

Q&A: Upcoming Technology Upgrades and Network Transition

- **What:** We are transitioning and upgrading to our own network equipped with Wi-Fi, Microsoft Teams, Phones, Devices, and Qliq.
- **Why:** We are moving off Columbus Regional Health's network and transition to our own network that will allow us more flexibility and a great ability to collaborate.
- **When:** By the end of August, you will have all new equipment, applications, and devices.

More Questions with Answers:

Email and Communication:

1. What will happen to my email address?

A: Your email will change from the ending **@crh.org** to **@ourhospice.org**. If you have a number at the end of your name, the number will stay in your new email address. Example: shall2@crh.org will be shall2@ourhospice.org

2. Will my old email address still work, and for how long?

A: Yes, temporarily. CRH will forward emails to your new **@ourhospice.org** address to give time to update contacts, subscriptions, and vendors.

3. How will I let my email contacts know my new email address?

A: We will provide you a standard email to send/include on all your email communication for a few weeks prior to the transition.

4. Will I lose my existing emails, contacts, and calendar appointments?

A: All Team Members outside of **RNs, HHAs, Chaplains, Housekeeping, and Food Service** will have their email data migrated.

- a. If you are in any position outside of these roles than please review your mailbox and delete messages you no longer need to ensure a clean transition. Think of moving your house- it is always nicer to move in with less items.

5. What should RNs, HHAs, Chaplains, Housekeeping, and Food Service team members do? A:

If you need to keep any messages, log in and **print them** before the transition. All of these roles will start with **fresh email accounts**.

6. Are we switching to a new email application?

A: Yes. We are migrating to **Microsoft Office 365**, which includes Outlook, Word, Excel, PowerPoint, and Teams. The user experience should not be much different from what you experience now.

7. Will we continue to use Qliq?

A: **Microsoft Teams** will replace **Qliq** for secure messaging **internally**.

- a. **Palliative** and **Intake** teams will continue using **Qliq** to coordinate with CRH.

Phone System:

8. Will this new phone system change our phone numbers?

A: No our external phones are not changing. Only Palliative numbers are changing for now. We are working to keep everyone's extensions the same and will have further

information soon.

9. What is my new phone number?

A: We are not sure yet what the new phone numbers will be.

10. How are we notifying patients and families that our number is changing?

A: Palliative Care patients: Work in progress

Personal Computer/Device Questions:

11. Will I be getting a new device?

A: All laptops and PCs will need to be reimaged and replaced.

12. Will my files and folders be moved?

A: Yes. All data currently stored in the K:\HSCI folder will be migrated.

Action Required: Please review and delete any outdated or unnecessary files now.

A2: H: drives-heavy roles will have their files data migrated (**dependent on your manager's discretion**).

13. Do I need to move all of the items from my documents and desktop?

A: Yes, please start now!

More Questions:

13. Will there be training scheduled for our new devices, applications, phone system? A: The applications are very user-friendly and just more modern. We do not expect you to have too many issues learning to use them. However, our IT Team and the organization that is helping us through this transition, The AME Group will be available to assist with any troubleshooting or problems.

14. Whom do I contact with questions or help requests?

A: Reach out to **David Herr** or **Angela Johnson** with any questions about the transition.

15. Will we have more communication about this?

A: Yes, lots more communication will come out to ensure a smooth transition.

16. How can I make the transition from the CRH Network easier and faster?

A: Websites –bookmarked or shortcuts on desktop

To make this transition easier you need to have a list of websites that you use. You may have them bookmarked in the Chrome browser or shortcuts on your desktop. You can export your chrome bookmarks out to a file that you will be able to import back in on your new machine, see attached instructions.

Outlook Archives

If you use the archive feature in Outlook, you need to make sure the archive files are stored on your H: or K: employee drives.

Go to file, options, advanced, select the auto archive settings and look at the default folder settings –you want these files to be stored on your h: or employee folder on the k: drive.

OneNote

If you use OneNote you will need to make sure those files are stored on your H: or employee folder on the k: drive.

In OneNote got to File, options, save & backup, in the save section click on the file location next to the backup folder and select modify. You want to make sure these files are stored on your H: or K: employee drives.

Also, check locations like my documents, desktop, pictures, folders on the c:, those are all locations on the hard drive in the machine that will be wiped. Make sure to move or copy all documents/files to the K: employee file or h: drive.