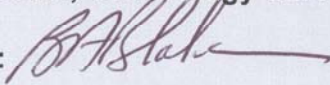


Lakehead University Email

Technology Services Centre Standard Operating Procedure

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Note: This SOP replaces Lakehead University original Email Policy

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1.0 GENERAL STATEMENT

The University assigned email account shall be an official means of communication with all students, faculty, and staff. Email accounts are available for Faculty, staff, students and alumni. Users are responsible for all information sent to them via their University assigned email account. Users who choose to forward mail from their University email accounts are responsible for ensuring that all information, including attachments, is transmitted in its entirety to the preferred account.

- The account and the contents of the account are governed by Lakehead University copyright and [intellectual property policy](#).
- All account holders must adhere to the Lakehead University Acceptable Use Procedure. The use of the University email account will indicate acceptance of this procedure.
- Lakehead University offers this service on an as-is basis. Technology Services Centre does not offer any implicit or explicit guarantees of service.

2.0 USERNAME AND PASSWORD

Your initial/default User ID and Password are the provided to you upon admission/employment to Lakehead University. It is the account holder's responsibility to reset the password to a more secure alphanumeric combination. See the TSC Password Maintenance Standard Operating Procedure for suggestions on how to maintain a secure password.

3.0 ROLE BASED OR DEPARTMENTAL ACCOUNTS

TSC strongly discourages use of an individual's email account to receive messages addressed to the department or organization. TSC will create a group email address, and if necessary a host account, for any academic or administrative department or any officially recognized organization that designates a person who will take responsibility for all use of the address. Organizations must be sponsored by a Lakehead University faculty or staff employee. However, in rare instances, a student organization may be granted permission by the Student Government Association to have someone other than a Lakehead University faculty or staff employee as the sponsor or responsible person. To apply for a Role Based email account see Special E-Mail or User Account Request

4.0 GENERAL ACCOUNT CREATION

Human Resources is responsible to create new accounts on Datatel for new hire, which generates the new email account. All usernames are tracked on Datatel to prevent duplication. The alias `firstname.lastname@lakeheadu.ca` will point to the real address `username@lakeheadu.ca`.

5.0 ACCOUNTS FOR FACULTY

5.1 ACCOUNT DELETION:

When a faculty member leaves Lakehead University by resignation or termination, the email account will revert to the University. The account holder is expected to clear the account of personal correspondence before leaving. It is the responsibility of the account holder's supervisor to notify HR when to delete the account.

5.2 RETIRED FACULTY

When retirement occurs, the email account can be kept by the account holder. Professors Emeriti are allowed the same privileges as regular staff in terms of access. It is recommended that they use the title Professor Emeritus in their signature to indicate their status.

6.0 ACCOUNTS FOR STAFF

6.1 ACCOUNT DELETION:

When a staff person leaves Lakehead University by retirement, resignation or termination, the email account will revert to the University. The account holder is expected to clear the account of personal correspondence before leaving. The account holder's supervisor will be given access to the account and is responsible for notifying HR when to delete the account.

6.2 PART-TIME, CONTRACT EMPLOYEES, CONTRACT LECTURERS:

Upon notification from Human Resources that employment is terminated HR will disable the account. If this person is hired again the same account name will be available as Datatel retains all employee information.

7.0 CREATION, EXPIRY AND DELETION OF ACCOUNTS FOR STUDENTS

When an individual applies to Lakehead University the Human Resources Admissions process creates an email account for the applicant. If the applicant does not enter a program or apply for another program then after two years the account will be deleted.

If a student's program is made "inactive" by the Registrar's Office and the student is not an alumni or an employee the account will be deleted.

8.0 ALUMNI ACCOUNTS

Graduating students will retain their email account as Alumni. A Lakehead University email address (username@lakeheadu.ca), not accessed for two years will be deleted, including contents (the contents are not recoverable). If after this occurs, should an Alumni wish to reactivate their Lakehead University email account, they should contact Alumni Relations. The reactivated email account will be the same as they had previously (username@lakeheadu.ca), less any historical content that had been deleted.

Alumni, who may not have been issued a Lakehead University email account, may also request one through Alumni Relations.

9.0 SUPPORTED EMAIL CLIENTS

The TSC Helpdesk provides support to users of email system for different clients. The variations are:

- Web-based Lakehead University email
- Outlook
- Other mail clients can be used if they support IMAP but support would be limited to providing basic information to configure the service.

For assistance contact the Helpdesk or check the FAQ (frequently asked questions) posted on the Helpdesk website at <http://helpdesk.lakeheadu.ca>.

10.0 CREATION, EXPIRY OF ACCOUNTS FOR BOARD OF GOVERNORS AND SPECIAL SITUATIONS

Accounts will be created as required for members of the Board of Governors of Lakehead University and other special circumstances.

For these accounts, a signature file is required to detail their association with Lakehead University. Accounts will be deleted when the association with Lakehead University ends.

11.0 PRIVACY PROVISIONS

The Lakehead University will make reasonable efforts to maintain the integrity and effective operation of its electronic mail systems, but users are advised that those systems should not be regarded as a secure medium for the communication of sensitive or confidential information. Because of the nature and technology of electronic communication, the University can assure neither the privacy of an individual user's use of the University's electronic mail resources nor the confidentiality of particular messages that may be created, transmitted, received, or stored thereby.

12.0 UNIVERSITY ACCESS AND DISCLOSURE

The University encourages the use of electronic mail and respects the privacy of users. It does not routinely inspect, monitor, or disclose electronic mail without the holder's consent. It is understood that it may be necessary for the University to access electronic mail holder's accounts to maintain and improve the functioning of the electronic mail system. However, the University seeks to ensure that the contents of accounts that are accessed for such purposes will not be opened during this process.

Normally, an electronic mail holder's consent shall be sought by the University prior to any inspection, monitoring, or disclosure of University electronic mail records in the holder's possession. The University shall only permit the inspection, monitoring, or disclosure of electronic mail without the consent of the holder of such electronic mail (a) when required by and consistent with law (b) when there is a substantiated reason to believe that violations of law or of University policies have taken place (c) under time-dependent, critical operational circumstances where there is a high probability that failure to act could result in significant bodily harm, significant property loss or damage, significant liability to the University or members of the University community, significant risk of hampering the ability of the University to meet its teaching obligations (d) when an employee or former employee is unavailable for a significant period of time and is in possession of information that is required for the University to meet its administrative obligations. The inspection, monitoring or disclosure of student emails will only be permitted under clauses (a & b).

When the contents of electronic mail must be inspected, monitored, or disclosed without the holder's consent, the following shall apply:

AUTHORIZATION. Except in emergency circumstances (i.e. time-dependent, critical operational circumstances where there is a high probability that failure to act could result in significant bodily harm, significant property loss or damage, or significant liability to the University or members of the University community), such actions must be authorized in advance and in writing by the Vice President (Administration and Finance) on the form shown in Appendix A. This authority may only be re-delegated to the President. Authorization shall be limited to the least perusal of contents and the least action necessary to resolve the situation. In emergency circumstances, the least perusal and of contents and the least action necessary to resolve the emergency may be taken immediately without authorization, but appropriate authorization must then be sought without delay. If the action is not subsequently authorized, the responsible authority shall seek to have the situation restored as closely as possible to that which existed before action was taken.

NOTIFICATION AND RECOURSE. The responsible authority shall, at the earliest possible opportunity that is lawful, notify the affected individual of the action(s) taken, the reasons for the action(s) taken, and the mechanisms available for recourse if the individual affected believes that actions taken were in violation of this procedure.

13.0 ABUSE OF ACCOUNTS

The Acceptable Use Procedure, University policies and the current legal standards apply to all accounts. Under authorization from the appropriate University authority, TSC staff can disable an abusive account in order to investigate complaints.

14.0 THE PROTECTION OF ACCOUNTS FROM EXTERNAL ABUSE SUCH AS SPAM OR VIRUSES

TSC uses several levels of email scanning for SPAM and viruses before delivery. TSC cannot guarantee that all viruses will be caught by these measures. Therefore, all computers on campus are required to use current anti-virus, anti-spam and anti-spyware tools. Those computers that belong to the University are covered under the University's anti-virus site license. There are freeware tools available for computers that are not owned by the University. The users of such computers must install and maintain these tools. Information on how to avoid SPAM is available to all account holders. Consult the Acceptable Use Procedure for details.

15.0 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 username change. Students may contact office of the Registrar.

16.0 PUBLIC LISTING OF EMAIL ADDRESSES

Department of Human Resources maintains a public listing of staff and faculty accounts at <http://directory.lakeheadu.ca/>.

Access Request Form

Request to access electronic communications of others without their consent.

The following is a request for authority to access electronic communications sent to an individual as described below:

1. Name, Title, and Department of person requesting access to electronic communications sent to another individual:

Name & Title

Department

2. Name, Title, and Department of person whose communications would be accessed:

Name & Title

Department

3. Name, Title, and Department of person who will do the accessing:

Name & Title

Department

4. Reason for access request: _____

5. Why has the individual not given consent to access?

6. Description of electronic mail communications that will be accessed.

7. How long should the special access last? _____

8. What will be done with the accessed messages? With whom will they be shared?

9. _____
Signature of Person Requesting Access

Date

10. _____
Signature of Vice President (Administration and Finance)

Date

11. Upon approval, this form is to be delivered to the following person as authorization for them to implement the requested special access.

Signature of Person Who Will Implement the Special Requested Access