

Information Technology FAQs

Accessing Your Email and Calendar

Q: How do I add BMC email to my phone?

A: Instructions will be coming soon on how to add BMC mail to your phone. In the meantime, you can always access your mail on your phone by launching a browser and navigating to mail.bmc.org and logging in.

Q: How do I access my BMC email from my desktop computer?

A: You will need to access your email through the web by visiting mail.bmc.org and logging in.

Q: Will my email automatically move from my Steward account to my BMC account?

A: No, your email will not migrate. Any important messages or email attachments should be saved to your BMC OneDrive. Instructions and help coming soon on how to migrate your files.

Q: Will I continue to have access to my Steward email?

A: Yes, you will continue to have access to your Steward mailbox until November 30, 2024. Your Steward mailbox will continue to receive email but you will be unable to respond or create new messages. You must use your BMC email to respond or to create new messages.

Q: Do I need to let people know that my email address was changed?

A: No, Steward IT will put a notification on your mailbox to notify senders that your email address has changed to your new BMC email.

Q: What if I forgot my BMC email address or password?

A: If you forgot your BMC email address or password, please call the BMC Service Desk at 617.414.4500

Q: Do I need to reschedule all of my calendar invites and meetings?

A: Yes, you will need to reschedule all meetings using your BMC calendar.

Accessing Microsoft Office and Teams

Q: How do I set up a Teams site?

A: More information will be coming soon to assist you in doing this.

Q: How do I access Microsoft Office (Word, Excel, PowerPoint, Teams) from my computer?

A: For now, you will need to access Microsoft Office tools through the web. Please [click here](#) for help.

File Access and Migration

Q: Will I have access to files stored on department shared drives?

A: Yes, you will continue to have access to your files until November 30, 2024. After that time, access will be turned off so it will be important to migrate your files to BMC Teams. More information will be coming soon to assist you in doing this.

Q: Will I have access to files stored in my Steward OneDrive or SharePoint?

A: Yes, you will continue to have access to your files until November 30, 2024. After that time, access will be turned off so it will be important to migrate your files to BMC OneDrive and Teams. Please [click here](#) for help moving your files. More information will be coming soon to assist you in doing this.

Access Meditech

Q: How do I log into Meditech?

A: Access to Meditech will not change. Continue using the same username and password that you are using today.

Transitioning to BMCHS Platforms

Q: How do I sign into my computer?

A: Continue using your Steward credentials to sign into your computer

Q: Will I still have access to the Steward Intranet?

A: Yes, you will continue to have access to the Steward Intranet and the links contained within it.

Q: What systems are being cutover to BMCHS on October 1, 2024?

A: Meditech is the only system requiring a cutover. All other applications will continue to operate as usual.

Note: Your access to Meditech will remain unchanged, and all historical information will still be accessible. If needed, you will have read-only access to the old Meditech environment.

Q: When will we use BMCHS Epic or other BMC systems?

A: The team is currently developing a full integration plan. Details of that plan will be made available in the future.

Contact Info

Q: Who do I contact if I cannot access Workday?

A: Our HR experts are here to help. Call us at 617.638.8511

Q: Who do I contact if I cannot access Kronos or if I need to enroll an employee in Kronos to punch in?

A: Our HR experts are here to help. Call us at 617.638.8511

Q: Who do I call for IT help?

A: Continue to call the Steward Help Desk at [833.696.HELP](tel:833.696.HELP) (4357) for all issues involving Meditech or any application you use.

If you cannot access your BMC email, Workday, Kronos, Teams then please contact the BMC Service Desk at 617-414-4500.