



OneHealth

New Email Server – FAQ

1. Why has OneHealth email changed?

Based on feedback gathered from platform users throughout 2024-25, ISC launched a OneHealth platform modernization project. As part of that, the email server has been upgraded and migrated to a new system. The new server is more modern, more secure, and easier to use.

2. How can I access the new server?

Like the previous server, you can access your mail at webmail.onehealth.ca. In addition, you can now access your email via most desktop and mobile apps.

3. Which apps can I use?

In addition to accessing your mail at webmail.onehealth.ca, we have tested access with the following:

- Apple (Mac, iPad, and iPhones): Outlook
- Android (Samsung, Google and other tablets and phones): Outlook
- Windows: Outlook Classic ("New Outlook" is not compatible)

You do not need any special information to set up app access, just the server (webmail.onehealth.ca) and your username ([account]@onehealth.ca).

4. Did all OneHealth Users previously receive email accounts automatically?

Previously, email accounts were created by default for all platform users in Alberta, unless the user already had an account through ISC. However, most users did not require a OneHealth email address, and this resulted in a large number of unused accounts: roughly 2,100 of 2,500 were inactive.

5. Do all platform users get an email account now?

No. Email accounts are no longer automatically created. If you need an email account for work purposes and don't have access to one through your Nation or department, you can request one at OneHealth.ca.

6. Do I need a OneHealth.ca email address to use the OneHealth portal?

No. You can use your existing work email address for your portal account.

7. How were accounts chosen for migration?

In two ways: (1) usage metrics were run to identify active versus inactive accounts, (2) An email to all users was sent, with several weeks' notice inviting people to request keeping their account.



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8. I didn't respond in time and wasn't migrated – is it too late?

No - if you didn't respond during the notice period and your account wasn't migrated, you can still request migration now.

9. After my account is migrated, do I need to do anything before I can log in?

Yes. You will need to reset your password before logging into the new email server.

10. How do I reset my password?

Log into the OneHealth platform, go to Account Management, and select Change Password.

11. What if I'm having trouble logging in or setting up access?

Please reach out to TSAG Helpdesk for support at 1-888-999-3356

12. If I don't need ongoing email access, can I still access my old emails?

Yes – all users, including those who weren't migrated to the new server, can access their old emails at archive.onehealth.ca.