



Microsoft Email and Application Access on Unmanaged Devices

Access to Microsoft 365 applications, including **Outlook on the web**, is no longer supported from personal computers or other unmanaged devices. This change supports Baptist Health's ongoing efforts to strengthen security and ensure Microsoft 365 access occurs only from approved, managed endpoints.

What This Means

- **Outlook on the web** is no longer available for accessing Baptist Health email from personal computers or unmanaged devices.
- Email and Microsoft 365 access must occur through secured, managed, or organization devices.
- This helps protect sensitive organizational and patient data, including protected health information.

How to Access Email Off-Network

If you need to access email while away from a Baptist Health facility, use an enrolled mobile device when permitted by leadership.

- **Existing access:** Use the Outlook Mobile App on your enrolled iOS or Android device for email, calendar, and contacts. If you had access previously, visit the [Mobile Device Setup](#) guide to confirm your device is enrolled in InTune.
- **New access request:** Request remote email access through your leadership using our Identity and Access Management System (Identity IQ). Once approved, allow 72 hours for processing, and follow the Mobile Device Setup guide to enroll your device in InTune.

Why This Change Is Needed

Limiting access to managed and enrolled devices reduces the risk of data exposure from unsecured personal computers and public workstations and supports compliance with HIPAA and Baptist Health security standards.

Need Help?

For assistance, contact the **IT Help Desk** at **800-315-3020** or submit a request.