Standard Administrative Policy and Procedure

Subject: Email Services and Accounts – Policies, Procedures, and Appropriate Use
Number: UW SAP 8-1.1

I. PURPOSE

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

II. GENERAL INFORMATION

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

The University utilizes Microsoft's Office 365 email cloud service for email services and is subject to Microsoft's email constraints and operations.

III. ACCOUNT ELIGIBILITY AND CREATION

A. Faculty, Staff and Students

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

B. Departmental

Departmental special accounts are encouraged in lieu of using employee or employed student accounts for general departmental needs, Departmental UW Account. For example, the UWIT Help Desk uses userhelp@uwyo.edu for its

email correspondence and service requests. This allows for multiple help desk staff to receive requests and communicate with customers through one account. Departmental UW Accounts do not change when employees change and can be posted on websites and marketing materials.

C. Special Academic Accounts

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

D. Other Special Accounts

Other special accounts may be approved for specific purposes, Other Special Accounts.

IV. EMAIL OWNERSHIP, PRIVACY AND SECURITY

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

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

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

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

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

F. The Office of Information Technology provides various protections to secure the University's email system and storage media against viruses and security breaches. However, it is impossible to assure protection from all fraudulent and virus infected messages. University employees and students should use proper care to prevent the spread of viruses and be cautious of email links and attachments. Users should never supply their user ID or password when requested by an email. When a user is unsure of the nature of the message and or suspects a phishing email they should immediately send the email to the IT HelpDesk.

V. APPROPRIATE AND INAPPROPRIATE USES OF UNIVERSITY EMAIL

A. The appropriate uses of University email is governed by the UW Regulation 8-1, *Proper Use of Computing and Data Communications Operated by Division of Information Technology* and subject to applicable State and Federal laws. The University's email system is to be used for University related activities consistent with the University's mission and learning environment.

B. Examples of inappropriate use of University email include, but are not limited to, the following:

1. Violation of laws or University Regulations, such as sexual harassment, stalking, bullying or threats;

2. Personal use that interferes with a University employee's responsibilities or job performance;

3. Use for commercial purposes;

4. Political activities, such as campaigning for candidates or ballot measures;

5. Infringing on another person's copyright, trade or service mark, patent, or other property right;

6. Generating or facilitating unsolicited bulk email;

7. Using or attempting to use the accounts of others without permission or misrepresenting the identity of the sender of an email.

VI. EMAIL DELETION AND RETENTION

A. When an email is deleted by the user it is moved to the Deleted folder. It will stay in that folder 1) for 30 days, 2) until the folder is emptied or 3) the user deletes it from there. In each of those cases, the deleted email is then moved to a Recoverable

Items folder, where the deleted email can be recovered for up to an additional 30 days. After 30 days in the Recoverable Items folder the email is permanently deleted and can no longer be recovered.

B. Exceptions to where emails may be retained longer by the University include, but are not limited to:

1. Instances where there is a legal hold placed on records in consultation with the Office of General Counsel due to pending or threatened litigation or other legal matters, such as subpoenas or warrants;

2. When the user is the subject of a pending University investigation as described in University Regulation 8-1.

C. Information Technology may reject, quarantine or delete emails that are potentially harmful to the user or the University, e.g., emails that appear to be phishing emails, emails containing malware or emails otherwise potentially harmful.

VII. EMAIL ACCOUNT TERMINATION OR SUSPENSION

A. Employees

1. Employee email services to an employee are provided only while a user is employed by the University. Employee email accounts are terminated when the employee leaves University employment.

2. University departments or units may request a temporary extension of a terminated employee's account if the business needs of the University warrant the extension. Requests, explaining the business need, may be made to Information Technology.

B. Students

1. Graduating students' email accounts will remain active for one year past the student's graduation date.

2. Students dismissed from the University will have the email account terminated upon notice from the Dean of Students' Office.

C. Retirees

Board Retirees are entitled to retain their University email account provided the retiree abides by University's policies regarding email use.

D. General Guidelines for Email Account Termination or Suspension

1. The University reserves the right to immediately suspend or terminate email account access to any University user for any reason, including, but not limited to, security issues or when an account is compromised by someone else. In most cases, the user will be promptly informed of the suspension or termination and of the reason for it.

2. Email in a terminated account is permanently deleted, and unrecoverable after 30 days, unless a hold is on the account or other arrangements have been made through Information Technology.

3. Exceptions to email account termination may be made when in the University's best interests, including those circumstances listed in UW Regulation 8-1 and section IV of this Policy.

VIII. EMAIL SIGNATURES

Email is an essential component of University communication. Messages sent from University email accounts represent the University as well as the department or academic program of the sender(s).

A. Email Signature Generator

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

B. Personal Taglines or Quotes

Quotes, epigrams and taglines are not permitted for professional and University business communications.

C. Email Disclaimers

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

IX. SANCTIONS

Failure of a University user to comply with the provisions of this Standard Administrative Policy and Procedure may result in disciplinary action, up to and including termination.

Responsible Division/Unit: Information Technology
Source: None
Links: http://www.uwyo.edu/regs-policies
Associated Regulations, Policies, and Forms: UW Regulation 8-1 Proper Use of Computing and Data Communications Facilities Operated by Division of Information Technology
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