

To better support the current state of COVID-19 priorities, Fraser Health has enabled direct email access via Bring Your Own Device (BYOD) mobile devices for all FHA Medical Staff without the need to enroll the device into Workspace ONE.

Why?

This temporary enablement EAS (Exchange ActiveSync) is to better facilitate email communication between Fraser Health and its Medical Staff using FHA email and BYOD mobile (iOS and Android) devices without the additional effort to enroll into Workspace ONE. This will be disabled once COVID emergency measures have been lifted.

When will it happen?

The email account provisioning has been completed, so users may, at their convenience, configure the email client of their choosing in accordance with the setup documentation.

What are the impacts of the change?

- Fraser Health Medical Staff will be able to access their Fraser Health email via their BYOD mobile devices, in addition to the existing access through Go.fraserhealth.ca and Owa.fraserhealth.ca.
- This temporary enablement will NOT require Workspace ONE enrollment as it enables ONLY FHA email access; clinical apps such as MEDITECH Mobile Rounding, Secure Messaging and access to clinical Wi-Fi 10000 STILL requires Workspace ONE enrollment
- Users should first clean up their email via Go.fraserhealth.ca or Owa.fraserhealth.ca first to ensure only the most recent / relevant emails are synchronized to their mobile device

For more information

Fraser Health Email and Text Messaging Policy:

http://fhpulse/computers_and_technology/privacy_and_confidentiality/policies_and_guidelines/Pages/EmailingandTextingPolicy.aspx

Contact: IMITPhysicianSupport@fraserhealth.ca

>>>> Configuration instructions follow on the next page <<<<<

A. Pre-Configuration Steps:

1. Ensure your **FHA Windows Account is active and the password is current**. If you have any issues with either your account or your password, please contact the Service Desk and press Option 1.
2. If you haven't accessed your FHA email recently, ensure you log in via the webmail portal – Owa.fraserhealth.ca – and perform any relevant cleanup of old emails. This will help ensure only the most recent and focused messages are synchronized to your mobile device once your device has been configured.

B. How to configure Fraser Health Exchange ActiveSync on your BYOD mobile device:

To configure your device for Exchange ActiveSync, most mobile email clients will be able to automatically configure using just your Fraser Health email address and Windows (Active Directory) password. If auto configuration does not work, then the Connection URL listed below may also be required:

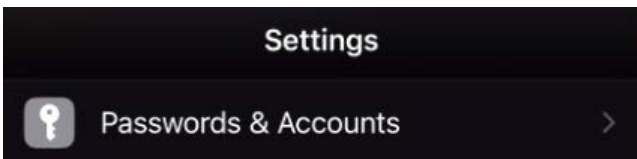
1. Connection URL: **Outlookanywhere.hssbc.ca**
2. Username: **SFHR\ + FHA Windows (Active Directory) Username**
3. Password: **FHA Windows (Active Directory) Password**

Due to the vast selection of email clients available for both iOS and Android, we suggest users to lookup the relevant documentation from the vendor – an example for iOS is shown below:


1. Tap on **Settings**



2. Scroll down the list and tap on **Passwords & Accounts**



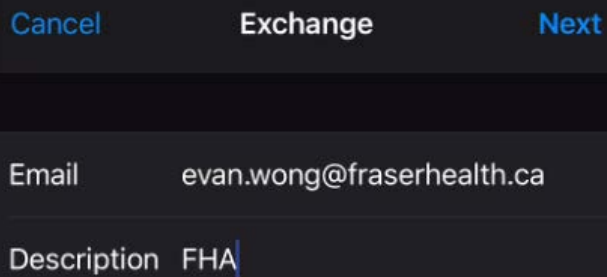
3. Tap on **Add Account**

 Add Account >

4. Tap on the **Microsoft Exchange** option

 Microsoft Exchange

5. Enter your Fraser Health email address and an easily-identified Description (eg. FHA)

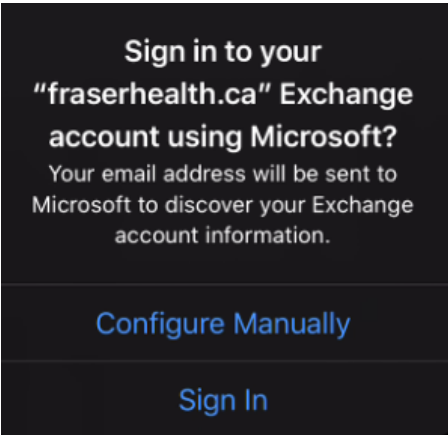


Cancel Exchange Next

Email evan.wong@fraserhealth.ca

Description FHA

6. On the dialog that pops up, tap on **Configure Manually** to proceed with autodiscovery.

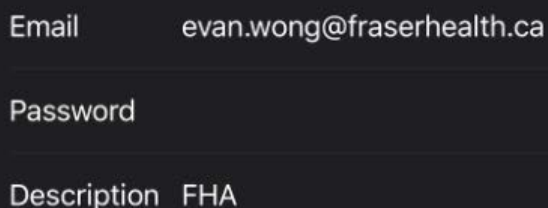


Sign in to your
"fraserhealth.ca" Exchange
account using Microsoft?
Your email address will be sent to
Microsoft to discover your Exchange
account information.

Configure Manually

Sign In

7. Enter your Windows (Active Directory) password in the **Password** field

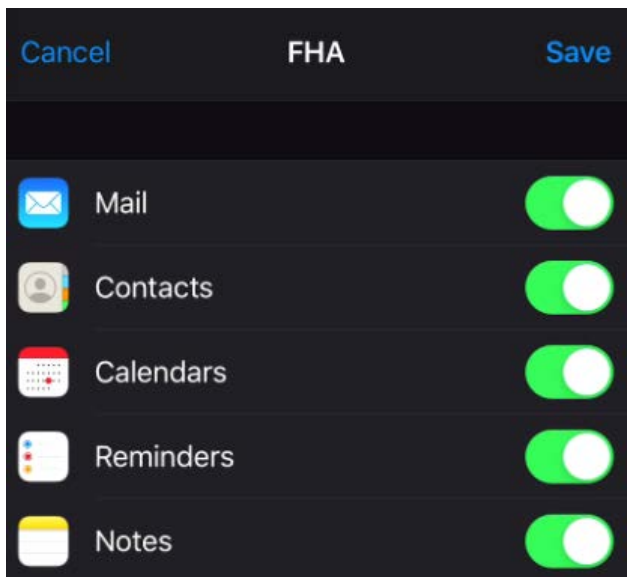


Email evan.wong@fraserhealth.ca

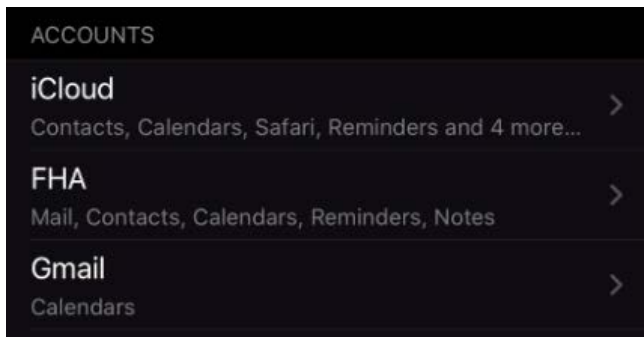
Password

Description FHA

8. You can accept all default sync items, or disable individual ones as desired, then tap **Save**



9. The FHA account is successfully added, and will appear in your list of accounts



10. Go to your Home Screen and launch the native iOS **Mail** app by tapping on the icon shown below, and ensure your FHA email is syncing successfully



C. Recommended Best Practices:

1. Ensure your mobile device is secured with a device passcode (6 digit numeric PIN as a minimum) and leverage biometrics where available to minimize the risk of unauthorized access to FHA email.
2. Mobile email clients allow configuring how much email and calendar history is synchronized dependent on individual needs, but be cautious of setting no limits for email relative the available device storage.