

Email Policy

Responsible Officer:	Chief Information Officer
Last Updated:	June 2020
Date of Review:	June 2023
Audience/Application:	Staff
Related Documents	<ul style="list-style-type: none"> – Acceptable Use of Information Technology (C-22) – Managing Staff Email web page

1. PURPOSE AND SCOPE

The purpose of this policy is to ensure that the email system is utilised productively for professional communications in support of the University’s, teaching and learning, research and administrative activities.

All users of the University’s information systems should be aware of their responsibilities as described in the [Acceptable Use of IT Facilities](#) policy (C-22).

2. ACCESS TO THE UNIVERSITY EMAIL ENVIRONMENT

Access to the University email environment is available to all users with authorised accounts as specified in [Acceptable Use of IT Facilities](#) policy.

Staff do not need to apply for an e-mail account as this account is automatically created as part of the employment process.

Use of the Outlook email client installed on a staff desktop machine is the preferred method of access. This is the fastest, easiest and most comprehensive method for accessing email. Every staff desktop computer should have the full Outlook software installed on the machine.

An alternate method is to use a web browser to access the Exchange email account via Outlook Web Access. This method is best used within the University when staff are at a different location to their staff desktop machine, as it provides for a simple access to email. Further details on accessing email on the web are found at the [Outlook Web Access Help Pages](#).

It is also possible to use a smart phone or tablet to access the Exchange email account. Instructions are available for [Apple](#) and [Android](#) devices.

3. ONLINE MAILBOX SPACE MANAGEMENT

To maintain the performance and reliability of the University's email environment, size limits apply to the storage capacity for each mailbox. All users can reduce their Exchange server demands by monitoring their storage usage, moving attached files to other appropriate locations eg: SharePoint, deleting unwanted mail or archiving email to other storage locations, like a USB drive or your local desktop computer. Archiving will still permit easy access to material for retrieval provided the archive file is connected to Outlook. Staff should seek assistance from the IT Help Desk.

3.1 Mailbox Size

The existing email infrastructure is designed to support the following characteristics:

- Size limits (or quotas) are placed on all staff mailboxes. The default size limit is 1GB.
- Staff are encouraged to apply good information management principles to the management of their email and in particular large attachments. This includes:
 - Sending recipients a link to large documents stored on shared media e.g. SharePoint or OneDrive rather than attaching the document itself
 - Regularly filing important emails into locations that can be accessed by other University staff as appropriate
 - Regularly cleaning out their inbox and sent email folders
- Size limits are reviewed and adjustments made to individual size limits based on the number and size of the emails received and processed over a 3 month period, however if a staff member is expecting higher than normal volumes of email a manually request for an increase through the IT Help Desk can be undertaken.
- The maximum quota size limit is 5GB.

3.2 Mailbox Notifications and Restrictions

To assist the user in managing their mailbox space the following applies:

- Warning notifications are sent to a user when their mailbox size is within 100 MB of their quota size limit.
- If the user continues to add to their mailbox size they will be prohibited from sending email once their mailbox size is within 50 MB of their size limit.
- Once the size limit is reached, the user is prohibited from sending or receiving email. Any email sent to them will not be received and the sender will be sent a notification that the user was unable to take delivery of their message. The prohibition will automatically be lifted once the mailbox is reduced below the required threshold.

4. USE OF EXCHANGE DISTRIBUTION LISTS

The use of distribution lists is governed by the [Guideline for Staff on Use of IT Facilities including Email and the Internet](#).

4.1 Use of UniSA-All Staff and UniSA-All Student email distribution lists

Emails to **UniSA-All Staff** and **UniSA-All Student** email distribution lists are restricted to the following staff groups. All additional requests to gain access to send to these distribution lists must be approved by either the Chief Information Officer or the Vice Chancellor.

UniSA-All Staff Authorised Senders

- Vice Chancellor
- Chancellor
- Executive Leadership Team
- UniSA Directors
- Director SAS Mailbox
- Health & Safety Mailbox
- UniSA News Mailbox
- Recruitment Mailbox
- UniSA Staff Announcements Mailbox
- Chancellery Events Mailbox
- Facilities Management Coordinators
- Support staff for senior staff (approved by CIO)

UniSA-All Students Authorised Senders

- Vice Chancellor
- Chancellor
- Provost and Chief Academic Officer
- Chief Academic Services Officer
- Student Messages Mailbox
- Director SAS Mailbox
- Support staff for senior staff (approved by Director, SAS)

5. USE OF SHARED MAILBOXES

Shared mailboxes are provided as part of the email service. All requests for shared mailboxes must be approved by ISTS. Common examples are as follows:

- UniSA external events or marketing email
- Organisational Unit enquiries email
- Projects

Shared mailboxes are not to be used for archiving personal email data. Requests for shared mailboxes to facilitate other purposes can be forwarded to the IT Help Desk for consideration by ISTS. Requests for a shared mailbox must include:

- the role or purpose of the shared mailbox
- information detailing who requires access to the shared mailbox
- the permissions for each person requiring access
- the name of the designated owner for the shared mailbox for them to manage content and set access permissions
- approval by the General Manager (Academic Unit) or Director (Central Unit)

ISTS can apply the following permission levels to each shared mailbox:

- Full access
- Full access with send-on-behalf permission
- Full access with send-as permissions

The use of shared mailboxes is subject to periodic review by ISTS to ensure appropriate use of the email system.

6. FORMAT OF EMAIL ADDRESSES

Staff will have an email address of the format: *firstname.lastname@unisa.edu.au*.

In the case of staff members with the same name, a middle initial will be used to differentiate the two users, such as *firstname.MiddleInitial.lastname@unisa.edu.au*

7. DELETED ACCOUNTS

The [Guidelines for Staff on Use of IT Facilities including E-mail and the Internet](#) contains procedures relating to e-mail when a staff member leaves the University.

8. USE OF EMAIL SIGNATURES

Staff must include an email signature on all emails related to University business.

The signature should include the following details:

- Name
- Position title (including name of team, department or business unit where applicable)
- Organisation (University of South Australia)
- Physical location (building and campus)
- Telephone number using international format (+61 8 XXXX XXXX)
- Mobile number if mobile is supplied by the University
- Email address
- University's CRICOS provider number (00121B)
- Link to the University's home page
- Confidential content disclaimer

For example:

John Smith | Coordinator: Servers & Storage | ISTS | University of South Australia
E Building: Mawson Lakes | t +61 8 8223 3111 | m +61 123 456 789
john.smith@unisa.edu.au | CRICOS Provider code: 00121B | <http://www.unisa.edu.au>

This e-mail may be privileged and/or confidential, and the sender does not waive any related rights and obligations. Any distribution, use or copying of this e-mail or the information it contains by other than an intended recipient is unauthorised. If you received this e-mail in error, please advise me (by return e-mail or otherwise) immediately.