

Exchange Online Migration

The M365 Migration team is upgrading Island Health's Microsoft software to the latest version, as our current email system is reaching end of life. Before your account is migrated to **Exchange Online (EXO)**, you will be notified of your migration date and provided further details on what to expect.

- **No outage is expected during this migration.**
- New features will be available in the existing Outlook desktop application, and access to email and calendar on corporate mobile devices will be improved.
 - Outlook will keep the same look and feel. There are no major changes to the application, but new features will be added.
 - In addition to desktop updates, you'll have access to an improved Outlook Web version with a redesigned interface and enhanced features.
 - On corporate iOS (Apple) devices, the Outlook Mobile App will replace the native iOS Mail and Calendar apps. You can learn more about the Outlook Mobile App here: [iOS Devices and the Mobile Application](#)

WHAT YOU NEED TO DO

Before the migration, please follow these steps to help ensure a smooth and successful process and minimize potential issues:

1. **Review your Outlook mailbox** (Email folders and Calendar) and delete or archive any unnecessary or outdated items.
2. Ensure that your corporate mobile device is set up correctly:
 - Set up [Multi-Factor Authentication \(MFA\)](#) before the migration.
 - You won't be able to check email on your phone without MFA.
 - To learn how, see: [How to Add a Multifactor Authentication \(MFA\) Sign-in Method to your Corporate iOS Device](#).

3. Review the [Exchange Online \(EXO\) online help documentation](#) on the Intranet. It covers migration tips, what to expect before and after migration, known issues, information about corporate iOS devices and the mobile app, Outlook desktop and web applications, and managing distribution lists and security groups.

CONTACT

The M365 teams are here to assist you throughout the migration.

- For **issues and technical support**, please contact the [BC Health Service Desk](#)
- If you have questions, please email the M365 Migration Team at: M365Info@islandhealth.ca