



Staff Internet & Email Use Policy

1 Overview

The use of Email and the Internet has grown astonishingly quickly in recent years. Electronic mail has now become an established means of communication throughout the Institution to support the effective operation of all areas of the Institution. Several factors combine to make email and the Internet a particularly important issue where the law is concerned. These relate both to the social aspects, such as the way they are used and the perceptions surrounding them, as well as technological aspects relating to the power and flexibility of the technology.

2 Introduction

The Internet is a vast and expanding computer network that has the potential to provide substantial resources efficiently and economically for Education, Research and Services. Email is a very low cost and simple means of communication. It frequently carries personal information, in the form of facts, intentions or opinions. Individuals often regard it as a private and confidential method of correspondence; however emails are not private and confidential unless specially encrypted. Emails can be readily retransmitted to others, and can be distributed to a very large population with relative ease. The result of these misconceptions, practices and attitudes regarding email is that users may use it inappropriately, or without really understanding the full implications. The purpose of this policy is to outline to all users guidelines on Internet and email usage. The policy will cover what is acceptable and unacceptable use, areas of responsibility i.e. individual, line managers and the Institution. It also details how usage is monitored, consequences of misuse, and best practice when using the Internet and email. The Policy will be made available to registered staff users of the Institutions Internet, email and related services and facilities.

3 Responsibilities and Misuse

The Joint Academic Network (JANET) is the collection of networking services and facilities, which support the communication requirements of the UK education and research community. Edge Hill must ensure that unacceptable use of JANET does not occur by complying with JANET's acceptable use policy. Failure to comply with the JANET acceptable use policy may result in services being withdrawn from the Institution.

Individual users are responsible for their own actions and therefore have the responsibility to follow these guidelines and ensure that they do not misuse Edge Hill's Internet and email facilities.

IT Services will be responsible for ensuring Heads of Services and Schools are aware of this policy, who in turn will be responsible for informing their staff of this policy.



Information & Media Services will be responsible for ensuring that all students are aware of this policy.

IT Services are responsible for providing and maintaining central Internet and email systems and are responsible for this Internet and email policy.

4 Acceptable Use

Edge Hill's main purpose in providing email and Internet access is to support the teaching, learning, research and approved business activities of the Institution. Internet and Email facilities provided by the Institution should therefore not be used for:

- the creation or transmission of material that brings the Institution into disrepute.
- the creation, download or transmission of material that is illegal.
- the creation, transmission or download of material that infringes the copyright of another person, including intellectual property rights.
- the unauthorised transmission to a third party of confidential material concerning the activities of the Institution.
- the transmission of unsolicited commercial or advertising material, chain letters, or other junk-mail of any kind
- activities that corrupt or destroy other users' data or disrupt the work of other users.
- activities that waste staff effort or networked resources, or activities that serve to deny service to other users.
- unreasonable or excessive personal use. ([See section a below](#)).
- the creation, transmission or download or viewing of any offensive, obscene or indecent images, data or other material, or any data capable of being resolved into obscene or indecent images or material, other than for reasons specified in [section b below](#).
- the creation, viewing or transmission of material that is designed or likely to cause annoyance, inconvenience or needless anxiety.
- the creation or transmission of material that is abusive or threatening to others, serves to harass or bully others, discriminates or encourages discrimination of others.
- the creation or transmission of defamatory material or material that includes claims of a deceptive nature.
- activities that violate the privacy of others or unfairly criticise, misrepresent, including copy distribution to other individuals.
- the creation or transmission of anonymous messages or deliberately forging messages.

a) Personal Use

The Institution permits the use of its email and Internet facilities by staff and other authorised users for a reasonable level of personal use.

Reasonable personal use:



- does not interfere with the performance of your duties;
- is not detrimental to the main purpose for which the facilities are provided;
- does not take priority over your work responsibilities;
- is not of a commercial or profit-making nature, or for any other form of personal financial gain;
- is not of a nature that competes with the Institution in business;
- is not connected with any use or application that conflicts with an employee's obligations to the Institution as their employer;
- is lawful and complies with the Institution's rules, regulations, policies and procedures and in particular this policy;
- does not incur unwarranted expense on the Institution;
- does not have a negative impact on Edge Hill in any way.

All personal e-mail must be filed in a folder marked "Personal" in your mailbox and archive and / or marked as "PERSONAL" in the subject line of the e-mail, further guidelines on individual personal use are available in Appendix C. All other e-mail contained in your in-box, archive and sent items box are deemed to be business communications for the purposes of monitoring (See section 5).

b) Research

It is recognised that, in the course of their work or research, individuals of the Institution may have a requirement to view or receive material that would normally be defined as offensive, obscene, indecent or similar.

In the case of properly supervised or lawful research purposes it is acceptable to do so, following the completion of Edge Hill's Acceptable Use Policy Waiver form. The Institution is legally responsible for the content and nature of all materials stored on/accessed from its network and therefore individuals must understand that this waiver form does not sanction the committal of acts that are illegal, including the viewing of child pornography. The individual and their Dean of Faculty should complete this form before returning it to the Head of Research who will authorise the necessary access, for a limited period, if deemed appropriate.

5 Email Monitoring and Proxy Access

The message content of in-coming emails is automatically scanned to identify Spam otherwise Edge Hill do not actively monitor content. However sometimes it will be necessary for Edge Hill to access your business communications during your absence. Unless your mailbox settings are such that the individuals who need to do this already have permission to view your mailbox, access will be granted only with the permission of a Director, Head of Human Resources or relevant Head of Faculty or Service. A member of staff granted proxy access must follow the guidelines in Appendix B "Guidelines on Proxy Access to Staff E-mail Accounts". An individual will be informed if access has been granted during their absence.

Any e-mails which are not stored in your "Personal" folder and / or which are not marked personal will be treated, for the purpose of availability for monitoring, as business communications since Edge Hill will have no way of knowing that they were intended to be personal.



Individual users are responsible for arranging the management of their e-mails during absence from Edge Hill. This can be managed by either the creation of automatic reply rules to notify staff that they are currently away from work or by organising proxy access for a colleague to manage your mailbox. If automatic reply rules are used, the reply must include your expected return date and an alternative contact, if an earlier response is required. For further guidelines see Appendix E “Managing E-mails during Absence”. Individuals must suspend all mail from any external mailing lists they have joined for the duration of their absence. Rules created must only reply to the sender of the email. If this has not been implemented this will be done for you following the granting of proxy access.

Access to an email account will be granted as part of a criminal or disciplinary investigation. In certain circumstances Edge Hill may, subject to compliance with any legal requirements, access e-mail marked “Personal”. Examples are when Edge Hill has reasonable suspicion that they may reveal evidence of unlawful activity, including instances where there may be a breach of contract with Edge Hill.

6 Email Storage and Logging

Mail will be stored in an individual’s mailbox for a period of 90 days, unless previously deleted by the individual. Following these 90 days it is moved into the trash folder. Mail in the trash folder is automatically emptied when it has been stored there for 7 days. Once an email is deleted from an account it is unrecoverable by the individual.

The archive facility should be used for any messages that need to be kept for a longer period.

IT Services automatically log all incoming and outgoing messages. The details stored in these logs are whether the email is out or inbound, the date and time, the priority of the message, the sender and recipients’ email addresses, the subject of the email, the number of recipients, the number of attachments and size of attachments. The logs do not store the content of the message. These logs will only be used for system maintenance, statistical analysis, auditing or as part of a criminal or disciplinary investigation.

These logs are retained for six months before being destroyed, unless required for use within criminal or disciplinary investigations.

7 Personal Information and Standards

Emails sent from staff are regarded as official communications from Edge Hill. For this reason the same standards as alternative forms of communication should be met when writing an email. Further information on e-mail communication standards can be found in Appendix A of this policy “Edge Hill’s Staff E-mail Etiquette Guidelines”, failure to follow these guidelines will be viewed as a breach of this policy and the Communications Policy.

The sender of an email that contains personal information about an individual in the form of facts, intentions or opinions should be aware that if the individual makes a Subject Access Request under the Data Protection Act then this email would be



disclosed to them. Emails should only be retained for as long as they are necessary, once they are no longer needed individuals should empty them from their accounts. Accumulating emails by neglecting to discard them is not good practice and could contravene the Data Protection Act.

Individuals should be aware that email messages are vulnerable to security breaches during transmission as they can be intercepted, read, lost, redirected or even altered. Individuals are responsible for ensuring that emails are addressed correctly.

8 Spam and Junk Mail

Spam is an informal but widely used name for Unsolicited Bulk E-mail (*UBE*). Unscrupulous marketers and others send millions of copies of a message to addresses all over the Internet, causing inconvenience and fruitless work for end users and system managers of all kinds.

Edge Hill has subscribed to the JANET subscription to the Mail Abuse Prevention System (MAPS) to filter out the majority of Spam and UBE. Emails from addresses contained in the MAPS filter will be rejected by Edge Hill's email system and returned to the sender. E-mail arriving at Edge Hill is now scanned by software, which gives it a score reflecting the likelihood that it is SPAM. E-mails suspected of being SPAM will still be delivered to the recipient, but will contain the text *****SPAM***** at the start of the subject line. A text file will be attached to the e-mail explaining how the software identified the e-mail as SPAM. It is the responsibility of the individual to filter these messages following the guidelines on Spam filtering (Appendix D) and to be careful of how they use their personal details on the Internet and mailing lists.

9 Attachments, Downloads and Viruses

The Institution provides a current and up to date virus checker on all networked computers. It is the responsibility of the individual user to ensure that any file attachments sent via email have been checked for viruses using the Institution's virus checker before transmission. Individual users are also responsible for ensuring that any attachments received via email do not contain viruses before saving or opening. Caution should be used when opening any attachments or emails from unknown senders. It is the responsibility of the individual user to ensure that any file downloaded from the Internet has been checked for viruses using the Institution's virus checker and is from a reliable source

IT Services will be responsible for ensuring that the virus checking software is maintained and kept up to date.

File attachments greater than 10mb will not be accepted for transmission via email.

10 Email Distribution Groups

Registered users of the Institution's email system can request email distribution groups to be set up by IT Services. The individual requesting the set up of the group



will be responsible for notifying IT Services of any changes to membership of the group.

11 Everyone Emails

IT Services regularly receives requests to broadcast email messages to all users of the Institution (Staff and Students). The numbers of requests are increasing and if the majority of requests were actioned, this would lead to the clogging of users mailboxes.

General requests for the broadcasting of Institution wide email messages will not normally be supported. Some requests may be approved which are likely to be related to urgent Health & Safety issues, critical issues at the corporate level or issues relating to the misuse of facilities.

Requests such as the publicity for courses/conferences, general publicity material, staff leaving, office closures should be forwarded to the IT Services helpdesk for inclusion in the weekly everyone email. Submissions to this email must be received no later than 12pm on the Friday. Staff should consider the use of the Institution's Intranet or Internet site for advertising notices, events that can be linked to the weekly notices email.

An electronic notice board is available for the advertisement of items for sale, wanted or lost items and general issues.

Sending the same email to the Academic and Support staff distribution lists will be classed as sending to everyone and will be a breach of this policy.

IT Services will be responsible for the distribution of everyone emails.

12 Remote access

Access is available off-site to the Institution's email via a link from the Institution's Internet site. This is secured by individual email passwords.

13 Edge Hill Web Pages

The IT Services Web Services Team are responsible for maintaining and developing a range of web services across Edge Hill, including publication of the corporate Internet and Intranet sites. The Team are responsible for the design and layout of the corporate web pages and work closely with Marketing to ensure the site reflects corporate branding, marketing campaigns and initiatives. Departments, together with Marketing, are responsible for agreeing the content of their corporate web site pages.

The Web Services Team also provide consultancy advice and support to those departments wishing to publish new information to the corporate site or develop their own departmental site.



Dean's of Faculty / Heads of Departments, or named approvers, are responsible for the content of their department's web pages.

Individual department website design templates must be approved by the Web Development Team, to ensure corporate guidelines have been followed and legal compliance (including SENDA, Accessibility, Data Protection, Copyright and Freedom of Information), before being published on the Edge Hill web site.

14 Internet Use Monitoring and Logging

IT Services automatically log access to the Internet. The details stored in these logs are the IP address of the computer used, the date and time, the requested site and whether access was successful.

These logs will only be used for system maintenance, statistical analysis, auditing or as part of a criminal or disciplinary investigation. When used as part of a criminal or disciplinary investigation the logs will be cross-referenced with other network logs to identify the account used.

For the purposes of maintaining your own personal privacy, you need to be aware that such monitoring may reveal sensitive personal data about you. For example if you regularly visit web sites which detail the activities of a particular political party or religious group, then those visits might indicate your political opinions or religious beliefs. By carrying out such activities using Edge Hill's facilities you consent to our processing any sensitive personal data about you, which may be revealed by such monitoring.

These logs are retained for six months before being destroyed, unless required for use within criminal or disciplinary investigations.

15 Downloads and Viruses

The Institution provides a current and up to date virus checker on all networked computers. It is the responsibility of the individual user to ensure that any file downloaded from the Internet has been checked for viruses using the Institution's virus checker and is from a reliable source.

IT Services will be responsible for ensuring that the virus checking software is maintained and kept up to date.

16 Suspension of Access

All staff therefore have the responsibility to follow these guidelines and ensure that they do not misuse the Institution's Internet and email facilities.

Where abuse has been identified or is suspected suspension of access to the Internet and email system will be implemented while the incident is investigated. Where it has been proven that abuse has occurred, formal disciplinary proceedings may be implemented.



Edge Hill University
IT SERVICES

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Edge Hill University
IT SERVICES

Staff E-mail Etiquette Guidelines

1. Purpose

The purpose of these guidelines is to outline the standards that are expected of all staff when using Edge Hill's e-mail system.

2. Ownership

The e-mail system is the property of Edge Hill. It is provided to staff to support them in undertaking their roles and responsibilities. The acceptable use of the e-mail system is set out in Edge Hill's Staff Internet and E-mail Use Policy.

3. Advantages of Using E-mail

E-mail is a fast and effective way of delivering messages and documents both internally and externally. Electronic methods of sharing information save time and other precious resources and enable staff to complete their tasks quickly and more effectively.

Disadvantages of E-mail

Due to the ease with which e-mails are transmitted staff can suffer from information overload. Vital information may be lost amongst many irrelevant messages and valuable time may subsequently be wasted.

4. Standards

Whilst e-mail has the speed and apparent informality of using the telephone it also has the permanence of written communication. As such the standards of communication as identified in the Staff Communications Policy must be applied to e-mail communications.

Communication Standards

- Open, honest, professional and transparent
- Accurate and timely
- Clear
- Two way

For the purposes of these guidelines those standards should be applied to e-mail as follows:

Standard – Open, honest, professional, transparent

Confidentiality

E-mail is not a confidential environment and should not be treated as such. Personal data and sensitive information should not be communicated by e-mail. In line with all contracts of employment all

staff must ensure the security of confidential information at all times including whilst using e-mail.

Security and Storage

The security and storage of e-mail messages may fall within the Data Protection Act particularly where there is reference to an individual's personal information. Messages should be deleted immediately they become obsolete and should be retained only if necessary in a secure system.

Inappropriate Use

Inappropriate use is detailed in the staff Acceptable Use and Internet and E-mail Use policies. All staff using Edge Hill's e-mail system should ensure they have read and understood these policies.

Standard – Accurate and Timely

Urgent or High Priority

As there is no way of knowing when a recipient may be available to respond to an e-mail the system should not be relied upon to obtain an urgent or high priority response. In such circumstances face to face or telephone methods of communication should be used. Only use high priority or urgent on an e-mail when it is absolutely necessary.

Factually Correct

E-mail communications may be presented as evidence in formal internal procedures and in legal proceedings. All data and information contained within an e-mail should be factually correct and should not be open to misinterpretation.

Response Rates

E-mail is the most popular form of communication within the institution. Many staff rely on it to enable them to work efficiently. Response to e-mails should be sent as soon as is reasonable. Where it is not possible to respond immediately, an acknowledgement of the mail with an indication of when a response can be made should be sent.

Time Wasting and Personal Use

Staff may use e-mail for personal use providing this is done in their own time and no disruption to the work of the institution occurs as set out in the Internet and E-mail Use policy.

Standard – Clear Communication

Language

E-mail messages should be appropriate in terms of language, tone, punctuation and grammar as with any other formal written communication. The structure and layout of the message should ease understanding and ensure there is no opportunity for misinterpretation.

Since reading from a screen is more difficult than reading from paper, the structure and lay out is very important for e-mail messages. Use short paragraphs and blank lines between each paragraph. Be concise and to the point, do not make an e-mail longer than it needs to be. Remember that reading an e-mail is harder than reading printed communications and a long e-mail can be very discouraging to read.

Proof Reading

It is recommended that the sender checks the e-mail using system facilities such as the spell checker before sending the e-mail to ensure the message is both accurate and clear.

Use a Meaningful Subject

Try to use a subject that is meaningful to the recipient as well as yourself.

Use of CAPITALS

The sending of messages using capitals IS CONSIDERED TO BE SHOUTING and is not acceptable.

Abbreviations

Abbreviations should not be used unless the sender is certain that the recipient will fully understand them such as BTW (by the way). The same goes for emoticons, such as the smiley :-).

Standard – Two Way**Copying E-mails**

E-mails should be copied only to those individuals who are required to take action as a result of the e-mail, require the information contained, or have asked to be kept informed.

It is not appropriate to copy an e-mail to an individual's line or senior manager in order to pressure an individual to treat the e-mail as more urgent or force a response. This could be considered a form of harassment.

Forwarding E-mails

It may be appropriate to forward an e-mail to delegate a task, request further information or legitimately keep a third party updated on issues that directly affect them.

It is not appropriate to forward e-mails where there is the potential for this action to be malicious, disruptive or demotivating. Likewise, it is not appropriate to forward e-mails that have the potential to act against the interests of the sender, team, service or institution.

E-mail Circulation

E-mails should only be sent to those recipients who will be directly affected by or need access to the information contained. Wherever possible the circulation of the e-mail should be limited.

Junk Mail and Spam

The generation, forwarding and copying of junk and spam mail is not acceptable. By replying to spam or by unsubscribing, you are confirming that your e-mail address is 'live'. Confirming this will only generate even more spam. Therefore, such incoming e-mails should be deleted immediately or use the e-mail facilities for automatically junking or blocking these.

Training and Development

It will be the responsibility of all line managers to ensure individuals and teams are provided with guidance in the application of these guidelines.

It is the responsibility of all staff to raise any concerns with the application of these guidelines with the individual they feel may be in breach of them or with their line manager.

Human Resources**April 2004**

Guidelines on Proxy Access to Staff E-mail Accounts**Introduction**

Although Edge Hill e-mail facilities are provided for the purposes of business, teaching, learning and research, we allow staff a reasonable amount of personal use. As outlined in the staff Internet and E-mail Use Policy this is permitted on condition that all the procedures and rules set out in this policy are complied with. These guidelines have been written to assist managers who have to use proxy access to monitor staff communications during absence to comply with relevant legislation.

Conditions for Personal Use

The conditions for reasonable personal use set out in the Staff Internet and E-mail policy are:

- does not interfere with the performance of your duties;
- is not detrimental to the main purpose for which the facilities are provided;
- does not take priority over your work responsibilities;
- is not of a commercial or profit-making nature, or for any other form of personal financial gain;
- is not of a nature that competes with the Institution in business;
- is not connected with any use or application that conflicts with an employee's obligations to the Institution as their employer;
- is lawful and complies with the Institution's rules, regulations, policies and procedures and in particular this policy;
- does not incur unwarranted expense on the Institution;
- does not have a negative impact on Edge Hill in any way.

Granting Proxy Access

IT Services Helpdesk will only allow proxy access to a manager following written consent from a Director, Head of Human Resources, relevant Head of Faculty or Service or the individual themselves.

On receipt of this written permission the helpdesk will grant access.

An e-mail will be sent to the individual to notify them that access has been granted.

E-mails Marked Personal

Staff who choose to use Edge Hill's e-mail facilities for personal use have been instructed to create a folder called Personal in their mailbox for the storage of personal e-mails and to arrange for personal e-mails to be marked Personal in the subject line of the e-mail.

Managers who have access to a member of staff's e-mail mailbox may not read items in the personal folder or e-mails marked personal unless as part of criminal or disciplinary action sanctioned by Human Resources.

E-mails Not Marked Personal

E-mails that are not marked personal in the subject line or not stored within the personal folder may be considered as business communications and monitored during the member of staff's absence.

If on opening the e-mail it becomes obvious that the e-mail is personal then it must be closed immediately without further reading and moved to the personal folder.

Access to Personal E-mails

Please note that as detailed in the Staff E-mail and Internet Use policy, in certain circumstances Edge Hill may, subject to compliance with any legal requirements, access e-mail marked "Personal". Examples are when Edge Hill has reasonable suspicion that they may reveal evidence of unlawful activity, including instances where there may be a breach of contract with Edge Hill. This will only be allowed if sanctioned by a Director or Human Resources.

Relevant Legislation

- Regulation of Investigatory Powers Act 2000
- Telecommunications (Lawful Business Practice)(Interception of Communications) Regulations 2000)
- Data Protection Act 1998
- Human Rights Act 1998

Regulation of Investigatory Powers Act 2000 (RIPA)

Under RIPA it is unlawful for anyone "intentionally and without lawful authority to intercept, at any place in the United Kingdom, any communication in the course of its transmission".

This includes monitoring e-mail use at a content level during absence or criminal or disciplinary proceedings.

Telecommunications (Lawful Business Practice)(Interception of Communications) Regulations 2000)

These regulations provide another means of obtaining lawful authority to intercept business communications for one or more specified business purpose as specified in the Regulations.

Data Protection Act 1998

The Data Protection Act does not generally prevent monitoring but it sets out principles that apply when monitoring is carried out. The most important of these concerns the fair and lawful processing of personal data. In essence this is about openness and making staff aware of the nature, extent and reasons for monitoring.

Human Rights Act 1998

Article 8 of the Human Rights Act creates a right to respect for private and family life, home and correspondence.

Guidelines on Personal Use of E-mail

Introduction

Although Edge Hill e-mail facilities are provided for the purposes of business, teaching, learning and research, we accept that you may occasionally want to use them for your own personal purposes. As outlined in the staff Internet and E-mail Use Policy this is permitted on condition that all the procedures and rules set out in this policy are complied with. These guidelines have been written to assist staff who choose to use Edge Hill facilities for personal use.

Conditions for Personal Use

The conditions for reasonable personal use set out in the Staff Internet and E-mail policy are:

- does not interfere with the performance of your duties;
- is not detrimental to the main purpose for which the facilities are provided;
- does not take priority over your work responsibilities;
- is not of a commercial or profit-making nature, or for any other form of personal financial gain;
- is not of a nature that competes with the Institution in business;
- is not connected with any use or application that conflicts with an employee's obligations to the Institution as their employer;
- is lawful and complies with the Institution's rules, regulations, policies and procedures and in particular this policy;
- does not incur unwarranted expense on the Institution;
- does not have a negative impact on Edge Hill in any way.

Privacy

You need to be aware, however, that if you choose to make use of Edge Hill's facilities for personal correspondence, you can expect very little privacy because Edge Hill may need to monitor communications during your absence due to illness, holidays and training or conference attendance.

You will greatly increase the privacy of any personal e-mails by:

- marking the subject line "PERSONAL" for e-mails you send and asking friends to mark any e-mails sent to you in the same way.
- creating a folder within your e-mail mailbox and archive called "Personal", and move all personal e-mails into this folder.

If you do not mark your e-mails as personal and move them into a personal folder then during your absence all e-mails will be classed as business e-mails and will be monitored as we will have no way of distinguishing between business and personal e-mail.

E-mails marked Personal

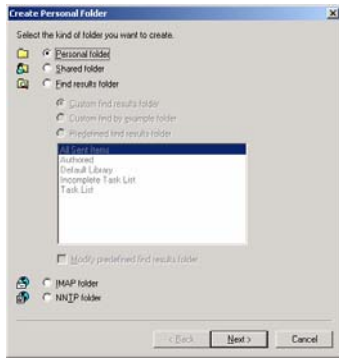
Please note that as detailed in the Staff E-mail and Internet Use policy, in certain circumstances Edge Hill may, subject to compliance with any legal requirements, access e-mail marked "Personal". Examples are when Edge Hill has reasonable suspicion that they may reveal evidence of unlawful activity, including instances where there may be a breach of contract with Edge Hill.

Creating a Personal Folder

To create a personal folder within your mailbox:

Open your e-mail
 Select the **File** menu and choose **New**
 From the drop down list select **Folder...**

The following screen will appear:



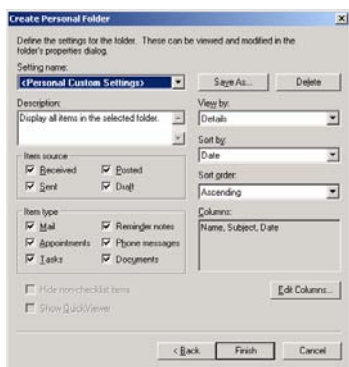
Click **Next**

In the following box type **Personal** in the Name box



Click **Next**

The following box will appear:



Click **Finish**

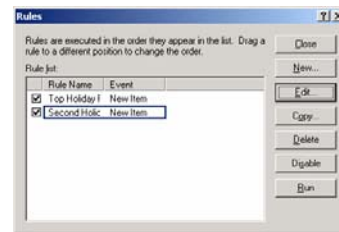
The "Personal" folder is now created within the cabinet of your mailbox.
 Moving Personal Items to the Folder

To manually move a personal e-mail to this folder:

Select the e-mail and using the mouse drag the e-mail onto the personal folder, release the mouse and the e-mail will be deposited within the folder.

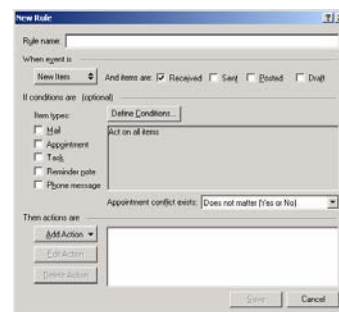
Rules for Automatically Forwarding Personal E-mail

Open your e-mail account
 Select the **Tools** menu and choose **Rules**
 On the following screen:

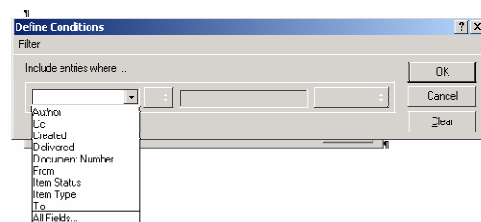


Select **New** on the right of the box

The following box appears to set up the personal rule:

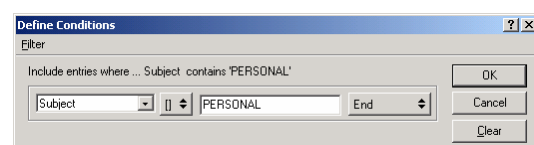


In the **Rule name** box enter **Personal**
 Click on **Define Conditions...**

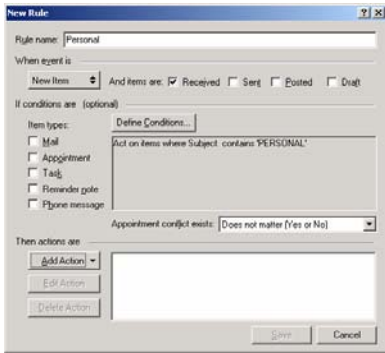


Choose **Subject** from the drop down list
 (N.B. if subject does not appear on this list choose All fields and select subject from the box that appears).

Enter Personal in the remaining box as detailed below:



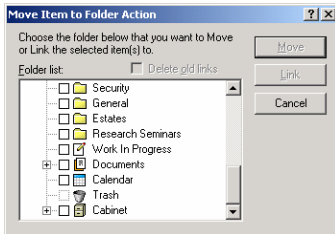
Click **OK**



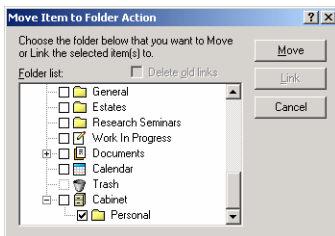
Click **Add Action**

Select **Move to Folder...**

The following screen will appear:

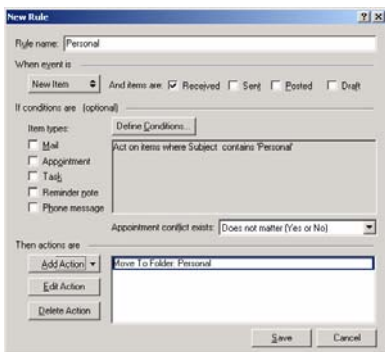


Click on the **plus sign next to the cabinet** to expand the cabinet and click on the box next to the personal folder to select it as shown below:



Select **Move**

The rule will now be set up as follows:



Click **Save**

Then select **Close**

All e-mails that contain the word personal in the subject line will now automatically be forwarded to the personal folder.

Spam and Filtering Guidelines

Introduction

Over the past couple of years many of you have called our helpdesk asking if there is something we can do about all the junk and pornographic emails (Spam) you are receiving. Until now Spam has been left up to you to identify and delete from your mailboxes, we have only been able to sign up to a service to filter Spam from known sources which has meant a large proportion has still got through to you. We have now identified and implemented a solution to this problem to help you identify and filter out Spam in your GroupWise mailbox.

The Solution

E-mail arriving at Edge Hill is now scanned by software called SpamAssassin, which gives it a score reflecting the likelihood that it is SPAM. E-mails suspected of being SPAM will still be delivered to the recipient, but will now contain the text *****SPAM***** at the start of the subject line. A text file will be attached to the e-mail explaining how the software identified the e-mail as SPAM. This document suggests filtering rules to keep such e-mail out of your primary GroupWise mailbox.

How SpamAssassin Works

SpamAssassin works by automatically scanning the content of e-mails and their headers (subject, to, from, CC and BC fields). During scanning it performs a number of tests, which scores the content and headers of the e-mail. These tests look for common text and characteristics found in Spam, so the more tests failed the higher the score will be. If the e-mail scores above a certain level the e-mail will be marked as Spam on the subject line.

I Received Spam That Isn't Marked

If you receive an e-mail that is not marked as Spam that should have been, please forward this to the ITServices helpdesk. This will allow us to use these e-mails to fine tune the Spam tests.

Automatically Deleting SPAM (not recommended)

Filtering rules could be set up to simply delete the message, but this is not advised because of the risk of messages being erroneously identified as Spam. It is safer to periodically look through a folder into which marked messages have been filed, checking for recognisable senders and/or subjects.

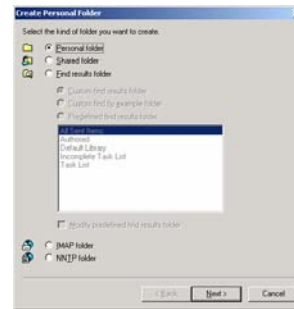
How to Filter out the Spam E-mails

Creating a Spam Folder

To create a Spam folder within your mailbox:

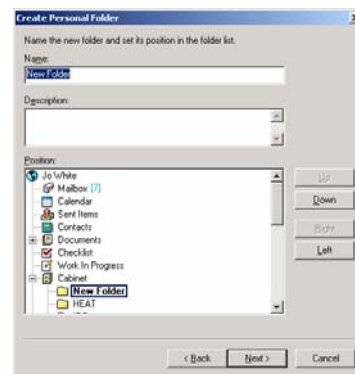
Open your e-mail
 Select the **File menu** and choose **New**
 From the drop down list select **Folder...**

The following screen will appear:



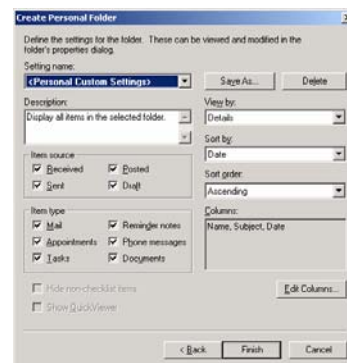
Click **Next**

In the following box type **Spam** in the Name box



Click **Next**

The following box will appear:

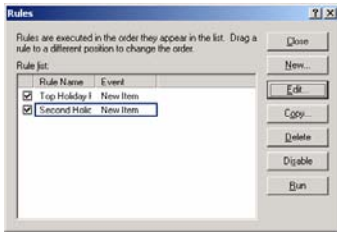


Click **Finish**

The "Spam" folder is now created within the cabinet of your mailbox.

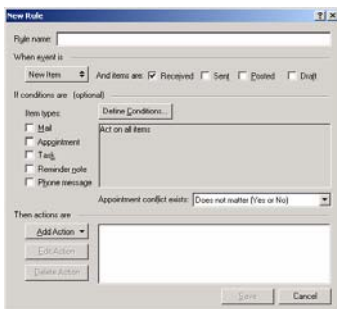
Creating the Spam Filtering Rules

Once the Spam folder is created
 Select the **Tools** menu and choose **Rules**
 On the following screen:

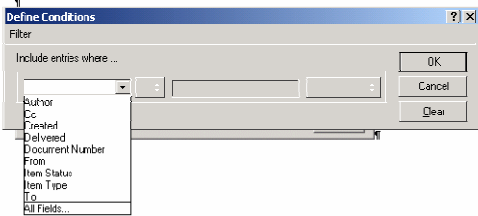


Select **New** on the right of the box

The following box appears:

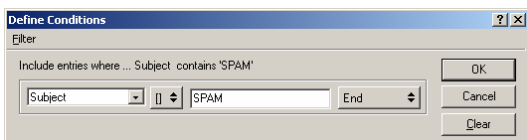


In the **Rule name** box enter **Spam**
 Click on **Define Conditions...**

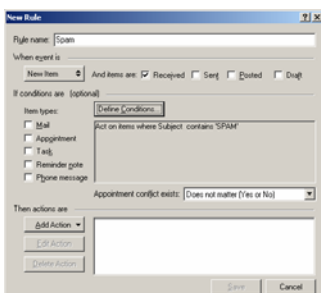


Choose **Subject** from the drop down list
 (N.B. if subject does not appear on this list choose *All fields* and select *subject* from the box that appears).

Enter **SPAM** in the remaining box as detailed below:



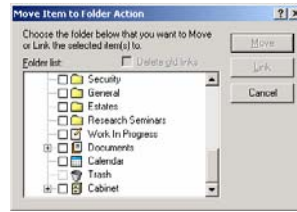
Click **OK**



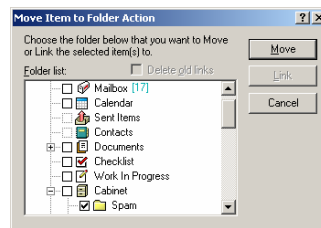
Click **Add Action**

Select **Move to Folder...**

The following screen will appear:

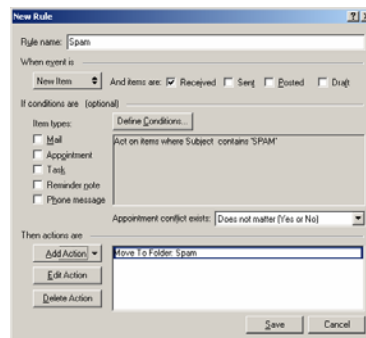


Click on the **plus sign next to the cabinet** to expand the cabinet, click on the box next to the **Spam** folder to select it as shown below:



Select **Move**

The rule will now be set up as follows:



Click **Save**

Then select **Close**

All e-mails that contain the word **Spam** in the subject line will now automatically be forwarded to the **Spam** folder. Remember to periodically check this folder for any erroneously marked e-mails.

If you require any further help or advice please contact the ITServices Helpdesk on 4424 or e-mail ITServiceshelpdesk.

Managing E-mails During Absence from Edge Hill

Introduction

The Freedom of Information Act 2000 now allows a right of access to information held by Edge Hill to the public. Requests for Information can be received in writing via the post, fax or e-mail. Any member of staff can receive requests for information and the requests do not have to be identified as Freedom of Information requests. Once a request is received by Edge Hill we only have twenty working days to process it. For this reason it is essential that all members of staff follow these guidelines to ensure that during absence from Edge Hill, whether through illness, special leave, holidays or conference attendance, all e-mail requests under the Freedom of Information Act are dealt with promptly.

Step 1

If you are a member of a mailing list such as the JISCmail lists, you must suspend your membership during your absence. If you are concerned about missing any relevant e-mails you can search the archive of the list on your return.

To suspend membership of all jiscmail lists you are on:

Send an e-mail to jiscmail@jiscmail.ac.uk (not to your list)

Leave the subject line blank

In the message type:

SET * NOMAIL

Send the e-mail

A confirmation e-mail will be sent to you confirming that all the lists you are registered with have been temporarily suspended.

Step 2

You must now:

- arrange for a colleague to have proxy access to your account (*See guidelines on Organising Proxy Access for a Colleague*)

or

- set up an auto-reply rule that will notify the sender of any e-mail that you are currently unavailable and suggest an alternative contact for the person. (*See guidelines on How to set up an Auto-Reply*)

Organising Proxy Access for a Colleague

Before anyone can administer your mailbox you will need to grant him or her rights to access it. This can be done by:

Choose **Tools** from the menus and then **Options**
The following dialog box appears:



Double-click the **Security Icon**.

The following dialog box appears:



Click the **Proxy Access tab** once.

The following dialog box appears:



Enter the name of your colleague in the Name box (starting with their surname).

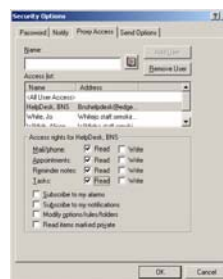
Click **Add User** (their name will now appear in the Access List box underneath)



Hi-light their name in the Access List box

Select the **Access rights** you want to give them by clicking on the read and write boxes next to each of

Mail\phone, Appointments, reminder notes and Tasks, as shown below:



Selecting Read will allow the person to look at your e-mails but not send e-mails from your account. Selecting Read and Write will allow them to look at your e-mails and respond to them from your account.

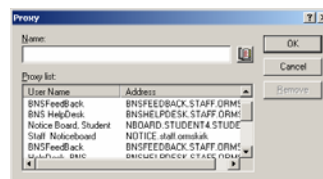
Click **OK**.

Managing Another Person's Mailbox

Proxying into the GroupWise Account for the first time

In GroupWise select the **File** menu.
Select **Proxy**

The following screen will appear:



In the Name box type your colleague's name (start with their surname)

Click **OK**

You are now in your colleague's mailbox. The above steps only need to be completed the first time you proxy into their account.

Returning to Your Own E-mail

On the top left of the GroupWise screen click on the Proxy icon, as shown:

Click on your name from the list that appears

This returns you to your own mailbox

Proxying Back into Your Colleague's Mailbox

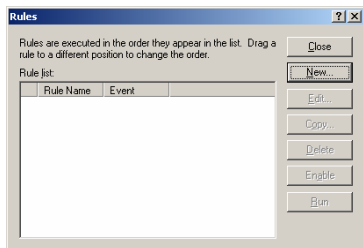
On the top left of the GroupWise screen click on the Proxy icon as shown:

Click on your colleague's name from the list that appears

This takes you back into your colleague's mailbox.

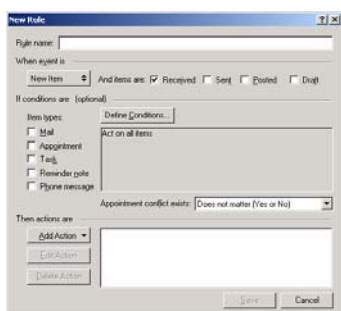
How to set up an Auto-Reply

Select the **Tools** menu and choose **Rules**
On the following screen:

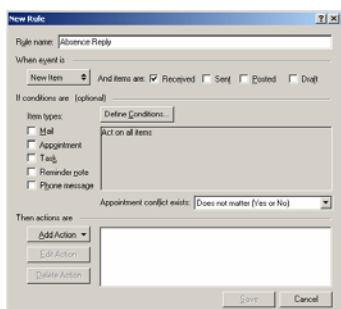


Select **New** on the right of the box

The following box appears:



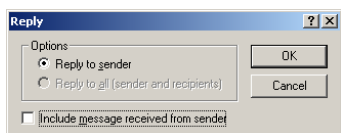
In the **Rule name** box enter **Absence Reply**



Click **Add Action**

Select **Reply...**

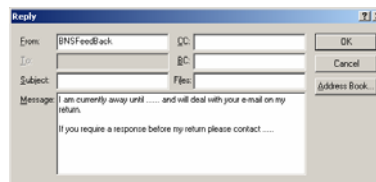
The following screen will appear:



Click the box next to include message

Click **OK**

On the next screen, enter your reply message to the individual.



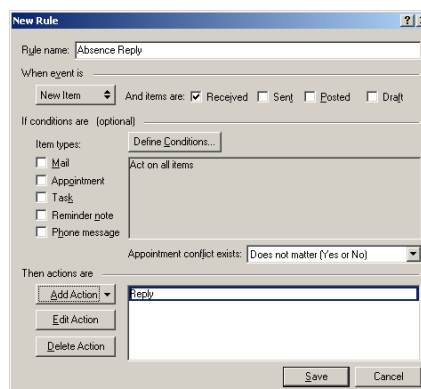
The message should state that you are currently absent from Edge Hill, your expected return date and an alternative contact if the sender requires a response before your return. The contact details for an alternative recipient should include external contact details.

For example

I am currently away until 9th September and will deal with your e-mail on my return.

If you require a response before my return please contact Louise Smith on 01695 581111 or e-mail smithl@edgehill.ac.uk

The rule will now be set up as follows:



Click **Save**

Then select **Close**

All e-mails sent to you will now receive an automatic reply.

If you require any further help or advice please contact the ITServices on 4424 or e-mail ITServiceshelpdesk.