

FAQ: New Bioventus Email Address @bioventus.com

What is changing?

All employees will have a new **primary** email address. The part containing your name (known as the prefix) remains the same. The part containing our domain name (known as the suffix) is changing to @bioventus.com

What does that mean exactly?

When you send email, the recipient receives email from *your.name*@bioventus.com

Does my *your.name*@bioventusglobal.com email address still work?

Yes, your existing email address(es) will continue to work. You will receive email addressed to both addresses.

Will my Outlook email signature update on its own?

No, you must edit the signature in Outlook and Outlook for iOS and Android.

Will shared mailboxes have their primary email address changed?

No, not at this time. This prevents any confusion relative to existing email flow between Bioventus and its business partners. Shared mailboxes will however be able to receive email sent to the @bioventus.com address in addition to @bioventusglobal.com. These may change later after further analysis and coordination.

Will websites where I use my work email address as a username be affected by this change (those not published in Okta)?

No. Any website where you have used your bioventusglobal.com email address as your username will continue to use that email address. Any notifications sent from those sites/services will continue to be delivered to your mailbox as normal because your @bioventusglobal.com email address(es) will continue to work.

Do I sign in to Okta differently?

No, continue to sign in to Bioventus-branded Okta login pages using your BV ID and password.

What if I have questions not covered in this FAQ?

Send your question(s) to eMailChange@bioventus.com

What should I do if I experience an issue?

Contact the Bioventus IT Service Desk by phone at +1 (855) 284-8457 or by email at Bioventus.ServiceDesk@nwnit.com