



Changes to Email for Staff & Physicians

New shortened @lh.ca address roll out with email being migrated to cloud-based **Outlook Online**, part of the Office 365 suite. Staff email address will be changing from the domain @lakeridgehealth.on.ca to a new, shortened @lh.ca.

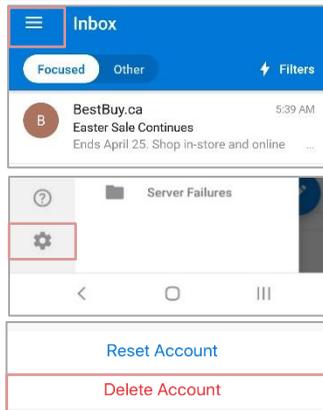
How will I know when I have been migrated on my Android?

You will be prompted to **Re-enter your password** pop-up notification for **Outlook App** and will no longer receive new work emails. You will need to follow the instructions below to remove your work email account and then re-add.



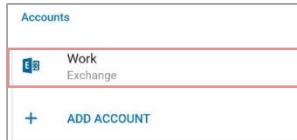
Remove email, calendar, and contacts instructions

1. To Remove Email Account>Open the **Microsoft Outlook Mail App**



2. Tap your to switch account views, see Folders, manage Favorites, and access **Settings** icon looks like a gear

3. **Tap** the work account to remove



4. Select **Delete Account**

5. Select **Delete from this device**



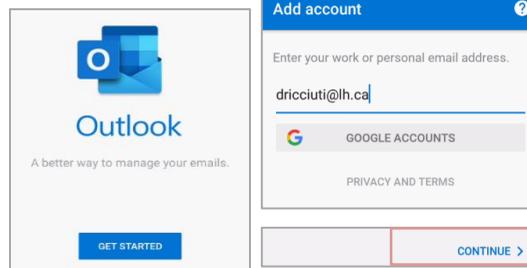
6. Tap **Delete**

Add email, calendar, and contacts instructions

1. If not already installed on your Smartphone, download and install the Outlook for Android from the **Google Play Store**. On your Android device, select on the **Google Play Store** icon and type **Microsoft Outlook** in the search box to find the Outlook for Android.



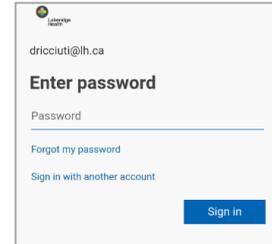
2. After the app is installed, select **Open** and Tap **Get Started**



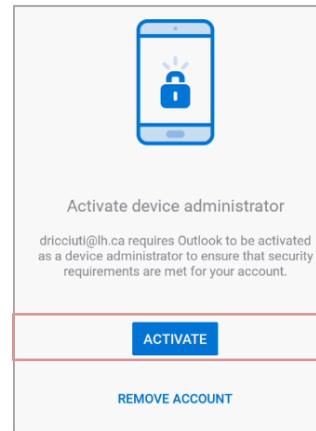
3. Type in your Email Address and tap **Continue** >

The Outlook app will detect your account after sign in, you will now be redirected to sign in to your "lh.ca" Exchange account using Microsoft.

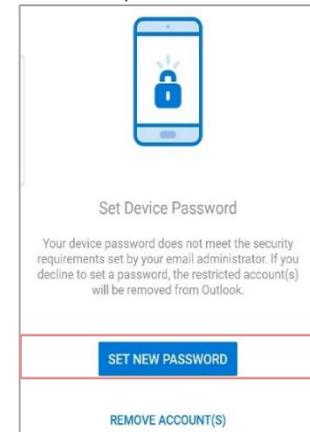
4. Now enter your email **password** when prompted. It is the same password when signing into Windows and will require you to re-authenticate when your password expires.



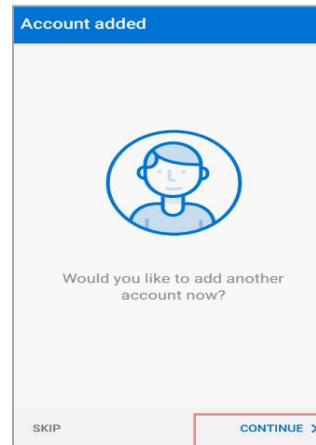
5. Click **Activate**



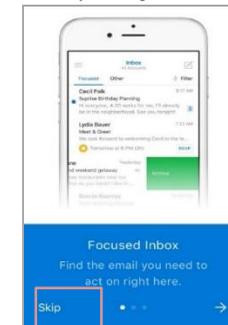
For security reasons, you may be asked to **Add** or **Change** the Device Password as the current one does not meet security requirements in order to complete the set up.



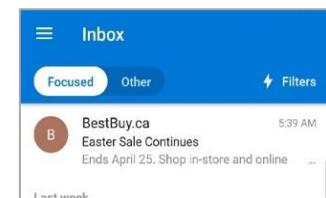
6. Account added. Select **Continue** >



7. Tap **Skip** and to go to mail Inbox



Microsoft Outlook Mail Inbox



You have successfully added your Lakeridge Health email account to your device.



Information Technology

Contact IT Service Desk by phone at ext. 4357 or email ITServiceDesk@lh.ca