



What is happening?

On 03-January, email addresses for YMCA of Northern BC and YMCA-YWCA of Kamloops staff will be changed to a YMCA BC address.

On 04-January, email address for YMCA of Greater Vancouver staff will be changed to a YMCA BC address.

What is happening to my email?

Picture your email box as suitcase...a suitcase with labels on it. One of those labels is your current email address.

We are adding a new label (YMCA BC email address) to your suitcase. You will use the new label to find your suitcase (mailbox). You will use the same key (password) to open your suitcase.

Any message sent using one of your old email addresses will be delivered to your mailbox waiting for you to open it. You will not lose any email messages already received because you are still opening the same mailbox — it just has a different label on it.

What is the YMCA BC email address?

The changed email address for all staff will be the same as the current, except the domain name (the text after the '@' character) is changed. Your address will be (typically) `firstname.lastname@bc.ymca.ca`. Everything before the '@' character will remain the same.

- `nbc.ymca.ca` is replaced with `bc.ymca.ca`
- `kamloopsy.ca` is replaced with `bc.ymca.ca`
- `gv.ymca.ca` is replaced with `bc.ymca.ca`

When it is your day to change, you log into your email using your NEW email address and your CURRENT password. Your password will not change.

What changes for access email in a web browser?

When you log in, you will use your new email address. Use your current password. Your password will not change.

What changes for using a mail application on a mobile device, like a phone or tablet?

You will need to re-authenticate to the Company Portal app on your device before you can access your email. You may also need to re-authenticate in the mail app as well. The mail app should prompt you to the Company Portal app if you haven't reauthenticated to it.

1. Open the Company Portal app and log in
2. Open the mail app and log in

What changes for using the Outlook Desktop application?

You should be prompted to reauthenticate using your new email address (and current password). If that doesn't work, you should call your support team. They will have to take you through some troubleshooting steps. Alternatively, you could use the web version by going to mail.bc.ymca.ca.

How do I access Microsoft Teams, OneDrive for Business, SharePoint and other Microsoft apps?

Log in using your new email address and your current password. You may be prompted for re-authentication for some sites.

What happens to shortcuts, links, or bookmarks I have created to OneDrive/Teams/SharePoint documents?

Shortcuts, links or bookmarks to any of these documents (and folders) are tied to the email address and may not work if you created them with your old email address. The files are not gone. You will need to search for them in the appropriate platform

By the way, creating links to OneDrive for Business (or Teams or SharePoint) documents is not a recommended practice.

What happens with my Recents in applications?

Your recents may be tied to your old email address. The files are not gone. You will need to search for them.

What happens with my ACTIVE Net log-in (Kamloops and Northern BC only)?

Your two-step log-in will remain the same. Sign into ACTIVE Net using your credentials. Your second factor authentication will remain the same. If you are using email, you will receive the token in your email box (we are keeping your old label). If you are using a phone number, you will receive the token on your phone.

What happens to my access to other applications or sites where I have used my email address as my username?

You will need to sign into any other applications or sites using your old email address (the one you used to create the account). You should update your username to your new email address.

What happens to my access to applications where Single Sign-On has been enabled? (Vancouver only)

We have endeavoured to ensure that all the applications using Single Sign-On will continue to grant access. Some do require additional steps for us to complete. Please contact the YMCA support team if you have questions.

ACTIVE Net will continue to grant access with your new email address.

What is happening with distribution lists

We will be updating the email address behind distribution lists after 05-January. The name used for the distribution list will not change. Continue to use the name to search for your list. The list will distribute to everyone's mailbox correctly. Over time, new YMCA BC distribution lists will be created to support the work of our integrated team.

Where do I get help?

If you need assistance with this transition, please reach out to your usual IT support or call 604.789.9622.