



## Changes to Email for Staff & Physicians

New shortened @lh.ca address roll out with email 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.

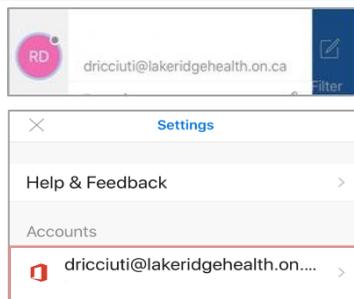
## How will I know when I have been migrated on my iPhone/iPad?

You will be prompted with **Password Incorrect** pop-up notification on your iPhone/iPad and/or will not longer receive anymore email. You will need to follow these instructions to remove your email account and then re-add.

## Remove email, calendar, and contacts instructions

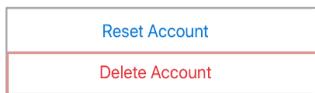
1. To Remove Email Account>Open the **Microsoft Outlook Mail** app

2. Tap your account initials (or logo avatar)to switch account views, see Folders, manage Favorites, and access the **Settings** icon looks like a gear. ⚙️



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

4. Tap **Delete Account**



## Add email, calendar, and contacts instructions

1. If not already installed on your iPhone/iPad, download Outlook for iOS from the **App Store**. On your iOS device, select on the **App Store** icon and type **Microsoft Outlook** in the search box to find the Outlook for iOS app

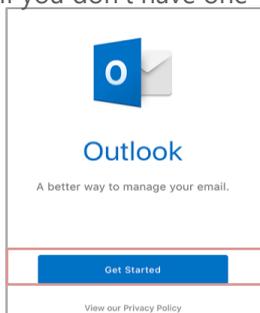
2. Select the **Microsoft Outlook** app in the search results, select **Get**, and then select **Install**



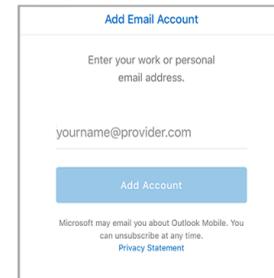
3. Sign in with your **Apple ID**, or create an Apple ID if you don't have one

4. After the app is installed, select **Open**

5. Select **Get Started** on the home screen

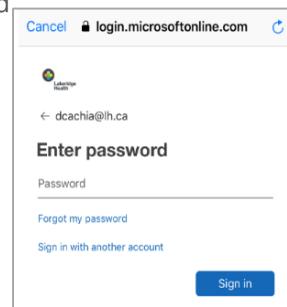


6. On the **Add Email Account** screen, enter your email address and select **Add Account**



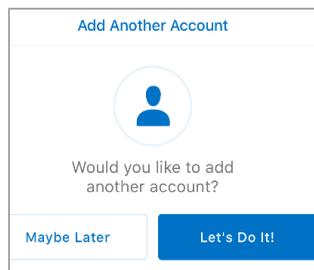
The Outlook app will detect your account after sign in, you will now be redirected to sign in to your "lh.ca" Exchange account using Microsoft.

7. 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.



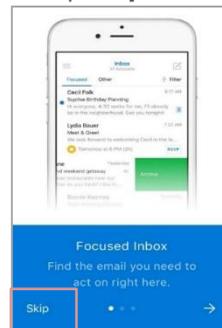
8. Tap **Sign In**

9. Your email account has been added, select **Maybe Later** to finish the set up

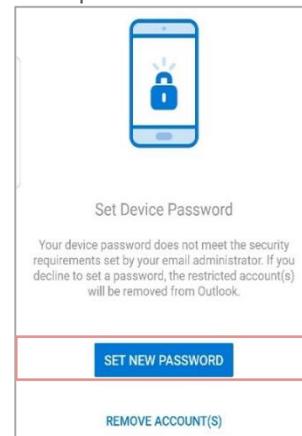


For security reasons, you may be asked to **Add or Change** the Device Password as the current one does not meet security requirements in order to complete the set up.

10. 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](mailto:ITServiceDesk@lh.ca)