

Fraser Health Together

Decluttering/cleaning your Fraser Health email

We are taking steps to de-clutter your email box to ensure you only receive relevant messages by filtering them through the Medical Staff Hub.


If you need help with cleaning your current emails, contact Service Desk call Service Desk at 604-585-5544 or email Stephen Smith at FHinformaticsMedicalAffairs@fraserhealth.ca

Accessing your Fraser Health email

[Access your Fraser Health email remotely](#) without logging into the Fraser Health network.

If you require assistance, please contact the Service Desk at 604-585-5544 or email FHinformaticsmedicalaffairs@fraserhealth.ca

On-site:

You can access your Fraser Health email by clicking the 'Outlook' icon when you are logged in on-site , or using outlook.office.com. A similar method is coming soon for accessing your email off-site on your mobile device.

Off-site

Fraser Health Medical Staff can access Fraser Health emails via owa.fraserhealth.ca/ecp.

For authentication in place of the VPN, you must use the authenticator. Just a click of a button enables access on your laptop or mobile device. **See Instructions for setting up Authenticator below** on your personal devices. Or watch this [YouTube video](#).

Setting up the Authenticator

You will need to set up the authenticator to securely access your Fraser Health emails. You will only need to do this once. This can be set up both on your personal computer and your mobile device.

Step 1 - Download Authenticator on your **Mobile Device** by searching 'Microsoft Authenticator'  on the Google Play or Apple iOS store.

On **your computer**, go to <http://remotehelp.fraserhealth.ca> and click Microsoft Authenticator – Download app and setup/modify verification methods → Click Create or modify your Microsoft MFA Verification Methods and enter your Fraser Health email address. If you do not have a Fraser Health email address, enter your username, followed by '@fraserhealth.org' and hit 'Enter' → then, click 'Next', enter your password, and accept the Consent/Terms of Use.

Step 2 - On your **mobile device** open the authenticator app, allow the receipt of notifications, tap 'Add Account', tap 'Work or school account', and tap 'OK' to allow access to your Camera.

While, on **your computer**, click 'Next', then scan the QR code on the screen using your mobile device. Click 'Next' on your computer, and respond to the prompt on your mobile device by tapping **Approve**. Click 'Next' and click 'Done' on your computer screen. Your Authenticator is all set up!

****If you do not receive this prompt, refresh your Authenticator by 'pulling down' on the top of the screen.**

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