

Email Account Policy

INTRODUCTION

E-mail is considered an official method for communication for the University of Arkansas at Pine Bluff because it delivers information in a convenient, timely, cost effective, and environmentally aware manner. Furthermore, it ensures that students can be accessed through a standardized channel by faculty and other staff of the University as needed.

PURPOSE

University of Arkansas at Pine Bluff currently uses a cloud-based platform utilizing Microsoft's Office 365 ("Office 365 Accounts") known as "UAPB Email Accounts." The purpose of this policy is to ensure the proper use of this solution.

POLICY

This policy governs the creation, management and deletion of user accounts; granting and revocation of authorized privileges associated with a user-account; and authentication by which users establish their rights to use a given account.

This policy applies to all accounts directly managed by the University of Arkansas at Pine Bluff.

ESTABLISHMENT AND USAGE

Electronic Mail is a tool provided by the University and serves as a primary means of communication and to improve education and administrative efficiency. Users have the responsibility to use this resource in an efficient, ethical and lawful manner. Use of University Email Accounts indicates the user's agreement to be bound by this policy.

CREATION OF ACCOUNTS

All current UAPB faculty, staff, students, and affiliates will be given a university email account. The account will be maintained until the user no longer has a current relationship with the University.

- All current University of Arkansas at Pine Bluff's students, faculty, staff, and administrators, will be given an email account which will be maintained by the university.
- University of Arkansas at Pine Bluff does not offer email accounts to: non-current students, alumni, spouses, or any person without an entry in the University's administrative system showing a current relationship to the university.

- **Administrator, Faculty and Staff Email** accounts will be created within 3 business days of receiving information from Human Resources.
- **Student Email** account will be created within one week of the beginning of the semester when they enroll. All students taking classes on the University of Arkansas at Pine Bluff campus are required to obtain an official UAPB student e-mail which is the official email address to which the University will send email communications. This official address will be recorded in the University's electronic directories and records for that student.

LOGIN INFORMATION FOR ACCOUNT

All student email accounts have Two-Step Verification.

Follow the steps below to log in to your UAPB email account:

Step #1:

Go to <https://outlook.com/mail> for the Office 365 Email Login.

Step #2:

My UAPB Login

Access your UAPB email account using your UAPB Login credentials.

YOUR STUDENT EMAIL ADDRESS

First six letters of last name + first letter of first name + last four numbers of your UAPB Student ID followed by @uapb.edu

EXAMPLE

John Smith with ID 0123006

EMAIL ADDRESS

smithj3006@uapb.edu

YOUR UAPB STUDENT ID

After applications are processed, each student should receive a welcome email containing their student ID. This email is sent to the email address provided in the application. If you can't locate that email, check your spam folder or contact the Admissions Office to have it emailed again.

INITIAL PASSWORD* - COMBINATION OF YOUR NAME AND BIRTHDATE

1st initial of your first name uppercase + 1st initials of your last name lowercase + your birthdate (mmddy)

Example: John Smith

Birthdate: January 1, 2001

Password = Js010101

Step #3:

You now have access to your email account. Follow instructions

Change your password

Self-Service Password Reset

After new students have had a chance to check their email, they should reset their UAPB Account password. To reset the password, click the Self-Service Password Reset and follow the instructions to reset your password. Please allow up to 5 minutes for your new password to sync

with your email account. Then, go to the Office 365 login page to log in to your account. If you cannot access your account, please get in touch with the IT Support Help Desk.

EXPECTATIONS REGARDING THE USE OF EMAIL

Students are expected to check their UAPB official email on a frequent and consistent basis to remain informed of University-related communications. Checking e-mail daily is recommended.

Students are also expected to check the Spam folder periodically to determine if any misclassified messages (also known as false positives) are located there. Important messages may sometimes be in the Spam folder if the e-mail system misclassified the message. Misclassified messages in the Spam folder must be identified and marked as "Not spam" to reduce the chances of further misclassification.

Faculty members determine how e-mail is used in their classes, faculty can require students to check their e-mail on a specific or more frequent basis.

EXPIRATION OF ACCOUNTS

Individuals may leave the University for a variety of reasons, which gives rise to differing situations regarding the length of email privileges or expiration of accounts. The policy governing those privileges are set forth below. Notwithstanding the guidelines below, the University reserves the right to revoke email privileges at any time.

Faculty who leave before retirement – Faculty who leave before retirement will have email privileges removed effective on their last worked day. If such separation is for cause, email privileges may be immediately revoked without notice.

Staff who leave before retirement – Staff members who leave the University will have email privileges removed effective on their last worked day. If such separation is for cause, email privileges may be immediately revoked without notice.

Retired Faculty – Faculty who have retired from the University and have Emeritus status will be permitted to retain their email privileges if their account remains active. All email accounts that are inactive for a period of one year will be removed.

Retired Staff – Staff who have retired from the University will have email privileges removed effective on their last worked day.

Students who leave before graduation – Students who leave the University without completion of their degree or other program may keep their email privileges for 2 weeks following their withdrawal date.

Expelled students - If a student is expelled from the University, email privileges will be terminated immediately upon the directive of the Dean of Students Office.

Graduating Seniors – students who have graduated from the University will be permitted to retain their email privileges for thirty days and then the account will be disabled.

Technical Services will not restore accounts or information from accounts for individuals who have permanently left the university.

PERSONAL EMAIL ACCOUNTS

To avoid confusing official University business with personal communications, **employees must never use non-university email accounts** (e.g. personal Yahoo, Gmail, AT& T, Verizon, etc.) to conduct University of Arkansas at Pine Bluff's business.

REDIRECTING EMAIL

Users may elect to redirect (auto forward) messages sent to their University of Arkansas at Pine Bluff's official email address. Users who redirect e-mail from their official address to another address (such as Google, Yahoo, AOL, or any e-mail server other than the official mailbox.uapb.edu) do so at their own risk. Having email lost because of redirection does not absolve a user from the responsibilities associated with communication sent to his or her official email address. The University is not responsible for the handling of email by outside vendors or unofficial servers.

INAPPROPRIATE USE

Email is not appropriate for transmitting sensitive or confidential information unless it is matched by an appropriate level of security or permission.

All use of email will be consistent with other University policies, including the University of Arkansas at Pine Bluff's Policy on the Appropriate Use of Information Technology Resources.

All use of e-mail will be consistent with local, state, and federal law, including the Family Educational Rights and Privacy Act of 1974 (FERPA).

With respect to University Email Accounts, the exchange of any inappropriate email content outlined below and described elsewhere in this policy, is prohibited. Users receiving such email should immediately contact Technical Services, who in certain cases may also inform the Campus Police, Human Resources, Dean of Students or Office of General Counsel.

The exchange of any email content outlined below is prohibited:

- ❖ Generates or facilitates unsolicited bulk email;
- ❖ Infringes on another person's copyright, trade or service mark, patent, or other property right or is intended to assist others in defeating those protections;
- ❖ Violates, or encourages the violation of, the legal rights of others or federal and state laws;
- ❖ Used for any malicious, unlawful, invasive, infringing, defamatory, or fraudulent purpose;
- ❖ Intentionally distributes viruses, worms, Trojan horses, malware, corrupted files, hoaxes, or other items of a destructive or deceptive nature;
- ❖ Interferes with the use of the email services, or the equipment used to provide the email services, by customers, authorized resellers, or other authorized users;
- ❖ Alters, disables, interferes with or circumvents any aspect of the email services;
- ❖ Tests or reverse-engineers the email services to find limitations, vulnerabilities or evade filtering capabilities;
- ❖ Constitutes, fosters, or promotes pornography;
- ❖ Excessively violent, incites violence, threatens violence, or contains harassing content;
- ❖ Creates a risk to a person's safety or health, creates a risk to public safety or health, compromises national security, or interferes with an investigation by law enforcement;
- ❖ Improperly exposes confidential or proprietary information of another person;
- ❖ Misrepresents the identity of the sender of an email.

Other improper uses of the email system include:

- ❖ Using or attempting to use the accounts of others without their permission.
- ❖ Collecting or using email addresses, screen names information or other identifiers without the consent of the person identified (including without limitation, phishing, spidering, and harvesting);
- ❖ Use of the service to distribute software that covertly gathers or transmits information about an individual;

- ❖ Conducting business for profit under the aegis of the University
- ❖ Political activities, specifically supporting the nomination of any person for political office or attempting to influence the vote in any election or referendum on behalf of or under the sponsorship of the University.

This list is not intended to be exhaustive but rather to provide some descriptive examples.

ENFORCEMENT

Violations of this policy by employees or students may result in the loss of access to or use of University of Arkansas Pine Bluff 's email account.

This policy supersedes any existing email account policy that has previously been issued by the University of Arkansas Pine Bluff. Questions regarding the policy should be directed to the Technical Services Department.

This policy is subject to change at any time. Occasional review is recommended.

Revised 8/13/18
Technical Services