

To: All staff and physicians
From: Tim Calvert, Regional Director Information Technology / Information Security Officer
Date: Feb. 26, 2021
Re: **Accessing Your Horizon Email Account**

Horizon is making access and use of Horizon email easier and safer for ALL employees and physicians – even those that don't currently require email for daily work and / or don't have a corporate cell phone.

All employees, salaried physicians and fee-for-service physicians are now "licensed" with a Microsoft (MS) Office 365 account. That means all Horizon employees and physicians can access MS Outlook (Horizon email account) and MS Teams online (through Google Chrome or Microsoft Edge) and on personal devices.

Quick and easy way to access email:

If you want to use your own personal mobile device or computer and you are checking your Horizon email infrequently:

1. Go to <https://outlook.office.com> access your Horizonnb.ca mailbox.
2. Log on by entering your Horizon email address and password.

After Mar. 31, 2021, if you are accessing MS Outlook or MS Teams Online from outside of our GNB Networks and the Virtual Private Network (VPN), you will be prompted to approve the logon with the "MFA" Authenticator App on your mobile device.

Multifactor Authentication (MFA) is a simple app that is installed on your cell phone that validates that it is actually you logging into your Horizon account, by prompting you to approve. This approval is only required when logging on from outside of our GNB networks and not on the VPN.

If you have already enrolled in MFA, we thank you for helping us keep our systems secure. After March 31, 2021 you will not be able to access your Horizon account email online without being enrolled. Instructions for enrolling can be found [here](#).

Installing Outlook and Teams on your personal device

Enabling “Bring Your Own Device” (BYOD) on your personal device allows the installation of Outlook, MS Teams, and other office apps on your personal phone while keeping your Horizon Outlook and Teams account separate from your personal information.

This allows Service New Brunswick (SNB) to remotely wipe your Horizon information should your device be lost or stolen ensuring your Horizon information does not get into the wrong hands.

Here’s how:

1. Request access to “Bring Your Own Device” (BYOD) by sending an email to HorizonMobilityRequests@Horizonnb.ca.
2. You will receive an email with instructions for setting up your device.
3. Open the App Store on your personal device and download the MS Outlook App and the Multifactor Authenticator App.
4. Log on by entering your Horizon email address and password. (You may have multiple accounts set up in the one app, and you can easily switch between accounts.)
5. Contact the Service Desk if you have any questions or require help: service@snb.ca or 1-844-354-4357.

Note: Service Desk support is for MS Office 365 account only and cannot provide support for other personal device issues.

For more information about accessing MS Outlook and/or MS Teams online and/or on your personal device, please visit the Horizon Email and MS Teams Page on [Skyline](#).