



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 than re-add.

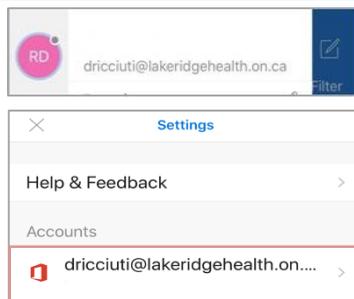
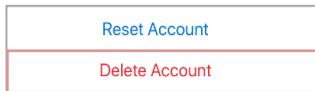
Remove email, calendar, and contacts instructions

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

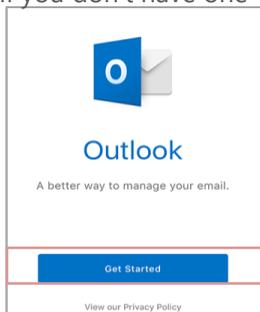
2. Select the **Microsoft Outlook** app in the search results, select **Get**, and then select **Install**



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



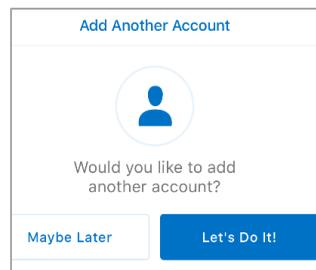
6. On the **Add Email Account** screen, enter your email address and select **Add Account**

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.

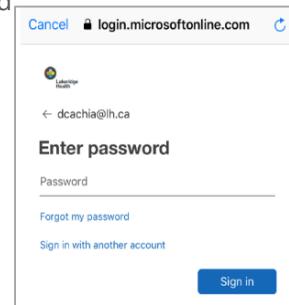
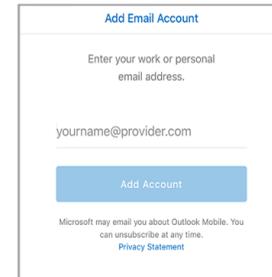
7. Now enter your email **password** when prompted. It is the same password when signing into Windows and will require you to re-authenticate when your password expires.

8. Tap **Sign In**

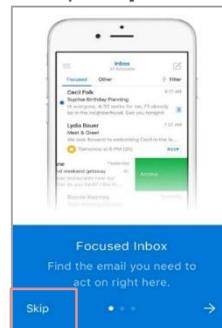
9. Your email account has been added, select **Maybe Later** to finish the set up



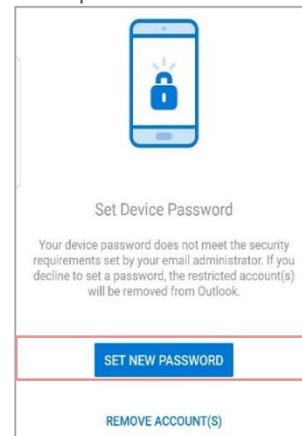
For security reasons, you may be asked to **Add or Change** the Device Password as the current one does not meet security requirements in order to complete the set up.



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