

# Frontier Employee Email

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Flight Attendants are required to frequently monitor their Frontier email as it is the primary email used for all company business communications. This is the email Inflight Leadership will use to communicate important base information, request flight delay details, relay other notices, send meeting requests and other crucial information.

To ensure smooth operations, please follow these best practices when handling your inbox:

- **Organize with Folders and Filters:** Use folders and filters to categorize emails based on priority and subject matter. This will help you find important emails quickly.
- **Regular Cleanup:** Periodically delete unnecessary emails and/or archive important ones, to maintain a clutter-free inbox. Note: Once mailbox is at capacity, future emails will not be delivered.
- **Prioritize Important Messages:** Identify urgent emails and respond to them promptly. Use flags or labels to highlight messages requiring immediate attention.
- **Empty Deleted Items Folder:** Regularly right-click your "Deleted Items" folder and select "Empty Folder" to permanently remove trashed emails and free up mailbox space.

## Email Use Policy

The Frontier email usage policy as stated in the Employee Handbook is referenced below. Please adhere to the usage policies as agreed to when becoming a Frontier employee.

- Users are responsible for their e-mail activity and are encouraged to use e-mail in a judicious and ethical manner at all times.
- E-mail is to be used for business purposes, but may be used for personal necessities from time to time as long as the personal use does not violate any other portion of the Computer usage policies.
- Connections to the Internet for the use of e-mail are to be conducted through Frontier approved technologies and resources only.
- No insecure ports, protocols or services are to be used for e-mail activities.
- Users are not allowed to send or intentionally receive offensive material.
- Any activity that may potentially compromise the organization's network infrastructure, cause harm to other related systems or pose a significant financial, operational or business threat to the organization because of misuse of e-mail will not be tolerated.
- Users are prohibited, without prior written authorization, from sending work-related documents or messages to personal e-mail accounts (such as Gmail, Hotmail, and Yahoo accounts), or uploading such work-related documents, messages, or other electronically stored information onto a personally owned electronic storage device, Internet-based account, or Cloud-based account.
- Violation of these usage policies is grounds for being reprimanded, suspended or terminated.
- Keep in mind when you update your Myfrontier password you will need to update your password in outlook and the outlook application in order to receive or send e-mails.

## Mobile Device Policy

The Mobile Device Policy should be reviewed prior to accessing the Frontier email (Outlook) on a personal device.

[https://www.myfrontier.org/cvpn/http/www.myfrontier.org/it/it\\_policy/Mobile%20Device%20Policy%20v1.1.pdf](https://www.myfrontier.org/cvpn/http/www.myfrontier.org/it/it_policy/Mobile%20Device%20Policy%20v1.1.pdf)

## Device Setup and Email Access

To access the Frontier email on a personal device, you will need to first set up the Microsoft Authenticator

application. Click on the link below to access the procedures or refer to **FACT** article Microsoft Authenticator.

[https://www.myfrontier.org/cvpn/http/www.myfrontier.org/it/manual\\_info/Microsoft\\_MFA\\_Help\\_Guide.pdf](https://www.myfrontier.org/cvpn/http/www.myfrontier.org/it/manual_info/Microsoft_MFA_Help_Guide.pdf)

To sign into Outlook on the web using your Frontier account in Microsoft 365:

1. Go to the [Microsoft 365 sign-in page](#) or to [Outlook.com](#).
2. Enter your Frontier email address and Frontier Active Directory (AD) password for your account. This is same password used to access crewroom computers, Schoox, and DocuNet.
3. Select **Sign in**.

To update or change your password, go to [myaccount.microsoft.com](https://myaccount.microsoft.com) and select **Change Password**.

To reach the help desk for any issues related to installation, please call 720-374-4400.