



Standard Administrative Policy and Procedure

Subject: Email Services and Accounts – Policies, Procedures, and Appropriate Use

Number:

I. 1 PURPOSE

2
3 To establish the policies, procedures and appropriate use for University email services and email
4 accounts.

II.5 GENERAL INFORMATION

6
7 Information Technology provides electronic mail (email) services and accounts to the University
8 community. Use of the University’s email services is a privilege accorded at the discretion of the
9 University and may be wholly or partially restricted by the University without prior notice and
10 without consent of the user. Use of the University’s email service is subject to policy and legal
11 restrictions, including UW Regulation 8-1, *Proper Use of Computing and Data Communications*
12 *Operated by Division of Information Technology*, which includes information about University
13 email such as Incidental Personal Use, and Privacy.

14
15 The University utilizes Microsoft’s Office 365 email cloud service for email services and is subject
16 to Microsoft’s email constraints and operations.

III ACCOUNT ELIGIBILITY AND CREATION

18 A. Faculty, Staff and Students

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20 Email accounts are automatically created for all University faculty, staff and students.
21 UWIT offers professional email names (aliases) free of charge to UW employees and
22 graduate students. Professional email names allow users to have email addresses more
23 reflective of their preferred name. For example, John Doe (whose username is jdoe127),
24 and whose preferred name is Johnny, can choose either John.Doe@uwyo.edu or
25 Johnny.Doe@uwyo.edu as their professional email name.

26 B. Departmental

27 Departmental special accounts are encouraged in lieu of using employee or employed
28 student accounts for general departmental needs, [Departmental UW Account](#). For
29 example, the UWIT Help Desk uses userhelp@uwyo.edu for its email correspondence and
30 service requests. This allows for multiple help desk staff to receive requests and
31 communicate with customers through one account. Departmental UW Accounts do not
32 change when employees change and can be posted on websites and marketing materials.

33 **C. Special Academic Accounts ~~for Non-Employees~~**

34 Academic Affairs may approve accounts for the following appointments: Adjunct,
35 Academic Affairs Special, Researcher, Visiting Faculty, Lecturer, and Off Campus
36 Program. Approved accounts are free to the department. Contact the appropriate college's
37 Dean's Office for more information.

38 **D. Other Special Accounts**

39 Other special accounts may be approved for specific purposes, [Other Special Accounts](#).

40 **EMAIL OWNERSHIP, PRIVACY AND SECURITY**

41
42 **A.** Email created or distributed by the University and the contents of all storage media owned
43 or stored on University computing and related technology resources are the sole property
44 of the University. Examples where email may be monitored and inspected without the
45 user's consent is outlined in UW Regulation 8-1. Such access will be on an as-needed
46 basis and ~~only~~ disclosed only to those individuals with a need to know, as determined in
47 consultation with the Office of General Counsel, or as required by law.

48
49 **B.** The University's Office of Information Technology may also require access to an email
50 account to continue University business or in the case of an emergency, e.g., death,
51 disability, illness or separation from the university. An Out-of-Office message may be
52 placed on an account by Information Technology and email may be redirected.

53
54 **C.** Email users should understand that while the University will make reasonable efforts to
55 keep email messages sent through University email systems and service secure, the
56 confidentiality of email cannot be assured. Email users therefore should use caution in
57 using email to transmit confidential or sensitive information.

58
59 **D.** University employees must comply with University requests for copies of and/or access to
60 email records in their possession when the disclosure is required to comply with applicable
61 laws, such as the Wyoming Public Records Act, or is in response to court orders, lawfully
62 issued subpoenas or incident to the University's obligations to make certain information
63 available during the legal process of discovery that precedes a criminal or civil trial or
64 administrative hearing.

65
66 **E.** The University recognizes and adheres to all applicable state and Federal privacy laws,
67 including but not limited to the Family Educational Rights and Privacy Act (FERPA) and
68 the Health Insurance Portability and Accountability Act (HIPAA).

69
70 **F.** The Office of Information Technology provides various protections to secure the
71 University's email system and storage media against viruses and security breaches.
72 However, it is impossible to assure protection from all ~~fraudulent~~ and virus infected
73 messages. University employees and students should use proper care to prevent the spread
74 of viruses and be cautious of email links and attachments. Users should never supply their
75 user ID or password when requested by an email. When a user is unsure of the nature of

76 the message and or suspects a phishing email they should immediately send the email -to
77 the IT HelpDesk.

78 **APPROPRIATE AND INAPPROPRIATE USES OF UNIVERSITY EMAIL**

- 79
- 80 **A.** The appropriate uses of University email is governed by the UW Regulation 8-1, *Proper*
81 *Use of Computing and Data Communications Operated by Division of Information*
82 *Technology* and subject to applicable State and Federal laws. The University’s email
83 system is to be used for University related activities consistent with the University’s
84 mission and learning environment.
85
- 86 **B.** Examples of inappropriate use of University email include, but are not limited to, the
87 following:
88
- 89 **1.** Violation of laws or University Regulations, such as sexual harassment, stalking,
90 bullying or threats;
91
 - 92 **2.** Personal use that interferes with a University employee’s responsibilities or job
93 performance;
94
 - 95 **3.** Use for commercial purposes;
96
 - 97 **4.** Political activities, such as campaigning for candidates or ballot measures;
98
 - 99 **5.** Infringing on another person’s copyright, trade or service mark, patent, or other
100 property right;
101
 - 102 **6.** Generating or facilitating unsolicited bulk email;
103
 - 104 **7.** Using or attempting to use the accounts of others without permission or
105 misrepresenting the identity of the sender of an email.

106 **EMAIL DELETION AND RETENTION**

- 107
- 108 **A.** When an email is deleted by the user it is moved **to** the Deleted folder. It will stay in that
109 folder 1) for 30 days, 2) until the folder is emptied or 3) the user deletes it from there. In
110 each of those cases, the deleted email is then moved to a Recoverable Items folder, where
111 the deleted email can be recovered for up to an additional 30 days. After 30 days in the
112 Recoverable Items folder the email is permanently deleted and can no longer be recovered.
113
- 114 **B.** Exceptions to where emails may be retained longer by the University include, but are not
115 limited to:
116
- 117 **1.** Instances where there is a legal hold placed on records in consultation with the Office
118 of General Counsel due to pending or threatened litigation or other legal matters, such
119 as subpoenas or warrants;

- 120 2. When the user is the subject of a pending University investigation as described in
121 University Regulation 8-1.
122
- 123 C. Information Technology may reject, quarantine or delete emails that are potentially
124 harmful to the user or the University, e.g., emails that appear to be phishing emails, emails
125 containing malware or emails otherwise potentially harmful.

~~126~~ 126. EMAIL ACCOUNT TERMINATION OR SUSPENSION

- 127
- 128 A. **Employees**
129
- 130 1. Employee email services to an employee are provided only while a user is employed
131 by the University. Employee email accounts are terminated when the employee leaves
132 University employment.
133
- 134 2. University departments or units may request a temporary extension of a terminated
135 employee's account if the business needs of the University warrant the extension.
136 Requests, explaining the business need, may be made to [Information Technology](#).
137
- 138 B. **Students**
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- 140 1. Graduating students' email accounts will remain active for one year past the student's
141 graduation date.
142
- 143 2. Students dismissed from the University will have the email account terminated upon
144 notice from the Dean of Students' Office.
145
- 146 C. **Retirees**
147
- 148 Board Retirees are entitled to [a-retain their](#) University email account provided the retiree
149 abides by University's policies regarding email use.
150
- 151 D. **General Guidelines for Email Account Termination or Suspension**
152
- 153 1. The University reserves the right to immediately suspend or terminate email account
154 access to any University user for any reason, including, but not limited to, security
155 issues or when an account is compromised by someone else. [In most cases, the user](#)
156 [will be promptly informed of the suspension or termination and of the reason for it.](#)
157
- 158 2. Email in a terminated account is permanently deleted, and unrecoverable after 30 days,
159 unless a hold is on the account or other arrangements have been made through
160 Information Technology.
161
- 162 3. Exceptions to email account termination may be made when in the University's best
163 interests, including those circumstances listed in UW Regulation 8-1 and section IV
164 this Policy.

III. EMAIL SIGNATURES

166 Email is an essential component of University communication. ~~Uniform email signatures are~~
167 ~~important to conveying a consistent message.~~ Messages sent from University email accounts
168 represent the University as well as the department or academic program of the sender(s). ~~In order~~
169 ~~to establish uniformity, the University utilizes a standardized process to create email signatures for~~
170 ~~use by all UW faculty and staff. This ensures that all email on behalf of the University of Wyoming~~
171 ~~meets professional standards and represents the quality of the institution.~~

172 **A. Email Signature Generator**

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174 University faculty, ~~and staff, and students~~ are encouraged to use ~~may only~~ University
175 approved email signatures for University business emails. Faculty and Staff may use the
176 University Email signature generator at the following link to create a University
177 approved professional signature: www.uwyo.edu/infotech/emailsig. The type of signature
178 and contact information will vary according to need. The generator is meant to assist not
179 to restrict and confine. Any one of the logos may be used, or the writer may prefer to use
180 none at all.

181 ~~B. Personal Taglines or Quotes~~

182
183 ~~Quotes, epigrams and taglines that are not among those included in the email signature~~
184 ~~generator are not permitted for professional and University business communications.~~
185 ~~While these may reflect your personal views, they may not reflect the official position of~~
186 ~~the University and may be misinterpreted by recipients as being “official” University~~
187 ~~communication.~~

188 **E.B. Email Disclaimers**

189 Some departments may wish to include disclaimers as part of their email signature,
190 depending on the nature of their University business. Some examples would include
191 disclaimers involving confidentiality of information or copyright issues. Those
192 departments should work directly with the Office of General Counsel to create and/or
193 approve a specific disclaimer for use by their University employees.

194 **SANCTIONS**

195
196 Failure of a University user to comply with the provisions of this Standard Administrative Policy
197 and Procedure may result in disciplinary action, ~~up to and including mandatory retraining, and/or~~
198 ~~potential termination~~ up to and including termination.

- Responsible Division/Unit: Information Technology**
- Source:**
- Links:**
- Associated Regulations, Policies, and Forms:**
- Approved:**