

Frequently Asked Questions (FAQs) for Email Migration

@vnshealth.org

1) Why is my @vnsny.org email address changing?

It's part of our rebrand to VNS Health. As was noted in the weeks leading up to our May 18 public introduction of VNS Health, it is going to take the rest of 2022 and part of 2023 before everything is changed to our new name and logo.

This is the next phase of the rebranding – changing our @vnsny.org email addresses to @vnshealth.org email addresses.

2) I'm a nurse who works in the field on a tablet. Will my email address be changing as well?

Yes, everyone who works on a VNS Health electronic device – whether that's a tablet, a laptop, or an iPhone – will be getting a new @vnshealth.org email address.

3) When will this @vnshealth.org transition be happening?

On Friday, October 21 at 6:00 p.m., IT will begin the process of changing all @vnsny.org email addresses to @vnshealth.org.

By Saturday, October 22, everyone at VNS Health who had a @vnsny.org email address will have a @vnshealth.org email address.

4) Do I have to do anything for this @vnshealth.org change to happen?

Yes. When you finish work for the day on Friday, October 21, you'll need to shut down your VNS Health electronic device or devices – laptop, iPhone, tablet, etc.

5) What if I stop work before 6 p.m. on Friday, October 21?

That's fine – just be sure to shut down your VNS Health electronic device(s) when you stop work.

6) What if I need to work past 6 p.m. that day?

That's fine, too. Again, just be sure to shut down your VNS Health device(s) when you end work for the day.

7) What if I forget to shut down my computer on that Friday, October 21?

Before you start work again, shut down your computer and then restart it.

8) I shut down my VNS Health computer on Friday, October 21, as instructed. When can I restart my computer?

Starting at 9 a.m. on Saturday, October 22, you can restart your electronic device (laptop, tablet, iPhone, etc.) Please follow the prompts that come up on your screen at that time. If you need further assistance, please see the instructions below:

- For instructions on restarting a VNS Health iPhone, [click here](#).
- For instructions on restarting a VNS Health tablet, [click here](#).
- For instructions on restarting a laptop, [click here](#).

9) What if someone sends an @vnsny.org email to me after the organization transitions to @vnshealth.org?

Don't worry – you'll still receive it. All emails sent to your old email address will automatically be forwarded to your new address.

10) I have a lot of @vnsny.org emails in my Outlook. What will happen to them?

They will remain in your Outlook folders. There are no plans to delete them as part of this transition. They'll remain per email retention rules.

11) What if, say, a year from now – or even two years from now – someone emails me at @vnsny.org?

You'll still receive the email.

12) I work with many external vendors. Do I need to tell them that my email address is changing to @vnshealth.org?

We recommend that you do. That way there's no chance of your email ending up in spam. For an example of a communication announcing the new email address to our external partners, [click here](#).

13) Is my sign-on ID changing to @vnshealth.org, too?

Yes. Any place where you needed to enter `your.id@vnsny.org` will now need to enter `your.id@vnshealth.org`.

14) What if I encounter problems during the transition to @vnshealth.org transition?

The IT Service Desk will be standing by to assist you. To reach the IT Service Desk, call: **212-290-3555**, and select **Option 4**.

IT has also developed a trouble-shooting guide, [which you can access here](#).

15) I'm worried I'm going to forget to turn off my tablet on October 21.

No need to worry. In the weeks and days leading up to October 21, IT will be sending out regular communications to remind team members about the @vnshealth.org transition – and what each of us needs to do to make sure we have a successful transition to @vnshealth.org.