Email Operating Procedures

Section 1 - Overview

(1) This procedure outlines the conditions of use of the University of New England (UNE)'s email service. This service is provided to University Representatives, Students and Approved Affiliates to support teaching, learning, research and administrative activities.

Section 2 - Scope

(2) This procedure applies to University Representatives, Students and Approved Affiliates.

Section 3 - Procedure

Email Accounts

(3) Email accounts are available to all staff members, Students and approved affiliates of UNE.

(4) Staff members, Students and approved affiliates with an email account will be assigned a mailbox on UNE's mail server. Current quota limits apply to the mailbox, as defined and published by UNE's Technology and Digital Services.

(5) Affiliate account email addresses will be assigned based upon 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 and may request an email alias as detailed in (7).

(6) Unless access to an account holder's mailbox is required by law, the express written permission of the account holder is required before access to their mailbox is provided to another person/s. The approval from the account holder needs to demonstrate an understanding that the person/s who will view the mailbox will see all emails in the account regardless of whether or not they are work related.

(7) Technology and Digital Services (TDS) requires written authorisation from the account holder to redirect emails to another mailbox in the account holder's absence. The approval from the account holder needs to demonstrate an understanding that the recipient/s of the redirected emails will see all emails sent regardless of whether or not they are work related.

(8) Where there is a need for a redirect and the account holder is not able or not willing to provide authorisation, TDS will set up an auto-reply message on the account to inform senders of a new email address for UNE-related matters.

Naming conventions

(9) Each individual user's mailbox name will be the same as the account name that is assigned by the User Registration System (URS).
The default email address for staff and staff affiliates will be accountname@une.edu.au. The default email address for students and student affiliates will be accountname@myune.edu.au. Account names are unique and will not be

recycled or re-used at UNE.

(10) A staff member may request a unique email alias in the format firstname.lastname@une.edu.au. Other names that do not clearly identify the account holder and are not related to the user's official name are not permitted. Email alias names can only be re-used if they have been inactive for 7-years or more.

(11) No email aliases will be created for student accounts.

Position specific Email aliases and shared mailboxes

(12) 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 may be created (e.g. deanarts@une.edu.au). A position specific email alias may redirect to one or more email addresses and may be changed with the approval of the Head of Cost Centre or area manager as required to accommodate changes to staff.

(13) Where email is to be received, monitored and sent by a group from a common email address, a shared mailbox may be created with the approval of the Head of Cost Centre or area manager. A shared mailbox allows a specific group of users to "Send As" or "Send on Behalf of" the shared mailbox's email address. Users can be added or removed from a shared mailbox with the approval of the Head of Cost Centre or relevant area manager.

General Conditions of Use

(14) Users of UNE's email service must comply with the UNE's Rules for the Use of Information and Communication Facilities and Services and other relevant policies and procedures.

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

(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 details are transmitted in a secure manner.

Privacy

(17) Users of UNE's email service, and TDS as the provider of the email service will comply with the Privacy and Surveillance rules as defined in UNE's Rules for the Use of Information and Communication Facilities and Services.

Authority and Compliance

(18) The Procedure Administrator, the Chief Information and Digital Officer, makes these Procedures.

(19) University Representatives, Students and Approved Affiliates must observe these Procedures in relation to University matters.

(20) These Procedures operate as and from the Effective Date.

(21) Previous Procedures relating to Email Operating Procedures are replaced and have no further operation from the Effective Date of this new Procedure.

Section 4 - Definitions

For the purposes of this email the following definitions apply.

(22) Account Holder means a member of the UNE Community who has registered for a UNE computer account.

(23) Approved Affiliate means staff or students from another educational institution or guest.

(24) Email means electronic mail.

(25) Official name means the name recorded on the UNE human resources management system, the UNE student information system or fully executed contract.

(26) User Registration System (URS) means the application used to create and maintain user accounts on TDS controlled UNE systems.

Status and Details

Status	Current
Effective Date	18th January 2016
Review Date	1st October 2025
Approval Authority	Chief Information Officer
Approval Date	18th January 2016
Expiry Date	Not applicable
Unit Head	William Confalonieri Chief Information and Digital Officer
Enquiries Contact	William Confalonieri Chief Information and Digital Officer Technology and Digital Services +61 2 6773 5000

Glossary Terms and Definitions

"Student" - Is an admitted student or an enrolled student, at the relevant time: 1. an admitted student is a student who has been admitted to a UNE course of study and who is entitled to enrol in a unit of study or who has completed all of the units in the UNE course of study; 2. an enrolled student is a student who is enrolled in a unit of study at UNE.

"Effective Date" - means the Rule/Policy takes effect on the day on which it is published, or such later day as may be specified in the policy document.

"University Representative" - means a University staff member, contractor, agent, affiliate, residential staff member, UNE Council member, Council committee member, employee of a controlled entity, director of a controlled entity and any other person engaged by the University to undertake some activity for or on behalf of the University. It includes corporations, affiliated organisations and other bodies falling into one or more of these categories.

This policy document may be varied, withdrawn or replaced at any time. Printed copies, or part thereof, are uncontrolled and should not be relied upon as the current version. It is the responsibility of those printing this document to always refer to UNE Policy Library for the latest version. University of New England - CRICOS Provider Number 00003G – TEQSA Provider Code: PRV12054 Australian University – ABN: 75 792 454 315