

## GA 26. RHU Students' Accounts and Email Policy and Procedure

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Title:	<b>RHU Students' Accounts and Email Policy and Procedure</b>
Policy Number:	GA 26/07.18
Effective Date:	July 24, 2018
Issuing Authority:	Office of the President

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### 1. RATIONALE

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RHU accounts and email services are provided to the RHU community in support of the teaching, learning and research mission of the University and the administrative functions to carry out that mission. The IT Department centrally manages RHU accounts and email services. Users are expected to apply standards of normal academic and professional ethics and considerate conduct the use of all RHU computing systems and resources.

### 2. Policy

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Any registered student at RHU is automatically assigned an RHU account by the IT CSS and is eligible to activate that account. RHU account provides access to RHU intranet and internet business services, including email services. Users of RHU accounts email and internet and intranet services must adhere to RHU applicable policies. Users are to take precautions to prevent the unauthorized use of RHU account passwords. Passwords are not to be shared with others and their confidentiality is to be strictly maintained. In choosing passwords, users should select codes that are difficult to guess and should change them on a regular basis. Users will be held accountable for all actions performed with their passwords, including those performed by other individuals as a result of user negligence in protecting codes. Accounts and email administrators and other computer support staff will not ask you for your password. No one is to use another individual's account, with or without permission.

#### Student RHU Account

It is the RHU official account used by RHU community members to authenticate their access to intranet and Internet computing services.

The usernames and email accounts of the students are created by the IT CSS once they register their courses online for the first time upon joining RHU.

The student's username is created to be the same as his/her unique RHU ID number.

Students are forced to change the passwords initially provided to them upon their first login.

#### Student Email Account

An email account is the location where mail is received and sent. It is a combination of the provided username, password and delivery server.

Email accounts for new students that join RHU are created according to the following pattern: *family name+ first name initial+ Middle name initial*.

In case of already existing usernames, the last 3 digits of the students ID number are added at the end of the username.

#### RHU Student Accounts and Emails Deactivation

Deactivating the students' usernames and email accounts takes place after the students graduate and complete their clearance process.

Students are notified about the dates when their emails will be deactivated.

### Email Distribution Groups

RHU email distribution groups may be used by authenticated users for purposes related to teaching, course-work, research, and administration at RHU. Commercial use of email distribution groups is prohibited.

### Appropriate use of RHU Email

RHU users are encouraged to use RHU email to further the goals and objectives of RHU. Important official communications are often delivered via email. As a result, students, faculty and staff of RHU with email accounts are expected to check their email in a consistent and timely manner so that they are aware of important announcements and updates, as well as for fulfilling business and role-oriented tasks.

RHU email users are responsible for their mailbox management, including organization and cleaning. Email users are also expected to comply with normal standards of professional and personal courtesy and conduct. The types of activities that are encouraged include:

- ✓ Communicating with fellow employees, students, business partners of RHU, and clients within the context of an individual's assigned responsibilities.
- ✓ Acquiring or sharing information necessary or related to the performance of an individual's assigned responsibilities.
- ✓ Participating in educational or professional development activities

### Inappropriate use of RHU Email

RHU email systems and services are not to be used for purposes that could be reasonably expected to cause excessive strain on systems. Email use at RHU should comply with all applicable laws and all RHU policies.

The following activities are deemed inappropriate uses of RHU email systems and services and are prohibited:

- ✓ Use of email for illegal or unlawful purposes, including copyright infringement, obscenity, libel, slander, fraud, defamation, plagiarism, harassment, intimidation, forgery, impersonation, soliciting for illegal pyramid schemes, and computer tampering (e.g. spreading of computer viruses).
- ✓ Use of e-mail in any way that violates RHU policies, rules, or administrative instructions.
- ✓ Viewing, copying, altering, or deletion of email accounts or files belonging to RHU or another individual without authorized permission.
- ✓ Sending of unreasonably large email attachments.
- ✓ Opening email attachments from unknown or unsigned sources. Attachments are the primary source of computer viruses and should be treated with utmost caution.
- ✓ Sharing email account passwords with another person or attempting to obtain another person's email account password. Email accounts are only to be used by the registered user.
- ✓ Excessive personal use of RHU emails resources. RHU allows limited personal use for communication with family and friends, independent learning, and public service as long as it does not interfere with staff productivity, pre-empt any business activity, or consume more than a trivial amount of resources. RHU prohibits personal use of its email systems and services for unsolicited mass mailings, non-RHU commercial activity, political campaigning, dissemination of chain letters, and use by non-employees.

### Directory Policies

RHU publishes directory information, including email addresses for faculty, staff, and students. Electronic directory services are provided on the Web in the form of the RHU Online Directory and within the Webmail browser. The RHU Online Directory is available for anyone at RHU and elsewhere to locate faculty, staff and students at RHU.

The RHU electronic and printed directories are provided solely for the purpose of assisting individuals to contact one another.

Information in the directories may not be extracted by any means for the creation of distribution lists for use by businesses or other organizations outside of RHU. Use of directory information for solicitation of business or donations is expressly prohibited.

#### Security, Privacy and Confidentiality

RHU cannot guarantee the security, privacy, and confidentiality of email. Users should not assume confidentiality of their email. Users are not advised to send confidential University communications (as determined by law, policy, etc.) via email. Examples of why email confidentiality cannot be guaranteed are:

- ✓ E-mail may be subject to disclosure under law.
- ✓ Back-up copies may be retained for periods of time and in locations unknown to senders and recipients even if the user has deleted it from their account or PC.
- ✓ In the course of routine systems maintenance, troubleshooting and mail delivery problem resolution, network or systems staff may inadvertently see the content of email messages.
- ✓ Senders can mask their identity.
- ✓ Messages can be easily forwarded without permission to individuals or groups, even though it violates copyright law.
- ✓ Messages can be intercepted while in transit through the network.
- ✓ Forwarded messages can be altered from the original.
- ✓ Encryption and digital signatures are evolving technologies and are not yet widely available for use at RHU.
- ✓ Once a message is received on a machine outside of RHU, all of the above concerns continue to apply.

#### RHU Accounts and Email Abuse and Policy Enforcement

RHU accounts and email services are provided to the RHU community to conduct University business. Violations of the RHU *Username and Email Accounts Policy* are subject to disciplinary action, and violators may have their accounts suspended during any investigation.

The following is a non-exhaustive list of examples of email abuse:

- ✓ Excess personal use that interferes with University business by burdening the network or systems or by interfering employment obligations.
- ✓ Interference with other people's use of email.
- ✓ Intentional unauthorized access of other people's email.
- ✓ Sending 'spams', chain letters, letter bombs or any other type of widespread distribution of unsolicited email.
- ✓ Forging email.
- ✓ Giving the impression you are representing the University unless you are authorized to do so.
- ✓ Use of email for commercial activities or personal gain.
- ✓ Sending of offensive or abusive messages.
- ✓ Conducting unlawful activities.
- ✓ Email abuse may be reported to the IT Department. Reports of abuse will be investigated and handled as appropriate. In all cases, do not delete any evidence or message(s) as they can be used as evidence.

### **3. STAKEHOLDER IMPACT AND SCOPE**

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It is the responsibility of each RHU student and staff member to familiarize themselves with policies and procedures relevant to their area of work, and execute their responsibilities in reviewing petitions and completing forms accordingly.

#### 4. RELATED DOCUMENTS

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IT Manual

#### 5. APPROVAL AND REVIEW

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**OFFICER RESPONSIBLE:** VP for Development and Information Technology

**AUTHORITY:** University Administrative Board

**POLICY REVIEWED BY:** VP for Development and Information Technology, Client Support and Services Supervisor

**EFFECTIVE DATE:** July 24, 2018

**REVIEW DATE:** As needed

**REVISION HISTORY:** None.

**RELATED POLICIES:** All University Policies and Procedures

**FINAL APPROVAL BY THE PRESIDENT:**

**Signature:**

**Date:**