1. **Purpose of Policy**

This policy and procedure (P&P) addresses remote access to Microsoft Office 365 (O365) email. The Department of Public Health (DPH) allows employees and affiliates to access Microsoft Office 365 (O365) email from locations outside of the DPH network. However, there are security issues with the storing of sensitive information on computers outside of the DPH network while using the Microsoft Outlook email client, which are addressed by the instructions provided in this P&P.

2. **Policy**

DPH staff members who wish to access their O365 email remotely may do so only by using Outlook Web Access (OWA). DPH O365 users are not allowed to use the Microsoft Outlook client or any other email client to access O365.

Failure to comply with this P&P and standard will subject the DPH staff offender to disciplinary action consistent with the severity of the incident, which may include, but not be limited to:

- Loss of access privileges to information resources.
- Termination of employment.
- Other actions as deemed appropriate by the joint determination of the Human Resources Division, the Information Technology Division, and the Information Security Office.

For contractors, consultants, and vendors, failure to comply with this policy may result in dismissal of consultants and/or contract cancellation. The decision will be based on a joint determination of the DPH unit that contracted the vendor or consultant, the Information Security Office, and DPH’s Chief Information Officer.
Separate controls are applied to mobile devices; therefore this policy does not apply to Smartphones and Tablets.

3. Definitions

- **Remote Access**: Access to DPH email from networks not operated and controlled by DPH. Accessing email from home, public WiFi, Hotspots, and coffee shops are all examples of remote access.

- **Email Client**: Any software program installed on a computer that allows users to send, receive, and read email messages.

- **Microsoft Outlook Client**: A software program developed by Microsoft that allows users to access O365 email.

- **OWA (Outlook Web Access)**: A Microsoft webmail service that allows users to access O365 email using a web browser from any computer connected to the Internet.

4. Procedures

DPH’s Information Security Office recommends the following browsers for use with the Microsoft O365 email program:

1. FireFox 2014 or later
2. Microsoft Internet Explorer 10, or later

If the DPH user does not normally use these browsers, this policy requires that they download one of these two browsers for use with the Microsoft O365 email program.

5. References/Attachments

HITECH Department of Health and Human Services 45 CFR Parts 160 and 164 Breach Notification for Unsecured Protected Health Information; Interim Final Rule (HITECH)

[Internal link]