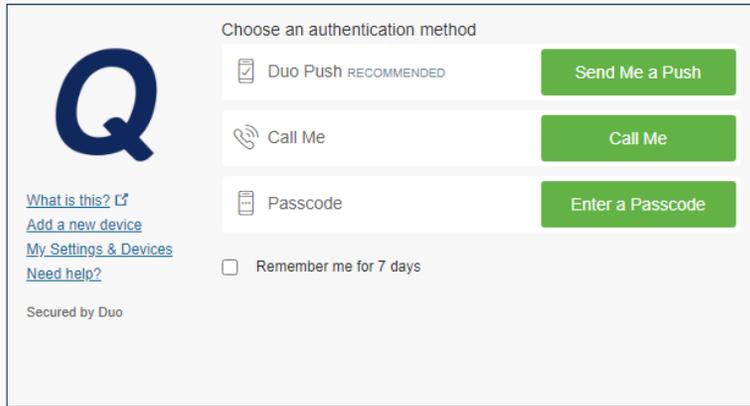


9. Select if you want to receive a phone call or text message to verify your account. You can adjust the default authentication method in this window. We recommend using push with **Duo Mobile**.



- a. Ensure you have access to the mobile phone you want to register.
- b. If you choose a *call* as a preferred method, you will receive a call and can confirm you want to continue by pressing any key on your phone dial pad.
- c. If you choose to use push, download the **Duo Mobile** app from [Apple Store](#) or [Google Play](#)

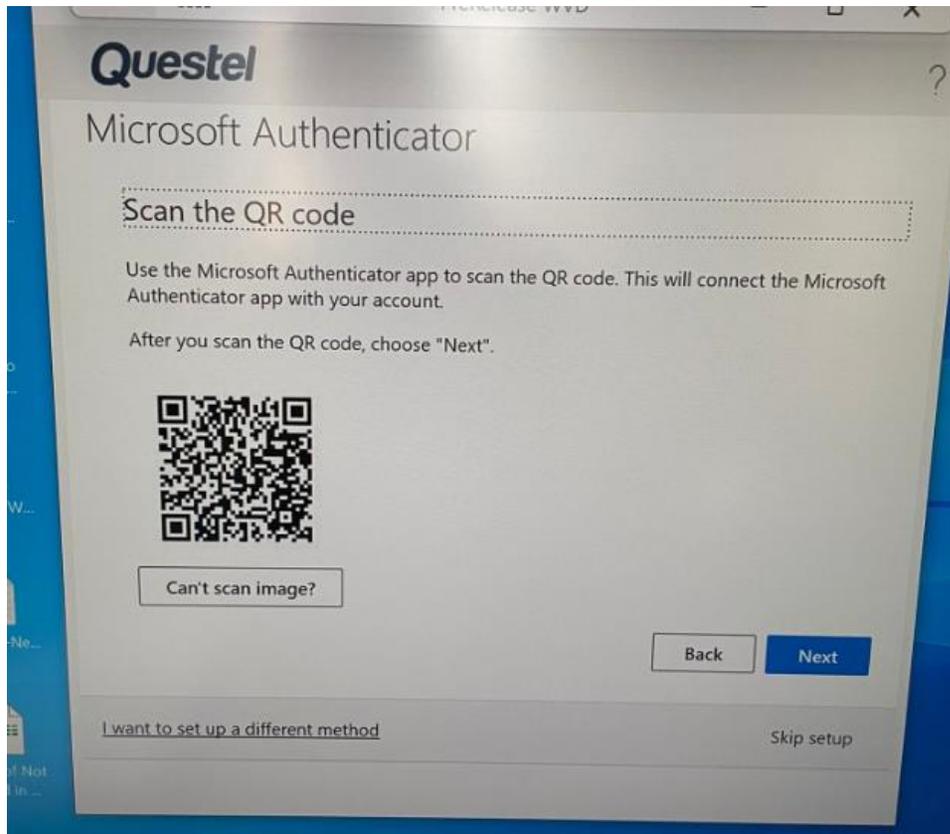
- d. If you want to select authentication method each time, you will see the screen below each time.



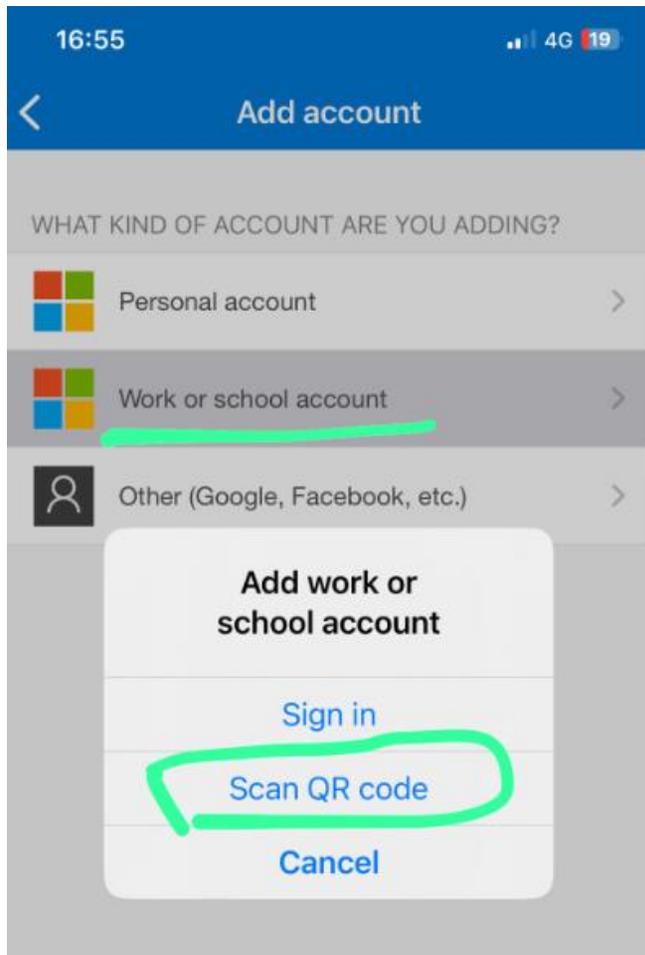
10. Once you confirm the verification, your Duo account registration is complete. You should see a QR Code that will allow you to add Duo account to your mobile device.
- Open the **DUO Mobile** application on your phone.
 - Select **Add** at the top right.
 - Scan the QR Code to complete the configuration of your Duo account.

Configure Microsoft MFA for Questel

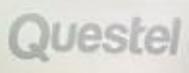
When you receive the below screen, you can go through the enrollment steps, this is a onetime process, Questel does not use the Microsoft MFA at this moment anywhere.



Go to the Microsoft Authenticator on your phone, if you do not have the authenticator, you can install it on your phone.



You should then receive a 6-digit code linked to your questel.com account to enter on the validation screen.



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator



Enter code

Enter the 6-digit code shown in the Microsoft Authenticator app.

The code you entered is incorrect. Enter a different code and try again.

[I want to set up a different method](#)

[Skip setup](#)



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

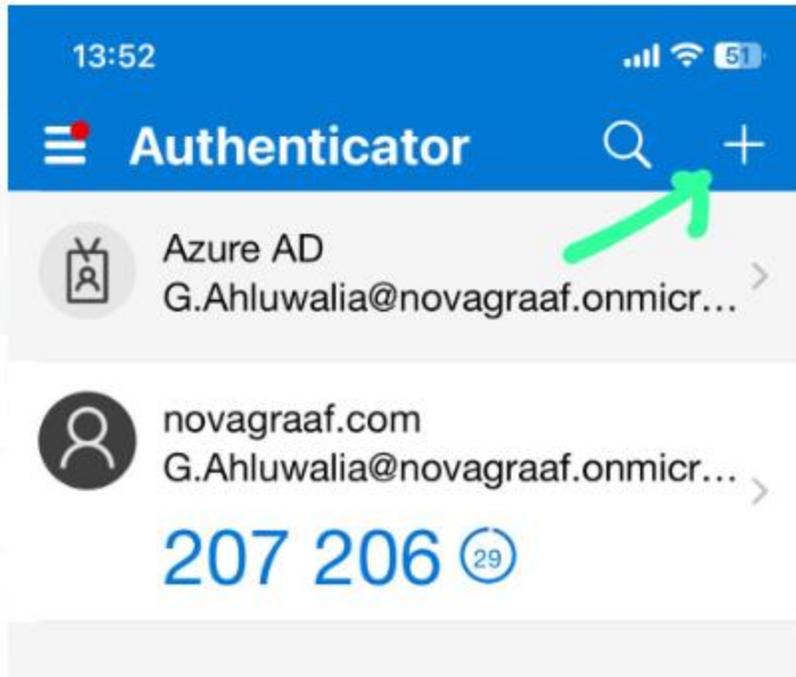
Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method:

 Authenticator app

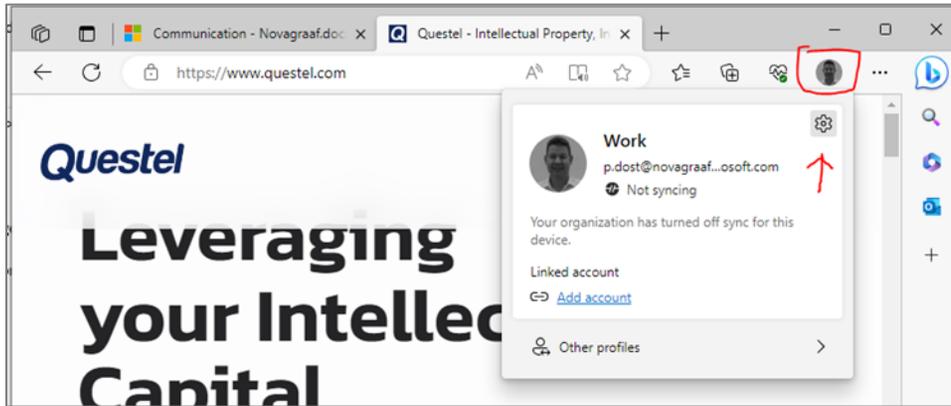
Done



Configure the Edge browser.

Edge is the default browser for Novagraaf applications. To make it easier to login to those applications (like Novaportal, SpendCloud, TalentLMS) we recommend to logout of your @novagraaf.com profile, and recreate a @novagraaf.onmicrosoft.com profile:

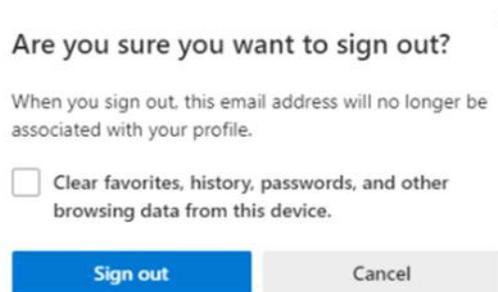
1. Click on the user icon in the top right corner and then on the settings icon.



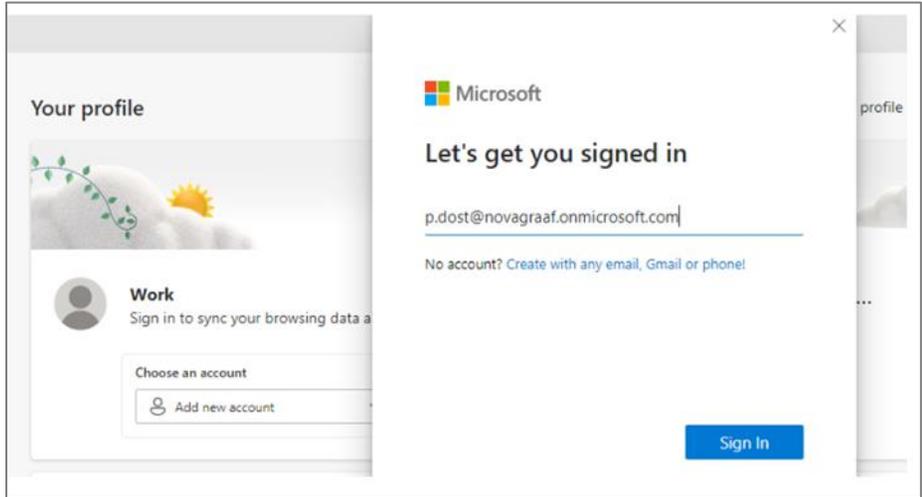
2. Click on **Sign out**.



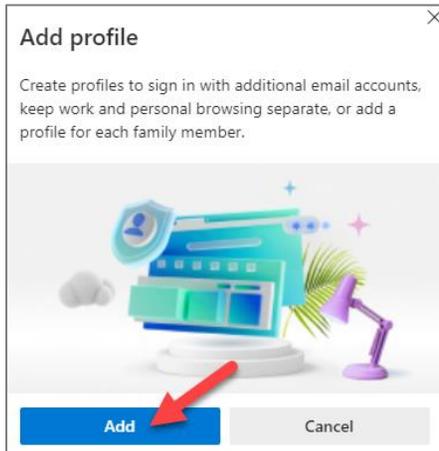
3. Do **NOT** select the option to clear your history. Click on **Sign Out**.



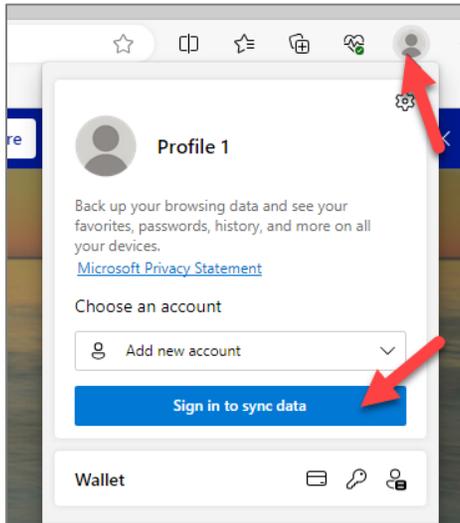
4. Select **Add new account** and add your **@novagraaf.onmicrosoft.com** and click on **Sign In**



5. These steps will ensure that you preserve your history and settings while authenticating with a new username. To simplify the access to Questel account, please create a new Edge profile:
6. Click on the user icon in the top right corner and then on the settings icon.
7. Select **+Add profile**.
8. Confirm your choice if prompted by clicking **Add**



9. Click on the user icon and select **Sign in to sync data**



If you have completed the account set up from [Login to the Questel account, the mailbox via Outlook Web and set up DUO](#) you will need to login into your Questel account j.smith@questel.com and approve the sign in with Duo. Otherwise, reference the instructions from this section to complete the account setup.

This set up will ensure that you do not need to log in every time you need access to a resource. This way you can keep platforms that need authentication with Novagraaf.onmicrosoft.com account in one profile and questel.com in another browser profile. If your browser session is in sync with your account, you will rarely need to enter the password.

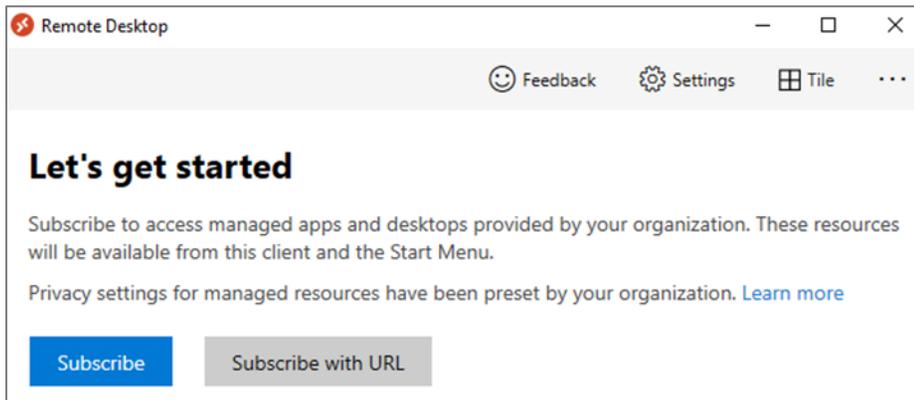
[Login to Windows Virtual Desktop Access](#)

Use j.smith@novagraaf.onmicrosoft.com account to access the Windows Virtual Desktop. You will need to unsubscribe and then subscribe again to activate the new account.

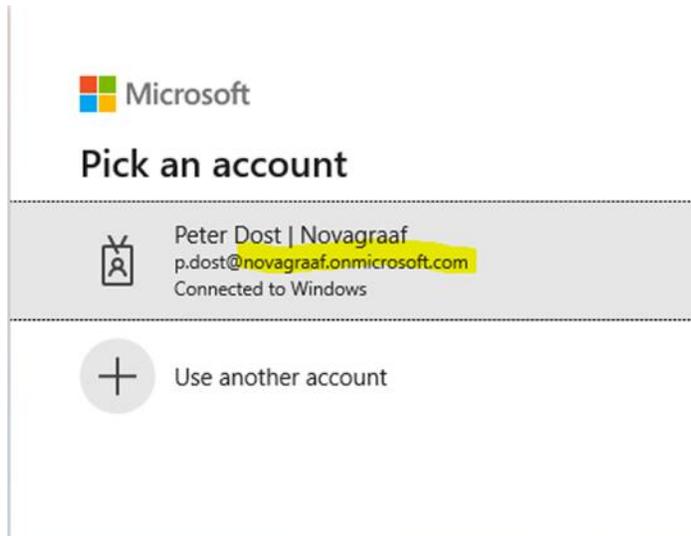
1. Click on the **3 dots** against Production WVD and select **Unsubscribe**



2. The Remote Desktop will redirect you to the Let's get started screen. Select **Subscribe**.



3. Login into j.smith@novagraaf.onmicrosoft.com account.



If you were part of the pilot migration group in July, you should not have to do the above steps as you already use your @novagraaf.onmicrosoft.com account.

If you are facing challenges while logging into the remote desktop client, please try the browser-based version via:

<https://rdweb.wvd.microsoft.com/arm/webclient>

OR

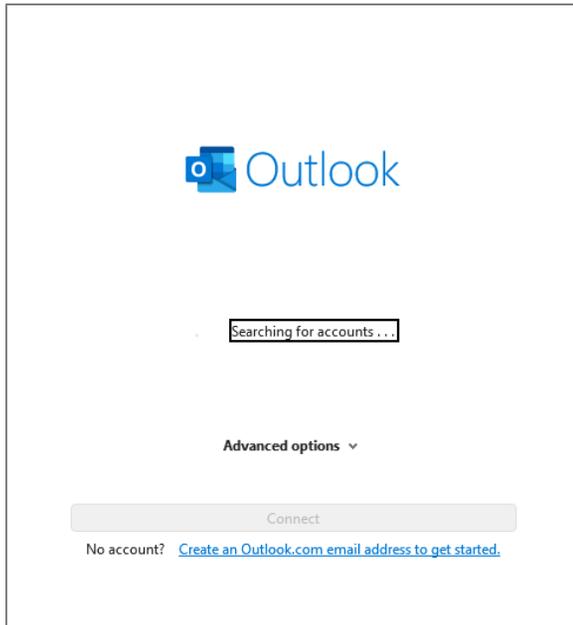
Reinstall the Remote Desktop Client by downloading the 64-bit version from <https://go.microsoft.com/fwlink/?linkid=2068602>

Configure the Outlook desktop application.

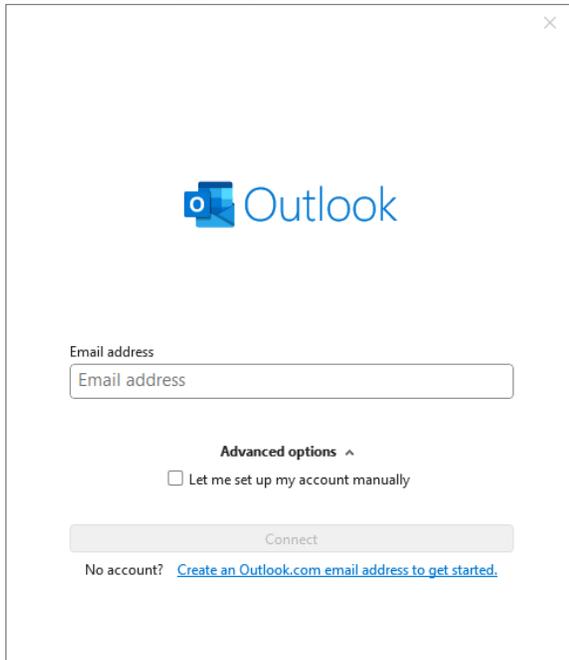
Make sure to start with the [Login to the Questel account via Outlook Web and set up DUO](#) step to confirm that your account has properly migrated, and you can sign in. Once this is complete, you can configure Outlook desktop.

To configure the Outlook desktop, you will need to launch the desktop app and authenticate with your jsmith@questel.com profile. You might also get a Duo prompt:

1. Launch Outlook desktop app. Outlook will start searching for accounts... give it couple of minutes

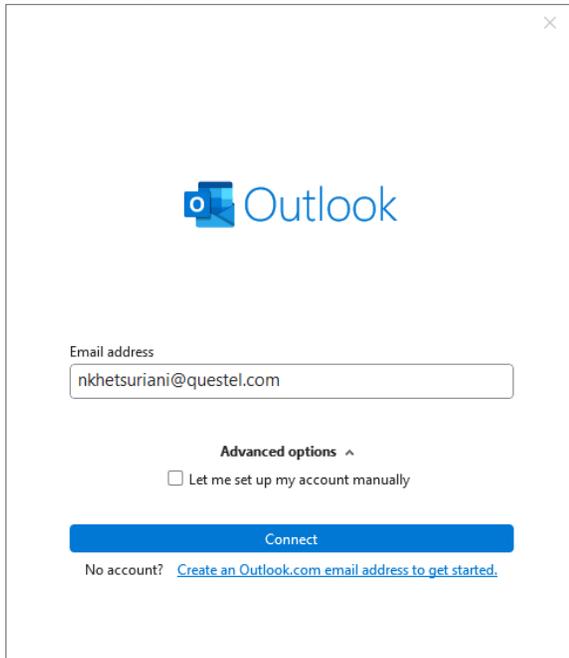


2. Outlook will suggest you add an email address



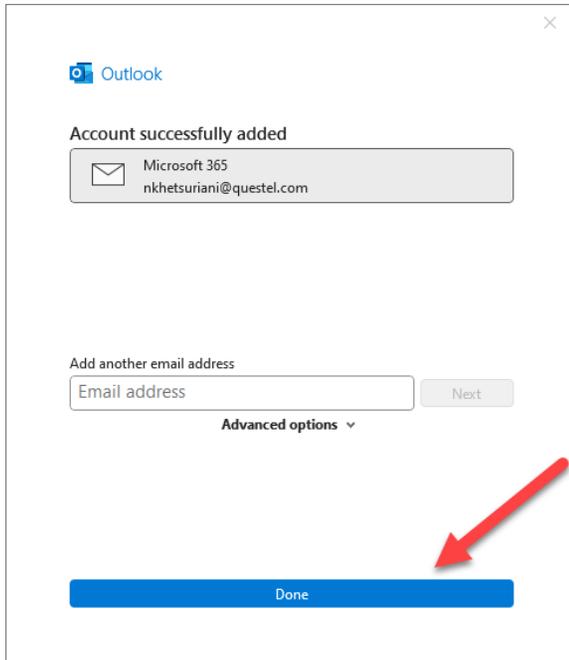
The screenshot shows a window titled "Outlook" with a close button in the top right corner. The Outlook logo is centered at the top. Below it is a text input field labeled "Email address" with the placeholder text "Email address". Underneath the input field is a section titled "Advanced options" with a downward arrow. A checkbox labeled "Let me set up my account manually" is present and is currently unchecked. Below the advanced options is a "Connect" button. At the bottom, there is a link that says "No account? [Create an Outlook.com email address to get started.](#)"

3. Enter your questel.com email account and click **Connect**

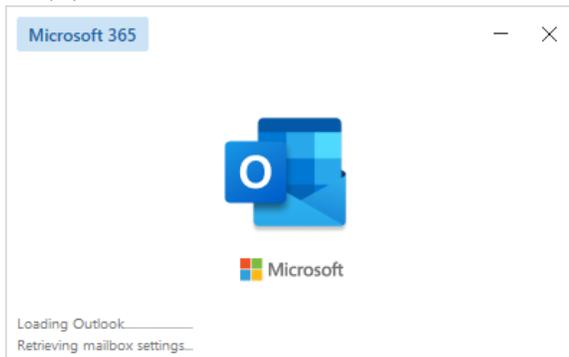


The screenshot shows a window titled "Outlook" with a close button (X) in the top right corner. The Outlook logo is centered at the top. Below the logo is a text input field labeled "Email address" containing the text "nkhetsuriani@questel.com". Underneath the input field is a section titled "Advanced options" with a downward arrow. A checkbox labeled "Let me set up my account manually" is present and is currently unchecked. At the bottom of the window is a blue button labeled "Connect". Below the button, there is a link that says "No account? [Create an Outlook.com email address to get started.](#)"

4. Once Outlook adds the email address to the created profile you will see the success screen below.



5. Simply click **Done** to initiate the data load.



It may take a few hours for Outlook data (email, calendar items, etc.) to download from the cloud to your computer (local cache). You can use Outlook web while this process is in progress.

- Email categories will remain, but colors will have to be re-assigned in Outlook (home panel / categorize).

- Groups will be named <CurrentName>-NVG@questel.com but shared mailboxes will remain accessible via their “@novagraaf.com” email addresses.
- Conference (meeting) rooms will be renamed CR XXXX <currentName>, where XXXX is the office location, for example, NLAM represents NL=Netherlands and AM=Amsterdam.

Review SPAM filtering changes

Now that Novagraaf.com email will be delivered through Questel, we will also be using a different Spam filtering solution - Vade. Depending on the parameters set up by the administrator the solution can:

- Take no action,
- Delete the email,
- Move the email to another folder,
- Display a banner when a targeted attack is detected, or a malicious attachment removed.

In addition to the policies established by the administrator, the filtering solution sorts messages by type into three categories: Junk, Newsletters and Social. This filtering applies to all Outlook users (both web and desktop), and you will see relevant folders appear in your inbox.

Most important is that spam is no longer centrally reviewed by the IT department. You will manage spam by reviewing your own junk folder and maintaining your own allowed and block lists.

A whitelist (allow list) is a cybersecurity strategy that approves a list of email addresses, IP addresses, domain names or applications, while denying all others. Whitelisted emails are always delivered, except when they contain malware, and blacklisted emails are always filtered out.

Similarly, if you receive unwanted emails, you can block the email addresses and domains you don't want to receive messages from. Add any email address or domain to your blocked senders list to move these messages directly to your Junk Email folder.

You can review and manage your lists in Outlook from <https://outlook.office.com/mail/options/mail/junkEmail>.

To ensure messages from known addresses or domains don't get moved to your Junk Email folder, add them to your safe senders list:

1. Open your Junk email settings at <https://outlook.office.com/mail/options/mail/junkEmail>.
2. Under **Safe senders and domains**
3. Click **Add**
4. Type the email address or domain you want to add and hit **enter**.
5. Select **Save**.

You can add email addresses or domains to Blocked senders and domains in a similar manner. You will find more details in [Spam and malware filtering.pdf](#).

ACCESS OFFICE 365 APPLICATIONS

Now that you have created the jsmith@questel.com profile in the Edge browser you can access Office 365 applications using your Questel account. We recommend signing in at <https://www.office.com/> to access all applications from the single place. You can confirm access to the migrated data and review steps below to connect desktop applications to Questel source.

OneDrive

After logging into your computer, you will need to remove old account connections and update them to the new account.

- Please check [Unlink and re-link OneDrive - Microsoft Support](#) for the procedure to remove your current “Novagraaf” OneDrive account: follow steps 1,2,3 and 1,2,3,4 from the link above **and then manually delete the OneDrive folder from** the File Explorer on your device.
- Then, set-up the new “Questel” OneDrive account by starting OneDrive desktop app, logging in with your Questel credentials and following instructions from the wizard.
- It may take a few hours for OneDrive data to download from the Cloud to your computer. All content will be immediately available via the web version on <https://questel-my.sharepoint.com>
- If you are syncing any SharePoint/MS teams files to your OneDrive, make sure to stop sync on these locations as well before deleting them from your local device.
- External sharing links will have to be recreated manually.

MS Teams

- Team chat history and data will be imported into the recreated MS Teams
- External users (non-Questel) will have to be re-invited into group chats. If you were a member of Questel MS Teams, you would need to be re-invited with your Questel account.
- One-to-one teams chat history will be Outlook in the dedicated folder and will come up in search queries. This data will be recreated manually user-by-user so it might take longer to show up. If you need something urgently, please let us know through [Questel Service Desk portal](#). Files exchanged with individuals will not migrate.

SharePoint

- SharePoint site’s URLs will change from **novagraaf.sharepoint.com/sites/<site-name>** to **questel.sharepoint.com/sites/NVG-<site-name>**
- External sharing links will have to be recreated manually.

OneNote

- If you followed the steps to back up the OneDrive notebooks, you will need to close the open notebooks in your desktop application and open them again from new locations. See more details at [Export and import OneNote notebooks - Microsoft Support](#)

Other Microsoft applications

Just connect using your Questel credentials.

Support

Following the migration IT support will consolidate at Questel Service Desk located at <https://servicedesk.questel.com/servicedesk/customer/portal/3>.

[Learn more about Questel Service Desk and how to submit tickets](#). To ensure that everyone receives prompt assistance, opening a ticket is the correct channel of escalation with the IT team.

If you cannot access the service desk portal, and you require assistance please email servicedesk@questel.com describing your issue in detail. This will automatically create a ticket in the [Questel Service Desk portal](#).

If email is also not possible you may contact Peter Dost – IT Manager Novagraaf Group through Whatsapp or by phone at +31 6 512 86596, or through teams at pdost@questel.com

Communication history

INITIAL COMMUNICATION

Dear Novagraaf teams,

We are preparing for the Novagraaf Office 365 migration from Novagraaf to Questel. This migration will remove communication impediments with your colleagues and will foster business collaboration. At the end of migration, you will continue to send and receive emails from @novagraaf.com as you default email address, but you will be logging into Office 365 applications with your @questel.com login, and you will be able to use an @questel.com email address as your secondary address linked to the same mailbox.

We have been working with Peter, Felix, and your team leaders to identify the Novagraaf migration scope. We plan to start the migration in **the second half of September**. The migration of data will be happening behind the scenes and will have an extremely limited impact on your day-to-day work.

The chart below shows the different applications and if they will be migrated automatically or require manual steps from the user to migrate. We believe the applications requiring manual migration are not widely used within the Novagraaf Group (and may not be used at all). Please review the list of applications below to prepare yourself for this migration.

O365 product	Migration type	Your Actions	Notes
Email / Outlook	automated by IT	Remove old account, add new account	Details to come in the post-migration email
MS Teams	automated by IT	Login with questel.com account	
Office 365 groups	automated by IT	Login with questel.com account	Emails sent to a O365 group will not migrate
SharePoint	automated by IT	Login with questel.com account	Non-relative links will require a manual update
OneDrive	automated by IT	Remove old account, add new account	Share links will require a manual update
OneNote	manual	Export OneNote notebooks and import into questel.com account post-migration	
MS Forms	manual	Export form responses and save historical data on the team SharePoint. Share a form as a template with nkhetsuriani@questel.com and mention which team owns the form.	
Stream	manual	Download videos and save on the relevant SharePoint (team/group access) or OneDrive (private access).	Videos will migrate to queste.com together with SharePoint/OneDrive.
Power Automate	manual	Export your flows with packaging and reach out to nkhetsuriani@questel.com to import the flow.	

When the migration completes, you will need to use the j.smith@novagraaf.onmicrosoft.com instead of j.smith@novagraaf.com version of your login to access select **Novagraaf platforms**:

- Novagraaf Laptops and PCs
- the Windows Virtual Desktop
- applications linked to the Novagraaf Active Directory
 - ProActive/SpendCloud

- JOIN
- TalentLMS

We will follow up with more details on actions to complete post migration.

You will need j.smith@questel.com to access the migrated Office365 applications listed above (note that the default Questel login does not contain a dot/period between your initial and lastname!).

For any other stand-alone or web based applications, where you have created an account with account name j.smith@novagraaf.com, you will need to continue to use j.smith@novagraaf.com to get access to those applications (for example Novanet).

Other changes because of this migration are the introduction of the Questel Multifactor Authentication application (DUO), a new process and technology for anti-spam, and a new process for getting IT Support.

More details will be provided closer to the migration date.

Best regards,

PREPATION FOR THE MIGRATION COMMUNICATION

Dear Novagraaf teams,

The Novagraaf Office 365 migration to Questel will begin on **22nd of September at 5pm CET and will continue through the weekend until the following Monday.**

Access to emails, MS Teams, and other Office 365 services will not be feasible during this time. To ensure that your email history is not lost during the migration, please **avoid sending emails during the migration.**

Please carefully review access changes below and the steps we need you to take ahead of the migration:

1. Forward this email to your personal email to make sure that you have access to instructions and know how to reach out to support. We will publish all migration resources at <https://docs.novagraaf.com/doc/questel.pdf> which is accessible from any PC outside or our network or from your mobile phone. Please bookmark the webpage.
2. Make sure that you remember your Office 365 password and confirm that you can log in.
3. Login to Outlook web and confirm that you see your signature at [Settings > Mail > Compose and reply](#). If you do not see your signature, please copy it from Outlook desktop app to the web app. Only signatures visible in Outlook web application will migrate to Questel tenant.
4. Make sure that your OneNote notebooks are saved to your OneDrive. The default location for OneNote notebooks is usually *My Files* folder of your OneDrive. If you are not sure, please [export OneNote notebooks](#) to your OneDrive.
5. If you are using MS Forms, [Export form responses](#) and save historical data on the team SharePoint. [Share a form as a template](#) with nkhetsuriani@questel.com and mention which team owns the form. Alternatively, you can recreate forms from scratch following the migration completion.
6. If you are using Stream, make sure to download your videos to OneDrive or SharePoint.
7. If you are using PowerAutomate (MS Flow) [export your flows with packaging](#) and reach out to nkhetsuriani@questel.com to import the flow to Questel environment. Alternatively, you can recreate flows from scratch following the migration completion.

On Monday 25th September you will start your day by logging into Outlook Web with your Questel account. Your *Questel username* follows the format [FirstinitialLastname@questel.com](#), for example, [jsmith@questel.com](#). Please note that there is **no period/dot** between your initial and last name. Your password will be the same as the one you have been using with @novagraaf.com account. You will be prompted to enroll in the DUO Multi Factor Authentication Application.

Following the migration, you will use 3 login types:

1. [jsmith@questel.com](#) to access platforms that rely on Questel Office 365 account authentication.
2. [j.smith@novagraaf.onmicrosoft.com](#) to access platforms that rely on Novagraaf Directory account authentication.
3. Unique platform logins that are not linked to other tools.

This is a temporary state where we will rely on j.smith@novagraaf.onmicrosoft.com account less and less the more we work through authentication update/migration of Novagraaf platforms. To make this period less confusing we recommend creating an additional user profile in your browser.

Detailed step-by-step instructions will be included in the next communication and at <https://docs.novagraaf.com/doc/questel.pdf>. Where you will find details to access existing platforms and Office 365 products.

The most important topics (see details at <https://docs.novagraaf.com/doc/questel.pdf>):

1. **Laptop login for Novagraaf Managed devices** will accept j.smith@novagraaf.onmicrosoft.com instead of j.smith@novagraaf.com. If you do not login with a @novagraaf.com account currently to your PC or laptop, there will be no change to how you login to your laptop or PC. The password of your @novagraaf.onmicrosoft.com account is identical to your current @novagraaf.com password.
2. **Windows Virtual Desktop login** will also rely on j.smith@novagraaf.onmicrosoft.com username. You will need to unsubscribe and re-subscribe to the Remote Desktop Client Application. The password of your @novagraaf.onmicrosoft.com account is identical to your current @novagraaf.com password.
3. **Office 365** services (email, MS Teams, SharePoint, etc.) login will rely on your Questel account, for example j.smith@questel.com (no point/dot). Your current @novagraaf.com email address will continue to be your primary email address for you to receive and send email from, even though you will be using a @questel.com account for login. Your initial password for your @questel.com account is identical to your current @novagraaf.com password.
4. The first time you login into your Questel account, you will enroll in **DUO**, Questel Multi Factor Authentication application.
5. The access to other applications linked to the Novagraaf Office 365 account authentication (NovaPortal, SpendCloud, TalentLMS) will rely on j.smith@novagraaf.onmicrosoft.com login. For ease of access, you can create a new Edge browser profile OR use an incognito browser and login with your @novagraaf.onmicrosoft.com for each session.
6. The access to applications not linked to the Novagraaf Office 365 account (Inprotech, Patricia, Coda, Reports, EasyQuote/Salesforce, Jira, Qlik, Novanet, and any other application where you have registered with a @novagraaf.com userID, there will be no change in how you login to those applications.

Following the migration IT support will consolidate at Questel Service Desk located at <https://servicedesk.questel.com/servicedesk/customer/portal/3>.

[Learn more about Questel Service Desk and how to submit tickets](#). To ensure that everyone receives prompt assistance, opening a ticket is the correct channel of escalation with the IT team.

If your service desk portal does not load for you, and you require assistance please email servicedesk@questel.com [describing your issue in detail](#). This will automatically create a ticket in the [Questel Service Desk portal](#)

MIGRATION COMMUNICATION

Dear Novagraaf teams,

As we start the migration of the Novagraaf Office 365 data to Questel on **Friday 22nd of September at 5pm CET** the access to emails, MS Teams, and other Office 365 services will be interrupted during this weekend.

To ensure the complete information transfer **please stop using email and other O365 services from Friday 22nd of September 5pm CET until the following Monday.**

Following the migration, you will need to use 3 different logins for access:

1. j.smith@questel.com to access platforms that rely on Questel Office 365 account authentication (Outlook, Teams, OneDrive/SharePoint)
2. j.smith@novagraaf.onmicrosoft.com to access platforms that rely on Novagraaf Directory account authentication (Novagraaf laptop, WVD, Novaportal, EasyPricing, etc.)
3. j.smith@novagraaf.com for other platforms, for example Novanet, Jira, but also BBIE/WIPO websites etc.

Eventually we can migrate all access again to a single @questel.com account, but this will take time and will be done step by step.

To make accessing different portals with different accounts easier, you can create different browser profiles (see elsewhere in this document).

We will review the detailed step-by-step instructions below and will publish this information at <https://docs.novagraaf.com/doc/questel.pdf>.

Please forward this email to your personal email as a backup information location. On this website we also can publish migration status updates and known issues, so we recommend checking this website for thing Monday morning for the latest migration updates.

There are also important changes in our SPAM process and in the process to receive IT support, those are listed in this document as well. Please familiarize yourself with those changes.

Quick recap of your actions:

- Follow the instructions guide in the suggested sequence for the most seamless experience.
- Take note of your actions.
- If you need help from the IT team, share as many details on what you have tried so far and which steps are presenting a challenge or are not acting as expected. Include screenshot if possible. The more details you provide the faster we can help and the more expedient we can help your colleagues.

The change process is uncomfortable and inconvenient in many ways, but the good news is that we need to do it only once! Let's stay kind to each other through this experience.

Best regards,
The migration team.

Previous communications: