

Subject Line: Actions Required: Complete your computer account migration between today and February 24



Reminder: Actions required to complete your computer account migration between today and February 24

What's happening?

As previously communicated, you are scheduled to complete your computer account migration to the global Cushman & Wakefield platform **between today and February 24**.

Important Note:

You need to complete the migration steps in a Cushman & Wakefield office. If you use Virtual Private Network (VPN) to access mapped network drives or any other applications on a Cushman & Wakefield computer, or work at a client site or remotely on a Cushman & Wakefield computer, please bring your Cushman & Wakefield computer(s) to a C&W office listed [HERE](#) during normal business hours to complete the migration steps **between today and February 24**. Property Management offices with a Cisco 891 router are considered "on network" and can complete their migrations onsite.



Actions required now through February 24

Follow the steps below to ensure you maintain access to SharePoint applications by completing your computer account migration.

- 1) Complete the steps in the [Workstation Migration Tool](#) for each Cushman & Wakefield computer you utilize between today and February 24.
- 2) After completing your migration, ensure you can print from your computer and access your network drives.
- 3) Login to SharePoint applications including K1, Time Tracker, SOC1, etc. using your CTRE login account prior to February 27. Follow the instructions [HERE](#) for signing in with your CTRE login account.
Note: If you run into errors while attempting to print checks from Yardi, please see instructions [HERE](#) to mitigate this.
- 4) Submit a ticket to the Service Desk if you encounter an error during your migration process. Please include your computer's full name (instructions for locating computer name [HERE](#)) and details on where the failure occurred when submitting your ticket. Please include the best phone number to reach you.
- 5) Beginning February 27, you will not be able to access the SharePoint applications mentioned above unless you have completed your computer account migration.

If you do not complete the migration steps during your scheduled timeframe, you will be at risk of losing access to select corporate applications when they are migrated to the global domain in the near future.

What are the key benefits after my computer(s) is migrated?

See benefits [HERE](#).

Who should I reach out to for support or questions?

Please contact the Service Desk with technical questions or concerns as noted below:

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- Phone: [Check this list](#)
- Global email: ITServiceDesk@cushwake.com

Please do not reply directly to this email as this mailbox is not monitored.



A handwritten signature in black ink, appearing to read 'Joseph Monroy'.

Joseph Monroy
Head of Global Application Hosting