



Help Desk Knowledge Base

Laptop Preparation for Migration

The TS Team would like to assist all FTC Users in successfully migrating their current laptop to the new Tria tenant. This guide is specifically for all FTC users that did not receive a Tria laptop prior to the FTC migration and are in current possession of a corporate FTC laptop. The steps below will provide the necessary information to ensure the transition goes as smooth as possible. Please be sure to thoroughly read this entire guide and understand all the steps.

FTC will start the migration process on 02/24/2023 at 8PM EST. The TS Team will begin the reprovisioning process on your FTC laptop shortly after.

PLEASE MAKE SURE TO:

- LEAVE YOUR FTC LAPTOP POWERED ON
- PLUGGED INTO THE POWER SOURCE
- LOGGED INTO YOUR FTC ACCOUNT
- CONNECTED TO YOUR WIFI/INTERNET BEFORE 8PM EST.

It- is vital that you follow these instructions because if not followed properly, your laptop will not reprovision correctly, and you will be without a working laptop until you can connect with the TS Help Desk on Monday morning 02/27/23.

Step 01

Please verify that OneDrive has been setup correctly on your FTC laptop and all your files are being synced to your OneDrive. If you are unsure of this, please reach out to the TS Help Desk (helpdesk@triafed.com) immediately and we will be happy to verify this with you.

If this process is not performed, once the migration and reprovisioning starts, your FTC laptop will be wiped of all data and any data not in OneDrive will be PERMANENTLY lost.

Step 02

On Saturday morning, you will receive an email to your personal email address notifying you to start the Tria laptop setup. This process is very similar to your first day at FTC and you will begin provisioning the laptop. The email will include an attached guide that will provide step-by-step instructions on how to setup the laptop. We will be using the personal email address listed on your ADP profile, so please make sure that is updated to your current personal email address.

Step 03

Once the provisioning process has been completed, you will be able to login to the laptop using your Tria credentials. These credentials were emailed to you on 02/13/2023 and should have been setup prior to the migration weekend. If you do not remember your Tria login credentials, you will need to email the Help Desk and request assistance with accessing your Tria account.

Step 04

After you've successfully logged into your Tria laptop, you can begin installing non-Microsoft applications from our Company Portal without administrative credentials.

PLEASE REMEMBER AT THIS TIME YOU WILL STILL NOT BE ABLE TO ACCESS EMAIL, ONEDRIVE, AND/OR TEAMS.

Step 05

You will receive an email on Sunday morning 02/26/23 to your personal email address once the migration process has fully completed. At this time, you will be able to start accessing Outlook, OneDrive and Teams. Depending on the size of your Outlook inbox and the number of files synced in OneDrive (step 1 above) it may take a long time to fully sync all your data. We recommend you leave your laptop on overnight from Sunday to Monday and this should help sync all your

The TS Team has setup a repository with helpful knowledge base articles for use during this migration. Please visit the link (Helpful Resources & IT Migration References) to obtain access. You can use this repository to access any guides mentioned in our instructions.

If you have any questions or concerns, please reach out to the TS Help Desk (helpdesk@triafed.com) and will be happy to assist you.