

From: SharePoint Online <no-reply@sharepointonline.com>
Sent: Thursday, May 22, 2025 4:21 PM
To: Thea M Smith
Subject: Wake Forest Email Migration



Wake Forest

In a significant integration win, Advocate Health teammates will migrate to a unified tenant of Microsoft 365 for streamlined communication and collaboration. This change impacts Microsoft Outlook, Teams, SharePoint, OneDrive and Power BI. Key benefits include enhanced abilities in cross-divisional Teams meetings, the reduction of document access issues and a more unified approach to collaboration across the enterprise.

Among other changes, using a phased approach, all teammates will receive a new email address, and be migrated to one Microsoft 365 tenant (Teams, SharePoint, OneDrive, etc.). Changes will begin March 31 through early 2026, and each legacy market will migrate on a unique timeline.

Get Ready for the Migration!

[Click here!](#)

Learn When You'll Migrate

Click here!

I'm migrated, now what?

Click here!

Below are some Frequently Asked Questions, which you can see by clicking to expand the sections.

What is changing in Microsoft 365?

- Teammates will receive an @advocatehealth.org email address and email login, while Wake students will receive a @wfusm.edu address.
- All teammates will migrate to the legacy Carolinas Healthcare System Microsoft tenant, which will be renamed Advocate Health.
- By early 2026, the legacy Illinois, Wisconsin and Wake Forest Baptist Microsoft 365 tenants will retire, including Teams and SharePoint.
- The process will vary by legacy market, and teammates will transition at different times.

Are there steps required of me at the time of my migration?

Yes. Please log out of your individual, corporate-owned computer at the close of the business day prior to your migration day. Simply locking your computer will not suffice. Upon logging into your computer the morning of migration day, your computer will trigger you to follow these **REQUIRED** [Post Migration Steps](#) located on this site in order to complete your migration. Note: this is only for teammates with an individual, corporate-owned computer. Those that share a computer with fellow teammates and do not log into a computer will not need to follow these "Post Migration Steps".

Will there be any downtime during the migration?

Teammates will experience downtime of their Microsoft 365 applications for approximately 1 hour (including Outlook, Teams and SharePoint).

Please strive for a lighter than normal calendar on migration day and schedule meetings in the afternoon where possible. This will allow you time to become

acclimated with your new O365 environment and address any issues that may arise.

Access to essential applications should not be impacted. If teammates experience issues, it is recommended they leverage legacy credentials for access and call the Service Center with any further complications.

Leaders expecting applications or documents for approval may not receive automatic emails sent via CoreConnect, Concur, ServiceNow or other sites temporarily. Teammates should plan to notify their leader directly to ensure approvals stay on track.

What will be my new email address?

All teammates, including faculty, residents and fellows, with a Wake email today will migrate and receive an advocatehealth.org email address with the exception of Wake students. The latter will migrate and receive a wfusm.edu email address. As early as late summer or early fall, there will be an opportunity for faculty to request a wfusm.edu email address if they desire. More information to come.

Will my login change?

The login by which you access O365 (email, Teams, SharePoint, OneDrive) will change to your new email address. Should you have an existing Wake and Atrium account, however, then this login will not change until Q3 2025 when logins change for the rest of the enterprise.

Note: The login by which you access a computer will **not** change with this migration. You will also continue to log into applications using your legacy credentials.

When is my migration date?

Teammates will migrate in alphabetical order between April and June ([see schedule](#)) and will be reminded via email one week before their migration date. Students, however, will migrate together on Friday, June 6th at noon.

What if I am out of the office on my migration date?

Unfortunately, we are not able to consider individual, migration date requests due to the large scale and scope of the Wake migration. There are many moving parts to an O365 migration and teammates are highly encouraged to review all the materials on this SharePoint site to ensure as smooth of a transition as possible. We recognize it is a lot of information, but this migration is extraordinarily complex. A review of all of these FAQs, as well as the "Get Ready for Migration" and "I'm migrated, now what?" will best prepare teammates and address questions or prepare you for challenges.

Why can't I find previous emails from certain teammates?

If looking for an email that was received prior to a fellow teammate's email migration, make sure to search for their previous email address when using Classic Outlook. Teammates using the New Outlook or Webmail (aka Outlook on the Web) can also search by name only, which will show all emails from that teammate (before and post-migration).

What benefits will teammates see?

- **Simplified chats:** No matter their division, teammates will be able to find each other by simply searching for their name.
- **No “tenant” switching for meetings:** Joining Teams meetings, no matter the division they are hosted in, will no longer require “tenant switching” to see and participate in the meeting chat.
- **Sharing files with teammates in other divisions** will be more consistent as we will all be in the same tenant, limiting potential access issues.
- **Email Distribution Lists and Shared Mailboxes** will migrate and remain accessible to all teammates.
- **Simplified access to workspaces** like Teams, SharePoint, and Power BI.

Will my OneDrive files migrate?

Yes. Files in teammates' OneDrive will migrate as part of their O365 migration. Please note that should you have a high number of files in your OneDrive or very large files, then it could take up to three days for all of your files to migrate.

Please note that OneDrive is not allowed to run as a local app on a MAC device. OneDrive will need to be accessed from a web browser.

What changes will I see to Teams?

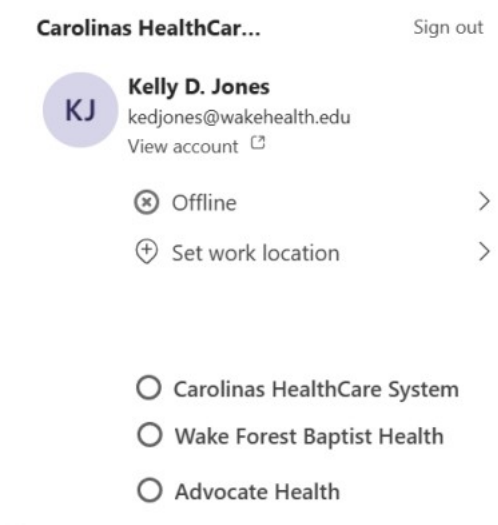
In April 2025, the names of the Microsoft 365 tenants will change:

Advocate Health (Legacy IL/WI) will become Aurora & Advocate Health

Carolinas HealthCare System (legacy NC/GA) will become Advocate Health (Branding in this tenant will adjust to reflect its new role as the enterprise tenant)

Wake Forest Baptist Health will remain Wake Forest Baptist Health (no change)

This renaming is temporary for the duration of the migration process (through early 2026). Afterwards, the legacy IL/WI and Wake tenants will retire, and all teammates will be on the new Advocate Health tenant. Teammates will see these changes when switching tenants using the menu in the upper right of Teams:



Will I still receive emails to my old email address?

Emails sent to a teammate's former email address will be forwarded to their new email. All email replies will come from their new address. In 2026, some previous email addresses will retire, and further instructions will be provided at that point.

How will senders know that my email address has changed?

We recommend teammates include a note in their new email signature line, alerting users of their new email address.

Will my password change?

No. While email addresses will change, passwords will remain the same.

Will I need to use my legacy email for any reason?

If teammates used their legacy emails for external sites such as the benefits portal, retirement, or work-related subscriptions, they should continue using their legacy email address or can manually switch to their new advocatehealth.org email after migration is complete. Additionally, if a teammate has trouble accessing any applications, they should try logging in with their legacy credentials first before calling the Service Center.

Should I change my email signature?

This transition does not signify a decision to move away from our brands (Atrium Health, Aurora Health Care, Advocate Health Care and Wake Forest School of

Medicine). We encourage teammates to proudly display their care delivery brand in their email signatures, reserving the Advocate Health logo for those with enterprise roles.

Will any work be lost?

OneDrive will migrate as part of the O365 migration. Any saved links, bookmarks and favorites within the legacy IL/WI or Wake tenants will need to be updated. Teammates can request access again from the owner or contact the Service Center for assistance. This includes saved bookmarks pointing to SharePoint, Teams, Viva Engage Communities (formerly "Yammer"), and Power BI resources.

Will my OneNote notebooks be impacted?

Yes. Your OneNote notebooks will be migrated with the rest of the files stored in Teams, SharePoint, and OneDrive. If you're using the OneNote desktop app, you'll need to re-open your notebooks from their new locations. Please follow the instructions on this page: [Updating OneNote Notebook Locations](#)

How do I access my legacy Wake Teams after my migration?

Once migrated, your workstation will automatically open your new Teams in the new environment. You can access your legacy Wake Teams by switching to the Wake Forest Teams environment in the upper, right-hand corner of their screen. If the Wake legacy tenant is no longer available, then please follow these instructions:

Open Edge or Chrome

Type CTRL+SHIFT+N – this opens a separate InPrivate Browsing Session

*Type **teams.microsoft.com** in the browser window.*

You may be asked to sign in – use your @wakehealth.edu credentials.

When Teams opens, you may see an option to turn on notifications. Be sure to click "Turn on" so that you won't miss any messages.

If I need a new Microsoft Team or SharePoint site, should I create it in my legacy tenant?

Teammates will be required to create any new Microsoft Teams or SharePoint sites in the enterprise tenant (formerly Carolinas Healthcare). Instructions are here for creating [new Microsoft Teams](#) and here for [new SharePoint sites](#).

Will Wake Forest Baptist Teams and SharePoint sites of which I am a member migrate when I migrate?

No. Teams and SharePoint sites will be migrated after individual teammate migrations have concluded, Summer 2025. Site owners will be advised in advance of this transition. Teammates can still access these post migration through their legacy Wake Teams.

Will Wake Forest Baptist Shared Mailboxes and Shared Calendars of which I am a member migrate when I migrate?

No. Shared Mailboxes and Shared Calendars will be migrated after individual teammate migrations have concluded, Summer 2025. Teammates can still access these post migration through their legacy Wake email.

Will teammates who currently access Microsoft 365 from their desktop application continue to do so after the Tenant Migration?

Yes. Microsoft licensing will not change as part of the migration project. Those running Microsoft from their desktop app today will not lose it due to this migration. Those running Microsoft 365 via their browser also will continue to access it via their browser.

What happens if I have a Wake email today, as well as emails in more than one tenant?

Teammates with an existing Atrium *and* Wake email account changed from atriumhealth.org to advocatehealth.org over the weekend of April 12 & 13. In a separate effort, those teammates who also have a Wake email account will have their Wake email migrated following the alphabetical order for Wake migrations throughout spring-summer 2025. See here for the alphabetical order: [Wake Teammate Migration Schedule](#). If your passwords differ between the two emails above, then the Wake password will supersede upon your Wake migration.

Wake students with an existing Atrium account experienced an email change from atriumhealth.org to advocatehealth.org over the weekend of April 12 & 13. In a separate effort, those teammates who also have a Wake email account, will have their Wake email migrated on June 6, 2025. It is upon your Wake migration where students will receive their wfusm.edu email. If your passwords differ between the

two emails above, then the Wake password will supersede upon your Wake migration.

Teammates with an existing Atrium, Wake AND aah.org account changed from atriumhealth.org to advocatehealth.org over the weekend of April 12 & 13. In a separate effort, those teammates who also have a Wake email account, will have their Wake email migrated following the alphabetical order for Wake migrations throughout spring-summer 2025. See above link for the alphabetical order. In a third effort, teammates who also have active aah.org email accounts will have their aah.org email merged with their advocatehealth.org accounts in Q4 2025-Q1 2026.

Please note: all students with existing Wake accounts will have their Wake O365 accounts migrated on June 6th to wfusm.edu.

Will the credentials I use to access workstations and applications change as a result of the Tenant Migration?

While email will change from April to June 2025, passwords and usernames used to access workstations and most applications will not change. Teammates should continue to use the same credentials they use today to access workstations and applications. Updates to usernames will not begin until late summer 2025, and those migrations will continue through March 2026.

Will teammates receiving emails on their personal phones need to take action to continue receiving corporate email?

Teammates will need to follow these steps to set up their new email address on a personal device: <https://carolinashealthcare.sharepoint.com/:w:/r/sites/Microsoft365HarmonizationProgram/Shared%20Documents/Instructions-email%20on%20personal%20devices.docx?d=waadbef8db39f4335959ead2a4d5daad3&csf=1&web=1&e=OH1duB>.

Do rules and signatures migrate with my email?

Some rules do migrate. Please check your Rules post migration to confirm. Rules that did not migrate will need to be recreated. Signatures do not migrate and will need to be recreated post migration.

How does this impact aligned and independent clinicians associated with Advocate Health?

All teammates with existing *aah.org*, *atriumhealth.org* or *Wake Forest Baptist emails* will be included and migrated according to their legacy market timeline.

What can teammates do today to help with the migration?

Teammates can help by deleting what they no longer need (emails in Outlook, files in OneDrive and SharePoint, etc.). Owners of Teams and SharePoint sites can go a step further and delete Teams and SharePoint sites that are no longer needed.

Will I experience more changes after my migration date?

Yes. User login names will be changing, as well as workstation adjustments. These changes will begin summer of 2025 and continue through March 2026. More information will be provided at a later date.

What is a Microsoft 365 "tenant"?

A Microsoft 365 tenant is a dedicated instance of Microsoft 365 services for an organization. When a company subscribes to Microsoft 365, it gets its own tenant, which includes access to various services such as email, SharePoint, OneDrive, Microsoft Teams, etc.

Service Centers

Atrium Health Wake Forest Baptist



336-716-4357

The Wake Service Center is available 24/7 to assist you at 336-716-HELP or you may visit one of the convenient Tech Support Station locations beginning 5/19 at:

- Wilkes Medical Center - Main Entrance, Lobby; M-F 6A-4P, Sat-Sun 6A-10A
- Lexington Medical Center – Front Lobby; M-F 6A-4P, Sat-Sun 6A-10A
- Davie Medical Center – Hallway outside the Cafe; M-F 6A-4P, Sat-Sun 6A-10A
- High Point Medical Center – Conference Room B; M-F 6A-6P, Sat-Sun 6A-10A
- Wake Medical Center, Winston Campus; M-F 6A-6P, Sat-Sun 6A-10A

- Reynolds Tower, Penthouse (PH) floor, Lobby next to Patient Safety Conference Room
- NRC Entry Floor, Lobby below Commons Conference Room
- Kimel Park, 100 Kimel Forest Drive Winston Salem, NC 27103, 1st Floor

[View in SharePoint](#)

How was the formatting of this email?  



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