

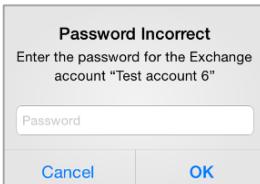


Changes to Email for Staff & Physicians

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 iPhone/iPad?

You will be prompted with **Password Incorrect** pop-up notification on your iPhone/iPad, follow these instructions update @lh.ca email settings below to continue to access and synchronize your phone email, calendar, and contacts.



Update @lh.ca email settings on iPhone/iPad

1. Tap **Settings>Accounts & Passwords>Accounts>Exchange Account**
2. Verify the Server name is **outlook.office365.com**
3. Type your **full email address** in username field (username@lh.ca)
4. Re-enter your existing email password and tap **Done**.

Your email, calendar and contacts may disappear for a few minutes until your email account re-connects to lh.ca domain. Remove account if unsuccessful.

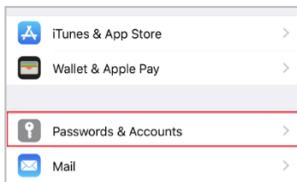
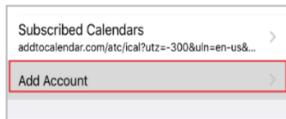
Remove email, calendar, and contacts instructions

If unsuccessful in updating @lh.ca settings, remove and re-add your existing work email account. To Remove your work email account>**Settings>Passwords & Accounts>Exchange Account>Delete Account**.

Add email, calendar, and contacts instructions

It is recommended that you download and install the **Microsoft Outlook** App for iOS from the Apple Store to access your work email, contacts and calendar on your mobile device, however, should you prefer to use the built-in mail application on your iPhone/iPad, here is how to do it.

1. Open the **Settings** App on your iPhone or iPad. The icon looks like a gear
2. Once in Settings, go **Passwords & Accounts**



3. Select **Add Account**



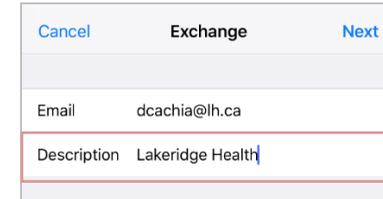
4. Select the **Exchange** option

5. Type in your **Email Address**. Optionally, tap in the **Description** field and enter a short description for the account (for example, Lakeridge Health)

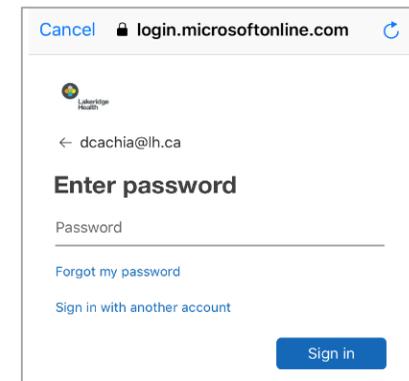
Sign in to your "lh.ca" Exchange account using Microsoft?
Your email address will be sent to Microsoft to discover your Exchange account information.
[Configure Manually](#)
[Sign In](#)

6. Tap on **Next**

7. Tap on **Sign In**



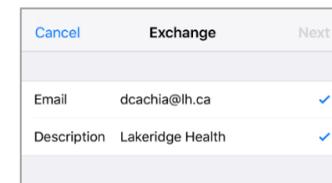
After you sign in, you will be redirected to log in to your "lh.ca" account for Microsoft Online.



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

8. Tap on **Sign In**

9. If your username and password are correct, you will see check marks next to your email and description. It will now ask you if you'd like to connect your contacts, calendars and reminders



10. Select **Save**



For security reasons, you may be asked to **add or change** your device screen lock passcode. Enter your current 4 or 6 digit passcode and follow the prompts.



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

