

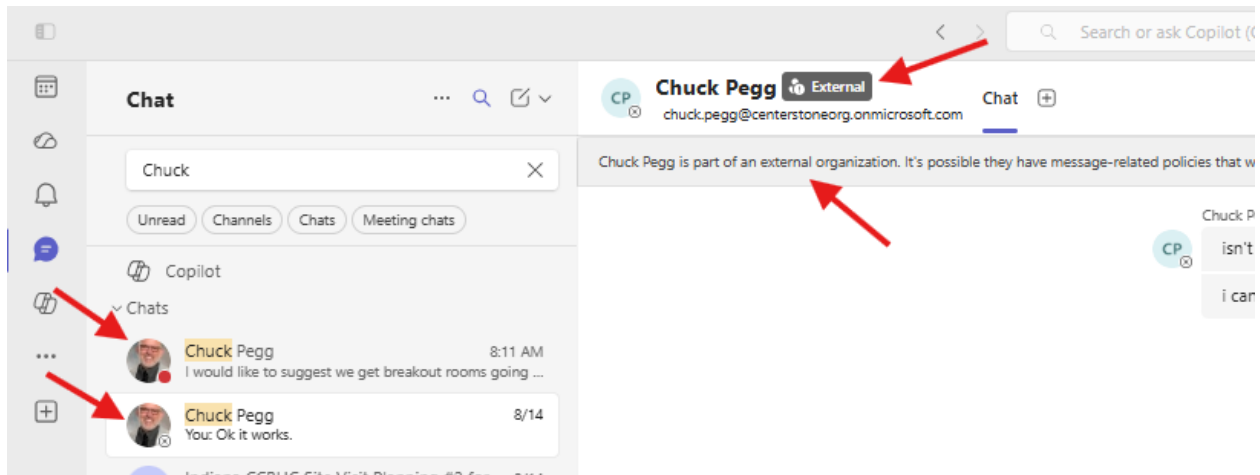
Teams User Experience after M365 Migration

Historical Centerstone East User Accounts

After the Centerstone East migration, any Microsoft Teams team, chat, or channel that included a Centerstone East user must have that user re-added. The migration created a new Teams account for each user, while the old account is being removed over time, the old account will appear with **[External]** next to the user's original name.

If you send a message to the old Centerstone East account, you will receive an error, and the user will not receive the message. Select the user name that has the associated picture and/or account that has the @centerstone.org domain, not the @centerstoneorg.onmicrosoft.com.

Note, group chats that included a Centerstone East user, will need to re-add the user with the @centerstone.org domain after migration.



Because new accounts were created, existing chat sessions that include Centerstone East users will need to have those users re-added.

Tenant Access Issue

When you open Teams, you may temporarily see an issue icon next to your name. This is expected for the next few days and indicates that Teams is still showing the old Centerstone.org account, which is no longer available. We cannot remove that account immediately, but it will disappear automatically after a few days.

