

# EMAIL Guidelines & Procedures

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## 1. General Overview

**The following is a summary of Email Guidelines at the College of New Caledonia**

- Account holders should be aware that all email messages and email data may be subject to freedom of information requests in accordance with the Freedom of Information and Protection of Privacy Act
- The account and the contents of the account are governed by College of New Caledonia copyright and intellectual property policies.
- All account holders must adhere to the Computing Code of Conduct.
- The use of the College email account will indicate acceptance of this policy.

## 2. User name and Password

Each account holder will be assigned a unique user name and a password.

## 3. Role based or Departmental accounts

ITS will create a department email address for department or any officially recognized College organization. A position must be designated to monitor the account.

## 4. Accounts for Employees

### 4.1 Account Creation:

Human Resources creates new accounts on Colleague for new hires, then ITS creates the new email account. All user names are tracked on Colleague to prevent duplication. .

## 4.2 Account Deletion:

When an employee leaves the College the email account will revert to the College and be disabled after 2 years. The account holder is responsible for clearing the account of personal correspondence before leaving. The account holder's manager may be given full access to the account and is responsible for notifying ITS when to delete the account. Deactivation of email access is 2 years from the last day of employment.

## 5. 4.3 Accounts for Faculty

### 4.1 Account Creation:

Human Resources creates new accounts on Colleague for new hires, then ITS creates the new email account. All user names are tracked on Colleague to prevent duplication. .

### 4.2 Account Deletion:

When a Faculty member leaves the College the email account will be active for 2 years and after that revert to the College and be disabled. The account holder is expected to clear the account of personal correspondence before leaving. The account holder's manager may be given access to the account and is responsible for notifying ITS when to delete the account.

## 6. Creation, expiry and deletion of accounts for Students

When a student is enrolled to the College of New Caledonia the Admissions process creates an email account for the applicant.

When a student is not enrolled for a period of 2 years the email account is disabled.

## 7. Supported Email clients

The Computer Help desk provides support to users of the following email:

- Web-based College of New Caledonia email - OWA
- MS Outlook 2010/2013
- Other mail clients such as mobile devices can be used if they support IMAP/ActiveSync but support would be limited to providing basic information to configure the service.

## 8. Abuse of accounts

The Computing Code of Conduct, College policies and current legal standards apply to all accounts. Under authorization from the appropriate College authority, ITS staff can disable an account in order to investigate complaints.

## 9. Renaming of accounts for personal name changes

Employee account holders who have legal name changes can request that the Department of Human Resources initiate a new username. Students may contact office of the Registrar.

## 10. Public listing of Email addresses

Department of Human Resources maintains a public listing of employee accounts on the College Web Site for Contact information

## 11. Email Forwarding

**Student mail forwarding:** If students decide to forward their College email to another address, they do so at their own risk. The College will not investigate or be responsible for messages not successfully forwarded or transferred to a non-College account

**Employee or Contractor mail forwarding Not Permitted:** As College emails are records of CNC, discovery and archiving would not be available to CNC when needed and therefore it is not permitted to forward email to non-CNC email addresses

## 12. Grand-Parented Alumni & Employees

Former employees and alumni as of April 1, 2016, who were making use of College email, may continue to use the College email system. If these accounts are inactive for 1 year or longer ITS will disable and delete the accounts. Account holders are required to login to the email account in order to remain an active status and guarantee continuous use.