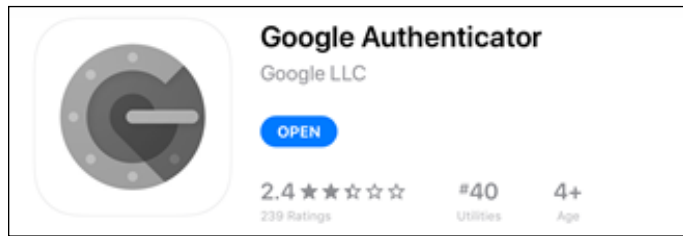


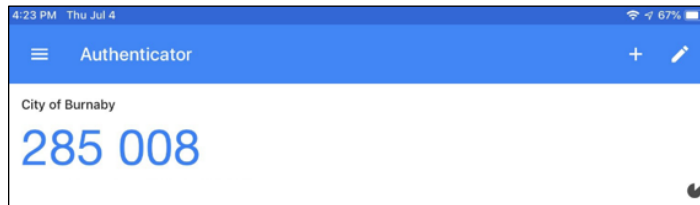
# Accessing City Webmail and the connectBurnaby Portal Remotely using your Token PIN and Passcode

Use this procedure to access City webmail or the connectBurnaby Portal remotely using your token PIN and passcode. Due to enhanced security requirements, each time you access City webmail or the connectBurnaby Portal from outside the City network, you are required to log in using your City network username and password, as well as a four-digit token PIN, followed by a six-digit passcode generated on your mobile device.

## Generating a Google Authenticator Passcode



1. On your mobile device, open the **Google Authenticator** app.



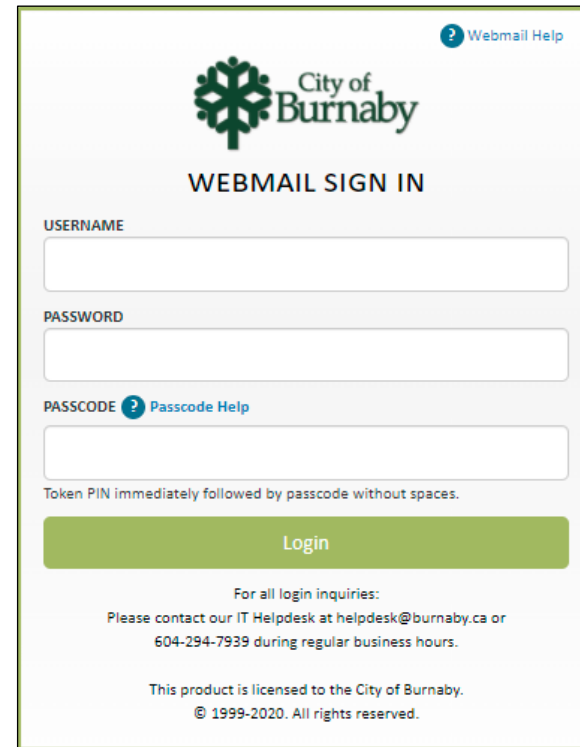
The passcode generated in Google Authenticator is required to sign in to access City webmail and the connectBurnaby Portal.

2. Complete one of the following:

If you want to access	Then go to
City webmail	<a href="#">Accessing City Webmail</a>
connectBurnaby Portal	<a href="#">Accessing the connectBurnaby Portal</a>

## Accessing City Webmail


1. In a web browser, navigate to <https://webmail.burnaby.ca>.



2. On the **WEBMAIL SIGN IN** screen, complete the following fields:

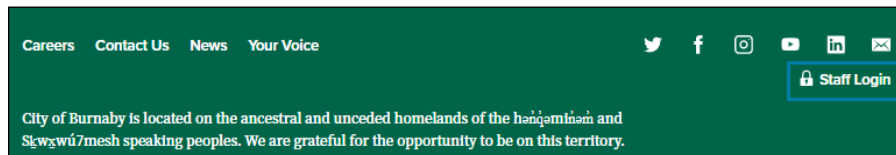
Field Name	Enter
USERNAME	Your City network user name
PASSWORD	Your City network password
PASSCODE	Your four-digit token PIN immediately followed by the six-digit passcode generated in Google Authenticator without any spaces

3. Click .

 If prompted, do not save your password.

## Accessing the connectBurnaby Portal

1. Navigate to [www.burnaby.ca](http://www.burnaby.ca).



2. At the bottom of the screen, click





3. On the **Login** screen, complete the following fields:

Field Name	Enter
Username	Your City network user name
Password	Your City network password
Passcode (PIN + Tokencode)	Your four digit token PIN immediately followed by the six-digit passcode generated in Google Authenticator without any spaces

4. Click



 If prompted, do not save your password.

 If you require assistance, contact IT Helpdesk at 604-294-7939 or [it.helpdesk@burnaby.ca](mailto:it.helpdesk@burnaby.ca).