

Email Operating Procedures

Section 1 - Overview

(1) This operating procedure outlines the conditions of use of the UNE's electronic mail (email) service. This service is provided to the UNE community in order to support its teaching, learning, research and administrative activities.

Section 2 - Scope

(2) This operating procedure applies to all members of the University community.

Section 3 - Procedure

Email Accounts

(3) Email accounts are available to all staff members, students and approved affiliates of the University of New England.

(4) Each staff member, student or approved affiliate with an email account will be assigned a mailbox on UNE's mail server. Current quota limits as defined and published by the ITD Data Centre apply to the mailbox.

Naming conventions of Email accounts:

Staff members

(5) A staff member's mailbox name will be the same as the account name that is assigned by the User Registration System. The default email address will be accountname@une.edu.au e.g. (currently) abloggs@une.edu.au

(6) An email alias may be requested by a staff member. The format is firstname.lastname (e.g. alfonso.bloggs@une.edu.au). or preferredname.lastname (fred.bloggs@une.edu.au). Nicknames or other names that do not clearly identify the account user and are not related to the user's official name cannot be used as an alias.

Students

(7) A student's mailbox name will be the same as the account name that is assigned by the User Registration System (currently e.g. jcaesar). The student email address will be jcaesar@une.edu.au.

(8) No email alias will be set up for student accounts.

Special registrations

(9) Email addresses will be assigned depending on the category of registration, i.e. approved student affiliates will be assigned a student email address, approved staff affiliates will be assigned a staff email address. Staff affiliates may request an email alias as detailed in (5) and (6).

Position specific Email aliases

(10) Where email is to be received by a position and not an individual e.g. Dean of Faculty, Security, Maintenance etc, a position specific email alias is to be used (e.g. deanarts@une.edu.au). A position specific email may redirect email to one or more email addresses and may be updated when there are changes in the staff working in these positions.

Privacy

Users of the University's email service, and ITD as the provider of the email service will comply Privacy and Surveillance rules as defined in the University's Rules for the use of Information and Communication Facilities and Services.

General Conditions of Use

(11) Users of the University's email service will comply with the University's Rules for the use of Information and Communication Facilities and Services and other relevant policies and procedures.

(12) Users of UNE's email service must read and follow the "UNE Email Guidelines" published and updated by ITD.

(13) Users of UNE's email service shall not access or disclose another user's emails without written authorisation from the account holder, the account holder's supervisor or from the Director of ITD or nominee. ITD will attempt to notify the account holder of the access.

(14) To redirect emails to another email account in the account holder's absence ITD requires written authorisation from the account holder.

(15) Where there is a need for a redirect and the account holder is not able or not willing to provide authorisation, ITD will set up a bounce message on the account to inform senders of a new address for University-related email.

(16) Emails should be regarded as insecure unless they are encrypted or encoded for transmission. It is the user's responsibility to ensure that sensitive information such as credit card numbers are transmitted in a secure manner.

Section 4 - Definitions

(17) Account Holder: A member of the UNE Community who has registered for a UNE computer account.

(18) Email Files: The content of an email message including all associated files such as attachments, signature files etc.

(19) ITD: Information Technology Directorate of the University of New England

(20) UNE: University of New England

(21) University Community: Staff, students and approved affiliates of the University of New England.

(22) User Registration System: The application used to create and maintain user accounts on ITD controlled ICT facilities and services.

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Unit Head	Angie Hendrick Chief Information Officer 02 6773 2044
Author	Robert Irving Chief Information Officer
Enquiries Contact	Technology and Digital Services +61 2 6773 5000