

When can I access my Aspirus e-mail?

You will not have access to your Aspirus email account until close.

Will I be able to access my Ascension e-mail after close?

No, however, your e-mails from the last six months will be copied to your Aspirus account.

How will I access my email?

You will access your email via Citrix Workspace from the Aspirus microsite. Once you log in to Citrix, you will select the Outlook Web Access icon, which will prompt you to enter your login credentials and complete two-factor authentication.

How do I send a secure email to someone outside of my organization?

Please see page 8 of the [OWA job aid](#) for step-by-step instructions for sending secure emails.

Does Aspirus have a standard email signature?

Please see page 3 of the [OWA job aid](#) for the standard signature template.

How do I find conference rooms to schedule them?

Conference rooms are available in the OWA directory. They will be labeled the same manner as they currently are.

How will people know to no longer use my Ascension email?

Each associate will be provided instructions on how to set up their out of office reply which will direct senders to use your new Aspirus email address to contact you. Out of office replies will last for 60 days. You will not have access to your Gmail account after 8/1 to retrieve messages. Messages will not be forwarded to your Aspirus email.

How many months of email will sync to my new Aspirus account?

The last six months (Feb 2021-Jul 2021) of historical e-mail will be copied.

What if I am missing e-mail?

Contact the Ascension Help Desk at 877-640-1416. There is the potential that email items larger in size may not have been included in migration.

What if I am missing meetings on my calendar?

Your meetings and calendar items will be copied to your Aspirus account once the email migration has been completed. It is anticipated this will take place within the first few days after close. Timing may vary by individual user, so it is recommended that you print your schedule for the first week in case your calendar items are not immediately available.

I am having issues with updating or making changes to meetings, what do I do?

Delete the meeting request and re-create it.

Will my recurring meetings transfer over?

Yes, however, you will need to update the email addresses of any invitees from their Ascension email addresses to their Aspirus email address.

Why don't names autofill into my email message when I add them to the "To" line of my email message?

Historical activity or features like this will start fresh with your new account. After emailing a person once, their name will autofill going forward.

Why does my delegate no longer have access to my calendar or email?

This will need to be reset. See the [OWA job aid](#) on setting up delegate access.

Will Google Meets work with my new account?

No, these meetings will need to be recreated in Outlook and will need to have a Webex link added to them.