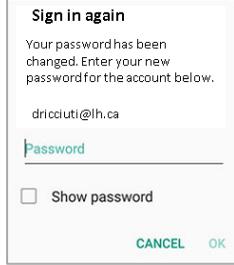


Changes to Email for Staff & Physicians

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 **Sign-in Failed** pop-up notification on your Android Smartphone and will need to follow these instructions to remove your email account and than re-add.



Remove account instructions

Android **mail apps** may look different across devices, and these directions may not exactly match the options you see. Instructions are based on Android Operating System 8.0 Oreo.

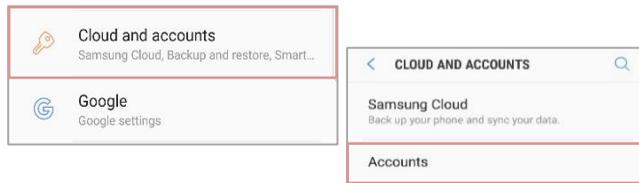
To Remove Email Account > **Settings** > **Cloud & accounts** > **Accounts** > **Microsoft Exchange** > **REMOVE ACCOUNT**.

Add email, calendar, and contacts instructions

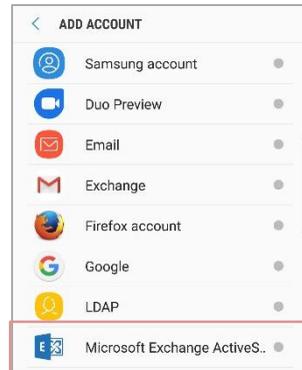
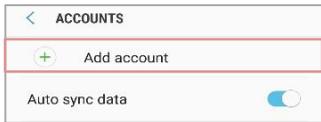
It is recommended that you download and install the **Microsoft Outlook** App for Android from the Google Play Store to access your work email, contacts and calendar on your mobile device, however, should you prefer to use the built-in mail application on your Smartphone, here is how to do it.

1. Open the **Settings** App on your Android. The icon looks like a gear. 

2. Tap on **Cloud and accounts**

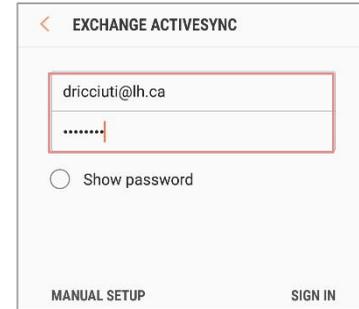


3. Tap **+ Add account**



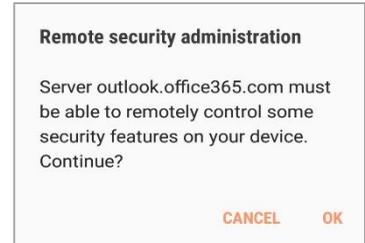
4. Tap **Microsoft Exchange Active-Sync**

5. Type in your **Email Address** and Now enter your email **password**. It is the same password when signing into Windows and will require you to re-authenticate when your password expires.

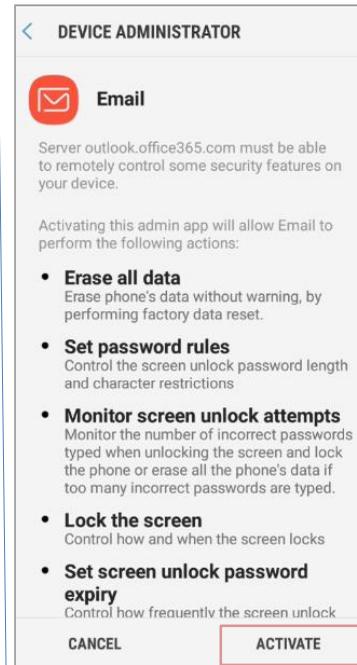


6. Tap on **SIGN IN**

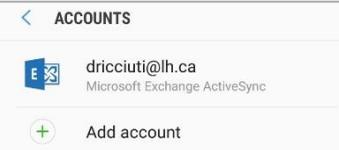
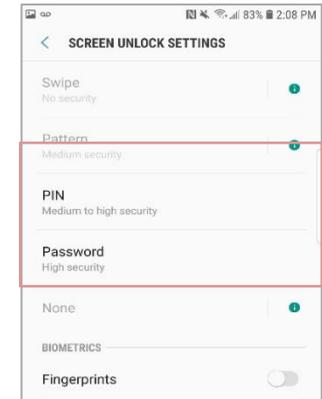
7. Remote security administration. Tap **OK** to continue with email set up. (or Click **Apply** for IT Policy settings).



8. **Activate** your device administrator.



For security reasons, you may be asked to **Add or Change** your existing screen unlock passcode Enter a new PIN or Password to complete the set up.



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

