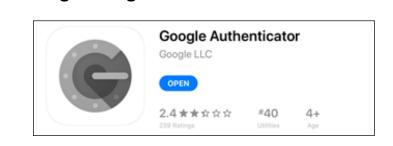
connectBurnaby

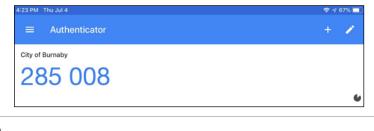
Accessing City Webmail and the connectBurnaby Portal Remotely using your Token PIN and Passcode

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	Accessing City Webmail	
connectBurnaby Portal	Accessing the connectBurnaby Portal	

Accessing City Webmail

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

	(2) Webm
	Burnaby
	WEBMAIL SIGN IN
USERNAME	
PASSWORD	
PASSCODE ?	Passcode Help
Token PIN imm	ediately followed by passcode without spaces.
	Login
Plane	For all login inquiries:
Please	e contact our IT Helpdesk at helpdesk@burnaby.ca or 604-294-7939 during regular business hours.
	This product is licensed to the City of Burnaby.

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



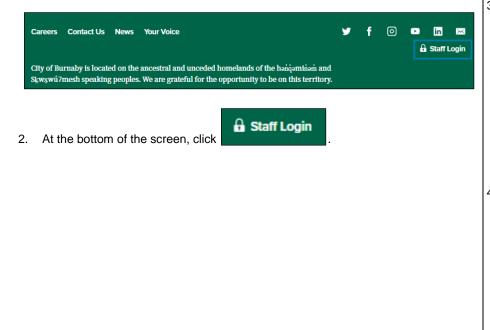
Field Name	Enter
USERNAME	Your City network user name
PASSWORD	Your City network password
PASSCODE	Your four-digit token PIN immediately followed by the six-digit passcode generated in Google Authenticator without any spaces

3. Click Login

If prompted, do not save your password.

Accessing the connectBurnaby Portal

1. Navigate to <u>www.burnaby.ca</u>.



R Burnaby		Staff Login
Login		
The Staff Portal is currently available to City employees for select functions. If you are interested in employment opportunities, visit the City's Careers page.	Login Help	
Username	How to Log Out	
	Error Messages	
Password		
Passcode (PIN + Tokencode) () Passcode Help		
Log In		

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 Log In

If prompted, do not save your password.

If you require assistance, contact IT Helpdesk at 604-294-7939 or <u>it.helpdesk@burnaby.ca</u>.