Frontier Employee Email

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The Frontier company email address will replace the current email address on file in UltiPro/UKG as the Primary contact email. **All communications will go to your new @flyfrontier.com email address including all DocuNet and Schoox reminder emails.** If you prefer to use a personal email address as the Primary email on file, please access UltiPro/UKG to update the email address.Refer to **FACT** article *UltiPro: Updating Personal Information* for procedures.

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.

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

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 and select **Change Password.**

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