

Workstation Migration Tool

Please answer the following 3 questions before you proceed:

- 1) Are you a legacy DTZ user located in Greater China or Japan?** If not, please contact the Service Desk to obtain the correct Workstation Migration Tool. If yes, please continue to question 2.
- 2) Are you physically at a Cushman & Wakefield office?** If not, please go to your C&W office to continue with these steps. If yes, please continue to question 3.
- 3) Do you see a network cable connected to your computer?** If not, please connect to the Cushman & Wakefield network with a network cable.

Important Note: You will not be able to complete this process if you are connected to Wi-Fi or VPN.

This document shows the step-by-step process for completing your computer account migration by using the Workstation Migration Tool. This will update the login of your workstation(s) to your new cushwake.com or DTZCushwake.com email address. This process could potentially take 35 minutes to complete.

There are 2 stages to complete, each with a number of steps. Please complete the stages and steps in this document prior to contacting the Service Desk with any questions. Be sure to identify the stage and step you stopped at if you run into issues.

Stage 1: Download Migration Tool


Step 1: Ensure that you connect directly to the Cushman & Wakefield network using a wired connection, that all of your work is saved and that all applications are closed prior to starting Stage 1. Please print this instruction set or leave it open to follow along.

Step 2: Reboot your computer then reopen this instruction set or follow along with your print out.

Step 3: Click [HERE](#). If prompted, enter your cushwake.com or DTZCushwake.com email address and password. Please refer to the table below for guidance:

Legacy email account	Email account going forward
@dtz.com or @cushwake.com	@cushwake.com
@DTZCushwake.com	@DTZCushwake.com

Important Note: After you enter your credentials, the download will start automatically. If you are not prompted for your credentials, the download will start automatically. If you see the popup below at the bottom of your browser, click the “x” in the bottom right-hand corner and close your browser. Otherwise, please go to Step 4.



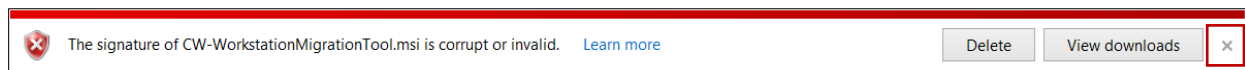
Work or school, or personal Microsoft account

Email or phone

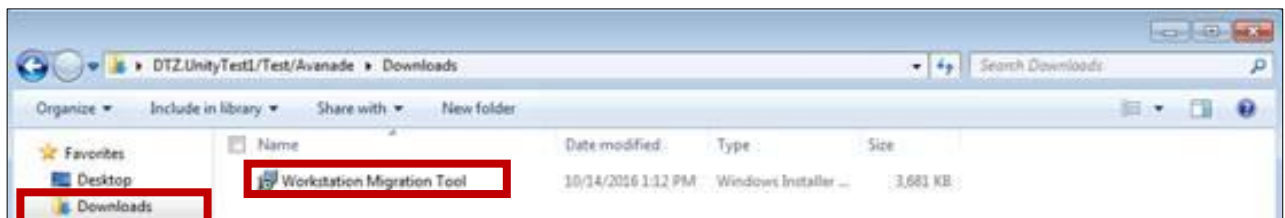
Password

☐ Keep me signed in

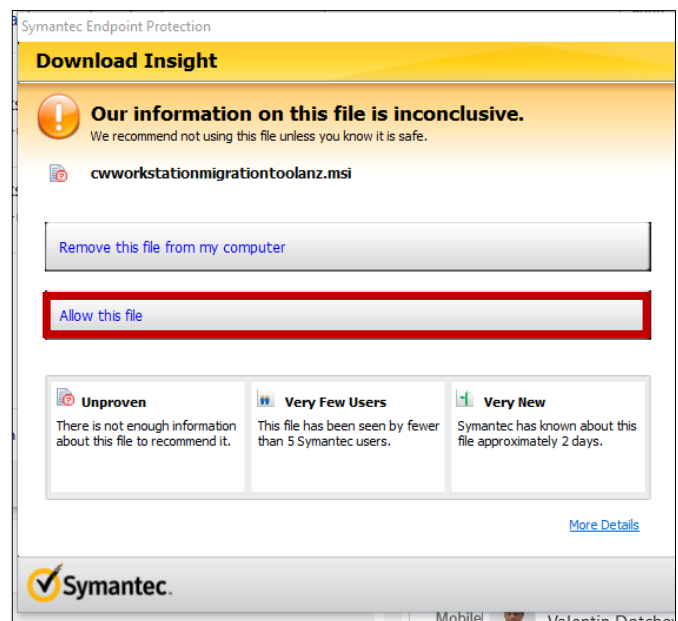
Sign in Back



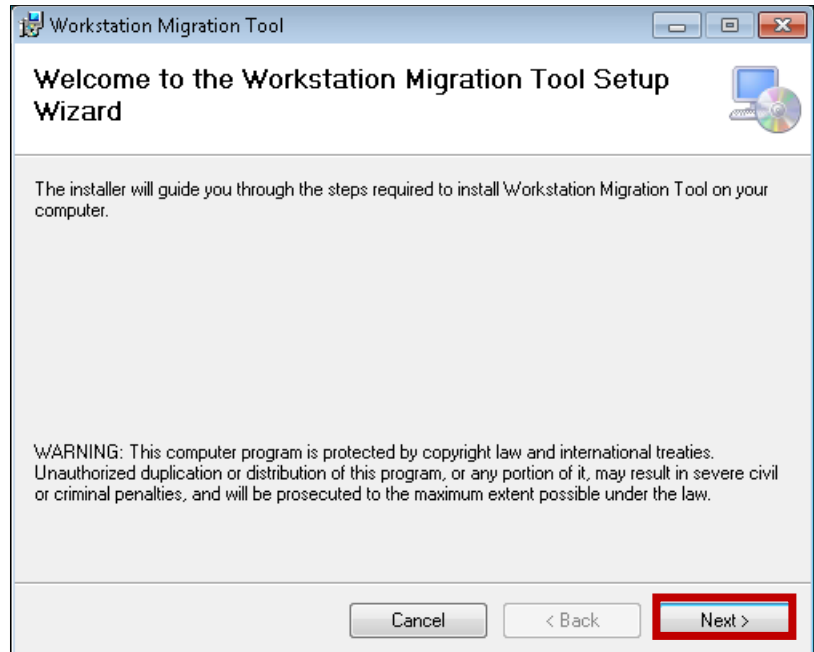
Step 4: The **Workstation Migration Tool** file will automatically save to **Downloads**. Open **File Explorer**, click on **Downloads** and locate the downloaded **Workstation Migration Tool** file. Double-click on it to open the **Workstation Migration Tool Setup Wizard**.



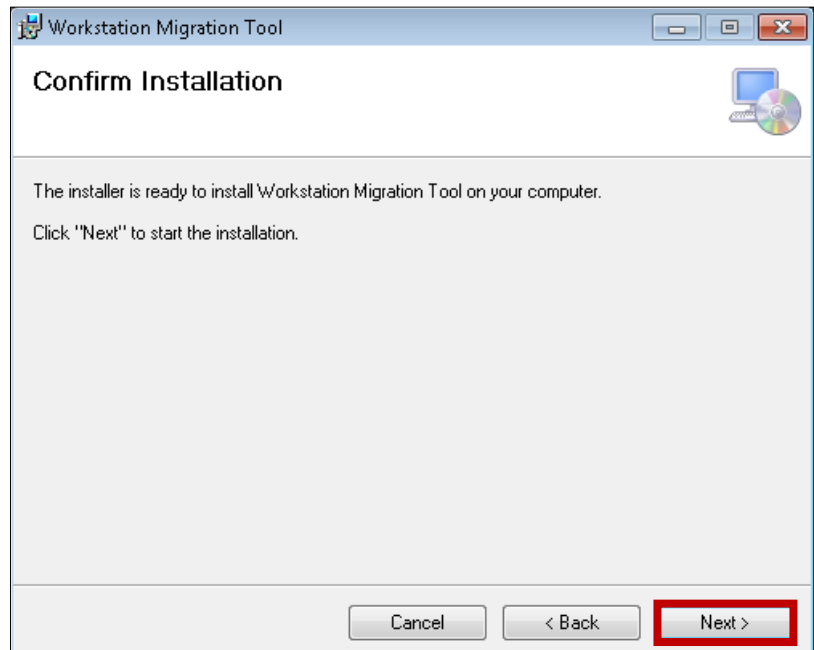
Important Note: If you see this popup message, click **Allow this file** and continue to Step 5.



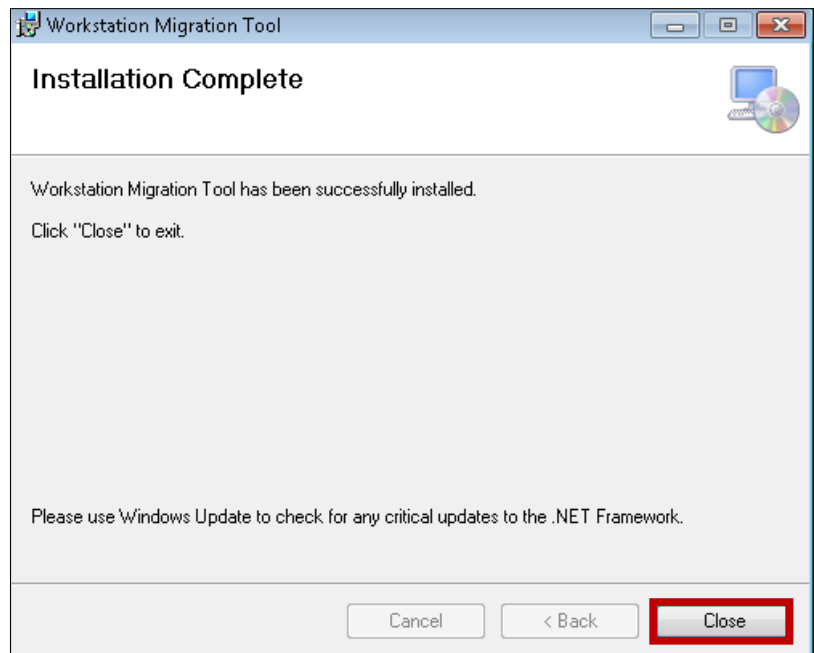
Step 5: On the **Welcome to the Workstation Migration Tool Setup Wizard** window, click **Next**.



Step 6: In the **Confirm Installation** window, click **Next**.



Step 7: Click **Close** in the **Installation Complete** window to complete the installation of the **Workstation Migration Tool**.

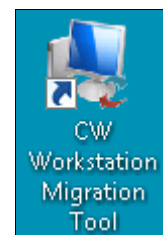


Stage 1 is complete

Stage 2: Complete the workstation migration

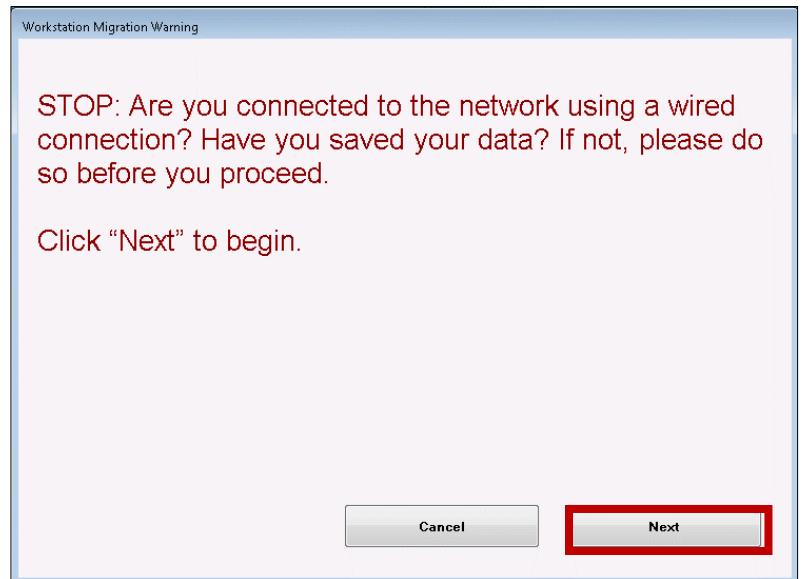
Step 1: Ensure that you connect directly to the Cushman & Wakefield network using a wired connection, that all of your work is saved and that all applications are closed prior to starting Stage 2.

Step 2: Verify the **CW Workstation Migration Tool** shortcut is created on your desktop, then double-click on it to start the migration process.

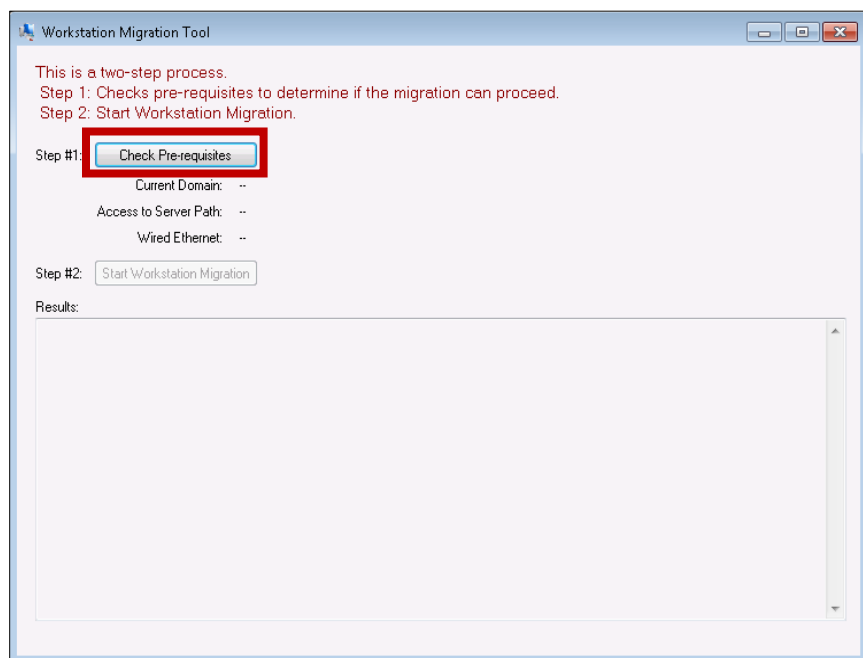


Step 3: You should see this **Workstation Migration Warning** popup message. Read through carefully and click **Next**.

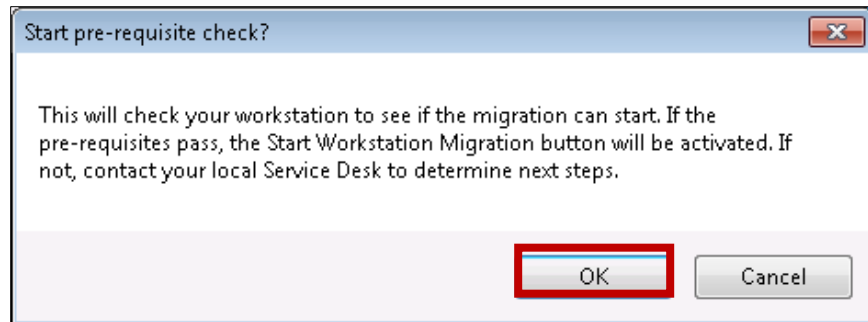
Important Note: If you are not connected to the Internet through a wired connection, this process will not complete for you.



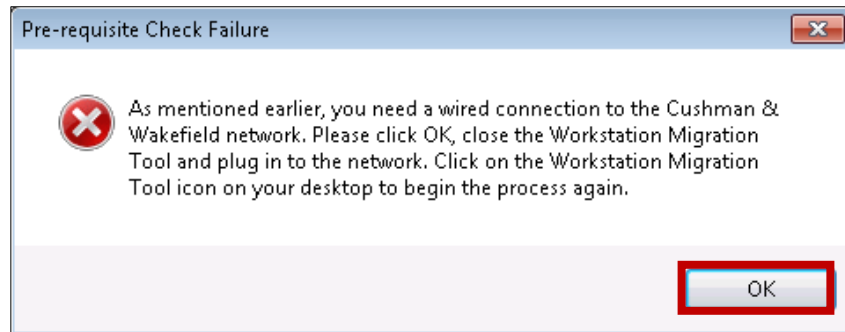
Step 4: The **Workstation Migration Tool** window will pop up. Click **Check Pre-requisites**.



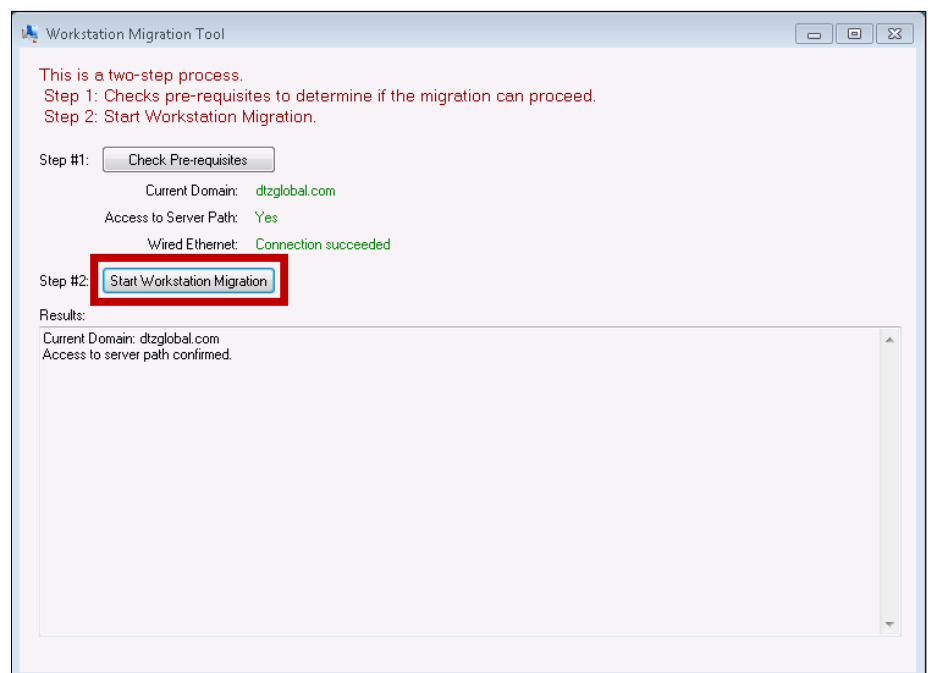
Step 5: Click **OK** on the **Start pre-requisite check?** popup window. If you are connected directly to the Cushman & Wakefield network using a wired connection, you should not see the popup window in the Important Note section below and should continue to Step 6.



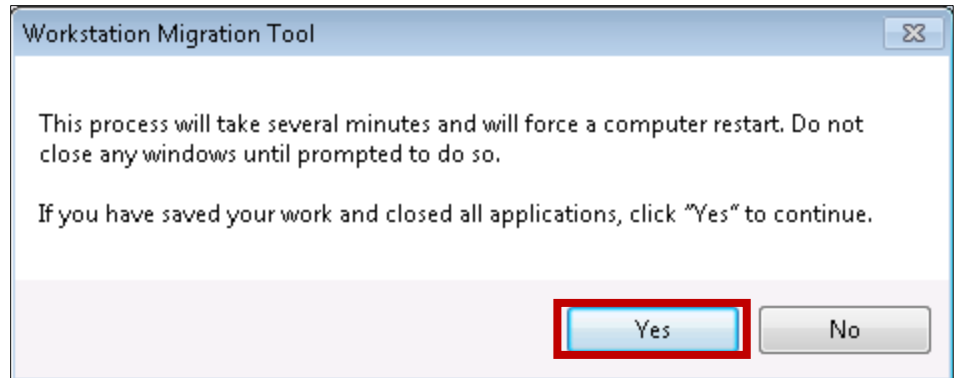
Important Note: If you are not connected to the Cushman & Wakefield network using a wired connection, you will see the **Pre-requisite Check Failure** popup window. After clicking OK, close the Workstation Migration tool and plug in to the network. Go up to **Stage 2, Step 2** to click on the CW Workstation Migration Tool icon on your desktop and begin the process again.



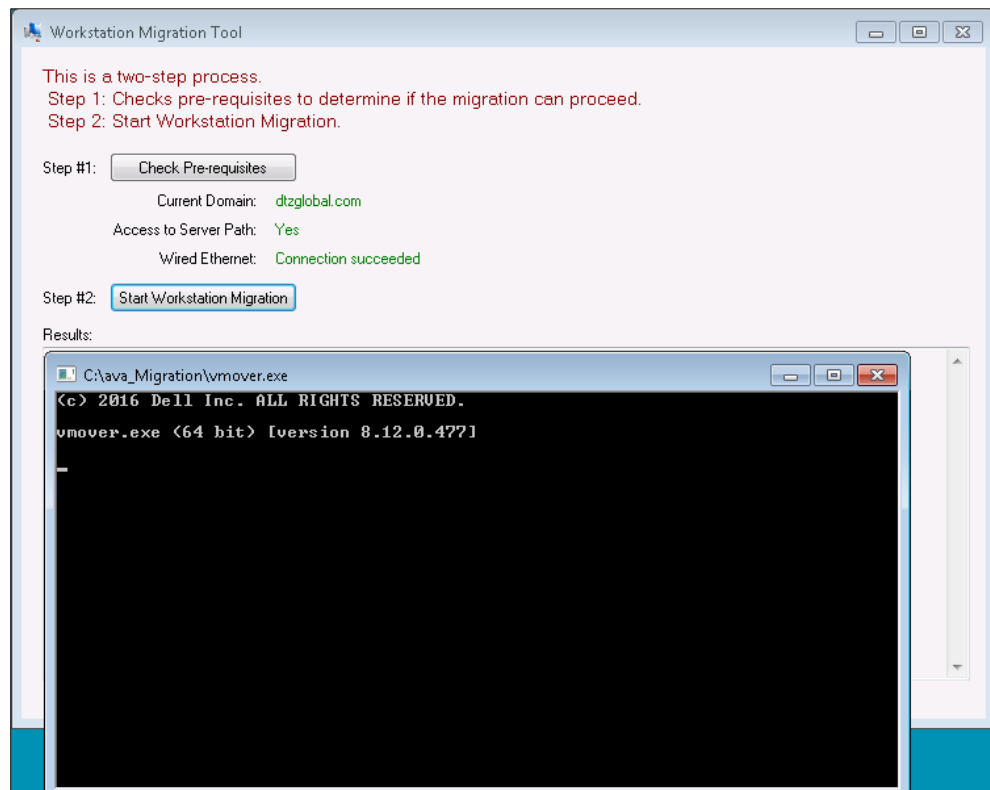
Step 6: Click **Start Workstation Migration** in the **Workstation Migration Tool** popup window and continue on to Step 7.



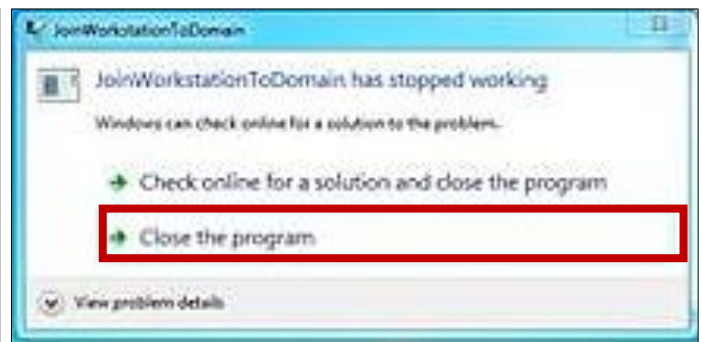
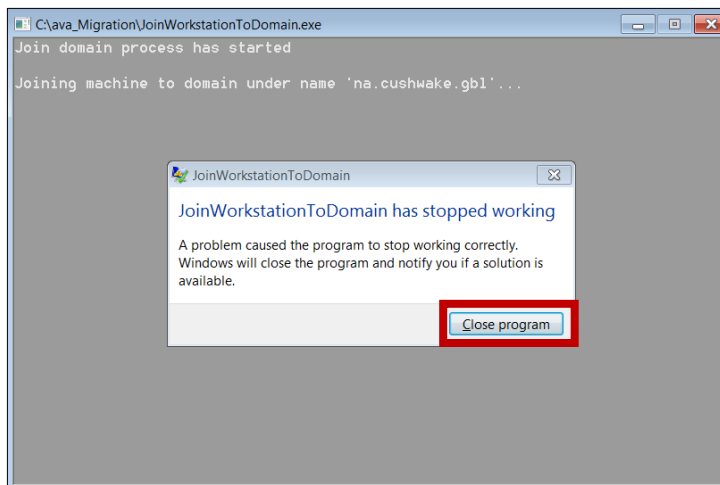
Step 7: Click **Yes** to start the workstation migration process.



Step 8: Workstation migration processing windows will pop up. **Please do not close any of these windows.** This screen will be visible for **approximately 5-15 minutes** before it automatically closes after the process completes, and then you can move on to Step 9 below.



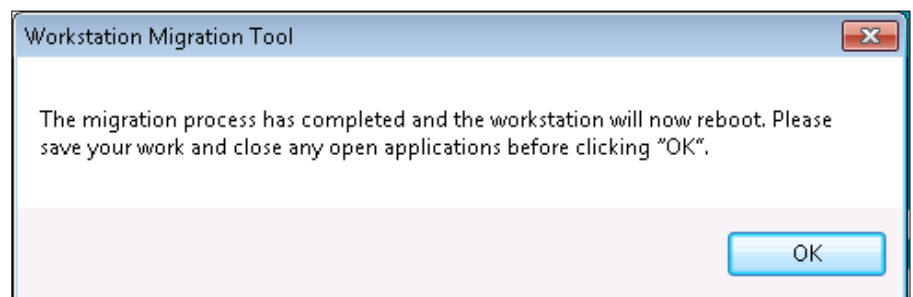
Important Note: If you see one of the **JoinWorkstationToDomain** error messages below, **stop here** and click **Close the program**. Please contact your Service Desk for assistance with migrating your workstation and close this document.



Step 9: Congratulations! When you see this popup window, you have **successfully completed** the workstation migration!

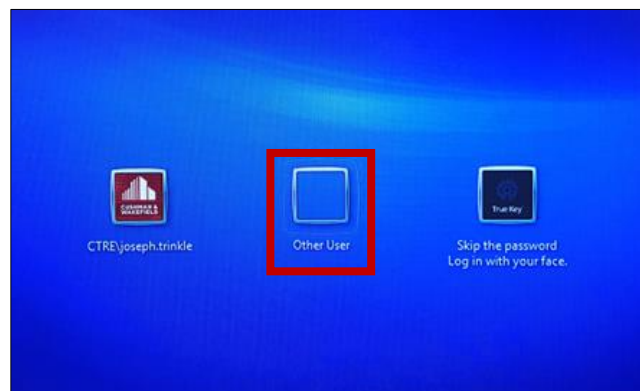
Before clicking OK:

Please ensure you have either printed this document or you have read the steps below to learn how to login to your workstation after your workstation reboots.



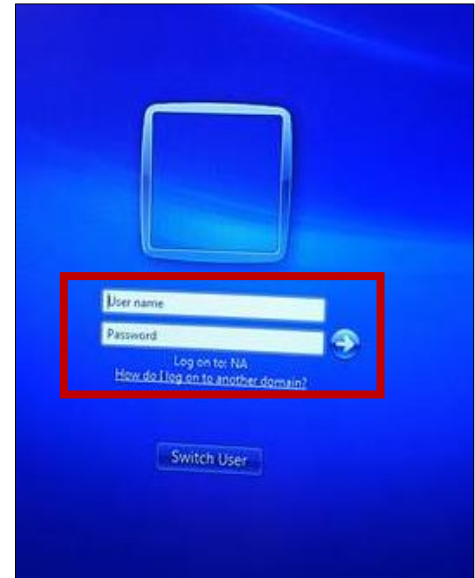
Logging in to your workstation

Step 10a: After your workstation reboots, wait 15 minutes before logging in. On your workstation's login screen, click **Switch User** then click **Other User**.

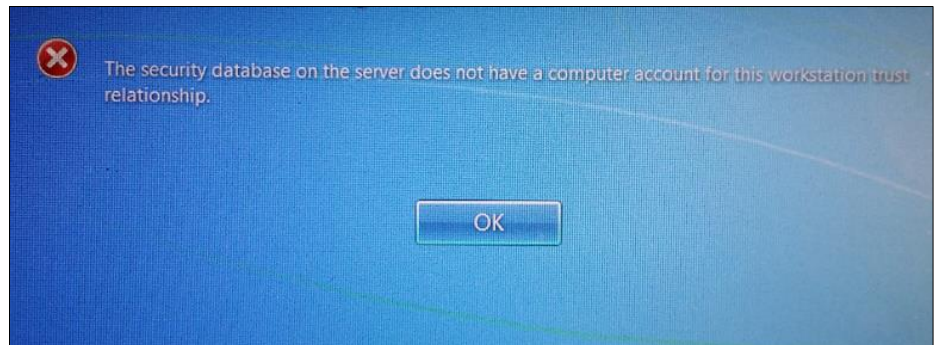


Step 10b: Login with your cushwake.com or DTZCushwake.com email address and password. Your password has not changed. Please refer to the table below for guidance:

Legacy email account	Email account going forward
@dtz.com or @cushwake.com	@cushwake.com
@DTZCushwake.com	@DTZCushwake.com



Important Note: If you attempt to login to your workstation before waiting 15 minutes after the reboot, you may see this error message. Please wait the 15 minutes before trying to login again.



Step 10c: Your login will not be successful, and you will need to reboot your computer again to ensure the migration process has completed. Then login with your cushwake.com or DTZCushwake.com email address and password as referenced above.

Important Note: You may need to reboot your computer a total of three times before being able to successfully login with your credentials. If you are not able to login after rebooting three times, please contact the Service Desk for assistance.

Note: You will continue to login to VPN using the same method as you did prior to the workstation migration.