




AHS Secure Email Upgrade

Alberta Health Services (AHS) is upgrading its email infrastructure for physicians, as part of an organization-wide migration. The upgrade offers better email security protections, both for AHS and end users. This change will impact how physicians access AHS secure email. The principal changes are:

- Microsoft Outlook will be the only client allowed for accessing AHS email accounts on personal mobile devices.
- AHS email will be managed in a secure enclave on the personal device, using Workspace ONE, which must be installed.
- AHS email will otherwise be accessible through an enhanced web interface, or on an AHS managed workstation.

AHS is introducing a Bring Your Own Device (BYOD) software solution for physicians. This solution supports security and privacy of health data. Accessing AHS email and calendar on personal devices will only be available through Microsoft Outlook on devices enrolled into the BYOD program. You will not be able to access AHS email through other software.

Available Now	Available Now	Available September 2020
Outlook Web Portal 	Outlook Mobile 	Outlook Desktop 
https://outlook.office.com Login using your AHS email and password.	For devices enrolled in BYOD. Download Outlook for iOS and Android devices.	For devices enrolled in BYOD. Use your own version of Outlook or download the AHS license.
Quick access to your email, calendar, and contacts on any computer with an Internet connection. Use Outlook on the web to securely access emails and calendar on a shared computer.	Provides basic email and calendar tools and push notifications on mobile devices. Other email accounts can be added.	Provides all the advanced features and capabilities of email, such as scheduling, task management, rich formatting, or mailbox rules.

Why would I want to enroll in the BYOD program?

For physicians seeking advanced mail management features, the latest version of Microsoft Outlook 365 can be installed on personal devices (e.g., laptop, desktop, smartphone, tablet) as long as security software is also installed. AHS uses VMWare's Workspace ONE security software and makes this available to all physicians seeking full email management on personal devices.

Workspace ONE creates a protected space where AHS applications (including business apps like email and clinical apps like Connect Care) can run while ensuring sensitive information is encrypted, secured and protected from loss. The software also simplifies connections to AHS internal networks, without need for a security fob.

More Information

- [Accessing AHS Email, Intranet & the Bring Your Own Device \(BYOD\) Program](#)
- For questions or concerns about the upcoming change, please contact the Messaging Upgrade team at: AHS.MessagingUpgrade@albertahealthservices.ca.
- For technical issues after the upgrade, please contact the IT Service Desk at 1-877-311-4300 or open a [support ticket](#).