EMAIL PROCEDURES

The purpose of the email procedures are to outline procedures for requesting email accounts from the Information Technology Center. The Information Technology Center requires all users requesting email to fill out an Email Request Form. Any requests for email accounts must be submitted in writing and approved by the appropriate personnel.

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STEPS

Request for Email Account

1. A request for a Grambling State University email account should be made by completing the Email Request Form located on the Information Technology Center web site.

2. The email account is created by the Director of Network Services.

3. A Network Services Technician will install the email software (i.e. Outlook) on the users' desktop.

4. A Network Services Technician will give the user the email account information.

5. The user will be shown how to log on to email, change the initial password, and use email.

Request for Temporary Email Account

1. Requests for temporary accounts must be submitted in writing to the Information Technology Center. All terms, conditions, and restrictions governing email use must be in a written and signed agreement.

2. A request for a Grambling State University email account should be made by completing the Email Request Form located on the Information Technology Center web site and indicating temporary access with the temporary dates.

3. The email account is created by the Director of Network Services.

4. A Network Services Technician will install email client on the users' desktop.

5. A Network Services Technician will give the user the email account information.

6. The user will be shown how to log on to email, change the initial password, and use email.

Request for Access to Former Employee's Email Account

1. A request for access to the email account of a former employee must be requested (based on business reasons) by the President, Vice President, Dean, or Supervisor of the department via work order to the Information Technology Center.

Request to Increase Mailbox Size

2. Requests for increases will be considered as needed with a valid business justification and must be submitted via work order to the Information Technology Center.

Reporting of Misuse of Email

1. Any allegations of misuse should be promptly reported to the Director of Network Services from the appropriate authority.

2. If you receive an offensive email, do not forward, delete, or reply to the message. Instead, report it directly to the Director of Network Services.

3. After complete verification of the incident/misuse, the incident will be reported to the President, Vice President or reporting authority for review and disciplinary action.