

**Frequently Asked Questions for Clinical Learners**  
**Clinical Learner Email Initiative**

**1. Why are Clinical Learners receiving UHN email addresses?**

A UHN email is essential for enabling learning, patient care and to ensure learners receive timely notifications (such as pandemic related updates, vaccination scheduling, etc.) in a secure and efficient manner.

**2. When do Clinical Learners receive their UHN email address? How long will they have access to a UHN email account?**

A schedule will be followed to issue UHN email addresses to Clinical Learners currently at UHN:

<b>Clinical Learner Registered &amp; Approved in UMLearns</b>	<b>When Clinical Learner will receive UHN email</b>
By January 18, 2021	By February 8, 2021
Between January 19 and February 15, 2021	By February 22, 2021
Between February 16 and March 8, 2021	By March 31, 2021

- New Clinical Learners will be granted a UHN email starting March 9, 2021 upon their placement approval.
- These UHN email accounts will expire 7 days after the placement end date.

**3. If I plan to extend my placement, how can I extend access to my UHN email account?**

You will need to register your new placement in UMLearns in order to extend your email access for the duration of your new placement period.

**4. What is my new UHN email address, password and how do I access it?**

To obtain your UHN email address and password:

- Login to UMLearns
- Go to your Profile Page
- Go to the Network Login tab
- Go to the TID menu item
- You will see your UPN listed, this is your UHN email address.
- If this is your first time using your TID, click on 'Show Temporary TID Password' to see your password. If you have used your TID before, it is your current TID password.

To access your email:

- Go to Office 365 at <https://outlook.office365.com>
- Enter your UHN email
- Enter your TID password
- Follow the on-screen instructions. You may be required to set up multi-factor authentication.

For assistance, please contact Student Services/Medical Education at [medicaleducation@uhn.ca](mailto:medicaleducation@uhn.ca) or [StudentCentre@uhn.ca](mailto:StudentCentre@uhn.ca).

**5. Will I have access to any other UHN applications with my UHN email address?**

In addition to a UHN email address, you will have access to MS Teams, MS Office Web Apps including Word, OneDrive, Excel and PowerPoint and access to email on your phone ([Mobile Device Management \(MDM\)](#)). For support in installing/configuring MDM on your device or with the MS Office Web Apps, please contact the Help Desk at 416-340-4800 ext. 4357

**6. What happens if I already have a UHN email address? Will I be issued a new UHN email account?**

If you already have an existing UHN email address, your mailbox will be maintained and you should not receive another UHN email address.

If your existing email address is not associated with a UMLearns-issued TID (e.g., may begin with T5, etc.), your Program/Department will need to continue extending access manually, please contact your Program/Department Coordinator for further details.

**7. What happens if I receive a second UHN email address?**

Let your Program/Department Coordinator know – they have been asked to help identify anyone who has a second email so that this can be resolved.

**8. If I have more questions, who do I contact?**

Any questions can be directed to **Medical Education** at [medicaleducation@uhn.ca](mailto:medicaleducation@uhn.ca) or Student Services at [StudentCentre@uhn.ca](mailto:StudentCentre@uhn.ca).