

Chapter Name

4.0 Information Management

Chapter Number Title

4.8.P.1 EMU Non-Person Email Accounts

1.0 Purpose

The purpose of this procedure is to document the responsibilities and tasks associated with the creation and maintenance of Non-Person email accounts on the Eastern Michigan University (EMU) mail system. This procedure will be used when a Non-Person account is requested. This procedure will also be used when questions arise regarding the maintenance, disabling, or deletion of a Non-Person email account.

2.0 Governing Policy

Number/Document Name

Effective Date

4.8 EMU System Accounts

September 30, 2008

3.0 Procedure

Full-Time University Employee Formal Email Account Request:

- a) Contact Eastern Michigan University Information Technology (IT) Help Desk by email (it.helpdesk@emich.edu) with the following information (senders email must originate from the EMU mail system account of a full-time employee): Department / Group or Guest name that requires the email account (IT standards will dictate what the email account address will be),
- b) Contact person's name and contact information,
- c) Purpose for creation of non-person email account.

IT Help Desk

- 1) Accept receipt of Magic ticket generated by email submission.
 - 2) Complete account creation usually within 3 business days of web form submission,
 - 3) Contact requestor via email or telephone informing them of account creation and details.
- Provide requestor with password via eLocker via eLocker or other secure method approved by the Director of IT Security and the Director of Network and System Services.

Removal:

An account will be removed if the sponsor leaves the University or if the account is not renewed yearly as noted in IT 2.1 Email Responsibilities Policy.

4.0 Responsibility for Implementation

Director, IT Security Administration is responsible for the implementation of this procedure.

5.0 Definitions

<u>Term</u>	<u>Definition</u>
Non-Person Account	<p>An account that is typically created for any of the following reasons:</p> <p>#1- Alias type - This is where an alias (summer_reading@emich.edu) points to an actual human beings account</p> <p>#2- Email repository Type- External email to one place (admissions@emich.edu) that one or more people check and the archive to remain</p> <p>#3- Email non-repository Type -External email to one place- then forwarded to another Actual Human Being (password@emich.edu)</p> <p>#4- Automated System-Login Type- An account used for a system to send out email automatically (expired@emich.edu) - no repository needed and no reply asked for - but box is often still checked for replies.</p> <p>#5- Mailing List Type- Accounts that receive mail and then push out to multiple people (postmaster@emich.edu)</p> <p>#6 - Guest User Type- Accounts like the Fulbright Scholarship access</p> <p>#7- Guest User Short-Term Type- high school students who attend a program for 2 weeks who need access to labs</p> <p>#8 - External affiliates Type- accounts like police staff and command training (CERN) who attend EMU classes but are not EMU students.</p>
eLocker	A secure message and data repository for my.emich users to exchange secure information.

6.0 Revision History

<u>Creator</u>	<u>Description</u>	<u>Submission Date</u>	<u>Approval Date</u>
Dulin, III	Initial Draft	August 8, 2008	
Dulin, III	Draft II	August 19, 2008	
Dorendorf	Added examples of Non-Person Accounts	September 2, 2008	
Dorendorf	Turned over to IT policy	September 16, 2008	
A. Barr	Assigned Procedure Number; minor editing in Sections 1.0 and 3.0 – non-substantive; revised footer.	September 16, 2008	
A. Barr	Edited to incorporate suggestions from J. French, S. Putney, Lynn Dorendorf, and W. Shell.	September 17, 2008	
Dorendorf	Title Change – Meeting with Connie	September 26, 2008	September 26, 2008/ Effective September 30, 2008

