

E-mail Requirement Procedures
(See E-mail Requirement Policies at ???)

1. How to develop an official university-wide electronic communication.

- All “official university -wide electronic communications” should be created in Microsoft Word or within the text of an e-mail and sent by e-mail to the Public Relations Director or Public Relations Communications Manager at ukpr@uky.edu. The e-mail containing the communication should indicate whom the communication is from, who should receive the e-mail (i.e. faculty, staff or students or any combination of the three groups), who should receive the replies and/or questions about the e-mail (provide name, title and e-mail address), when the e-mail should be sent, and a suggested subject. The document should have a maximum length of 500 words, but may contain links to Web pages. **NOTE: The final electronic communication distributed by Public Relations cannot include any attachments and the text of the message may not include formatting (such as bold face, tabs, italic, underlines, bullets, columns, etc.). The initial document will be converted to plain text for the university-wide e-mail.**

2. How to distribute an official university-wide electronic communication.

All “official university-wide electronic communications” must be initiated through the **Public Relations Director**, who will be responsible for approving its content and distribution in any form (oral, written or electronic). Public Relations will obtain review and approval from the appropriate administrators within the university. Requests for “official university-wide electronic communications” can be made to the Public Relations Director and/or Communications Manager at ukpr@uky.edu. The Area Security Officers or their designee may approve a request for electronic distribution of information to people within their area, college and/or groups of students. **(NOTE: The Area Security Officers will review and approve requests for area-wide electronic communications until October 1, 2003. At that point, an evaluation will be done to determine if this procedure should continue and/or to make the paper distribution process using mailing labels meet the same standards as the electronic distribution.)** (See <http://www.uky.edu/IS/DataAdmin/DOCS/AreaSecurity/areasecurity.htm> for a list of the Area Security Officers.) Electronic distribution of information to students may be requested from Public Relations and the Registrar’s Office at ukpr@uky.edu.

3. Standards and requirements on e-mail password formats. Standards on password formats can be found at.

<http://www.uky.edu/helpdesk/Accounts/uconnectPass.htm>

4. How to create a University E-mail Address (UEA) and e-mail mailbox for a student or employee.

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- o Automatic creation of the U-Connect User ID for all **potential students** will take place **one (1) working day** after the **application date** (Apply Date) entered on **screen 206 in SIS**. (**How do you want to handle applications that are withdrawn?**).
- o Automatic creation of the User ID for U-Connect for all **employees** will take place either **7 days** prior to the **assignment start date** (Assign Begin date) entered on **screen 016 in HRS**, or the day after the date of entry in HRS, whichever is earliest. No approval flags are necessary to create this User ID or the associated University E-mail Address and mailbox. Deleted: of the
- o **NOTE: The University E-mail Address and Mailbox remains inactive until the student or employee activates it by following the steps at <http://u-connect.uky.edu/manager/>.**)
- o A series of computer programs will be run nightly to:
 - a. extract information from SIS on the new applicants and from HRS for new employees,
 - b. create the U-Connect User ID for these individuals,
 - c. create reports for the Customer Service Center on errors encountered during the creation of the User ID for these individuals,
 - d. create the data file to upload into SIS,
 - e. upload the U-Connect Mailbox address data into SIS,
 - f. create the data file containing information on the U-Connect accounts established for new **employees to be sent to the Customer Service Center**, and
 - g. create letters to these **student applicants** containing information on how to activate their UEA and Mailbox.

The letters noted above will be mailed by the Admissions Office to the **student applicants**. The letters will contain information (instructions, User ID and default password) on how these individuals may logon to the UK application (U-Connect@ UK Account Manager) to activate their mailbox. This application is located at <http://u-connect.uky.edu/manager/>. Deleted: within ? working days

- o **NOTE: The default UEA and User ID will be based on the student applicant's name in SIS and the employee's name in HRS.**

- **NOTE:** The U-Connect Mailbox address for **students** will be displayed on screen 014 in SIS, with an Electronic Address Type of “E1” and Electronic Address Enable Flag set to “Y”.
- **NOTE:** The UEA will be displayed/printed in any official University directories, unless the **student** invokes the “privacy flag” in SIS, or the Director of Human Resources or designee, approves an exception for an **employee**. The UEA is the address to which all official university electronic communication will be sent to the applicant/student.
- **NOTE:** New employees will be notified by Human Resources of their U-Connect service during Employee Orientation, and/or by their departmental hiring official prior to or on their first day of work. If new employees cannot access the application noted above, then their departmental supervisor should contact the IT Customer Service Center (257-1300 or helpdesk@uky.edu) to ensure no errors were encountered during the automatic creation of the ID.
- **NOTE: Employees must activate their Mailbox in order to receive electronic communications. (The only employees who are not required to “activate” their Mailbox are those who do not have easy access to computers as part of their job. While these employees may choose to activate and use their Mailbox, they are not required to do so, as their supervisors will be responsible for communicating any official information to them via alternate means.) Reports will be run on a routine basis to identify those employees who do not activate their Mailbox, and the reports will be given to departmental supervisors to follow-up with these employees. Employees who do not activate their Mailbox will have no U-Connect mailbox created, nor e-mail forwarded to another mailbox.**
- Department supervisors may request a University E-mail Address and Mailbox for **faculty or staff members before their assignment start date is entered into HRS**, by contacting the IT Customer Service Center at 257-1300 or helpdesk@uky.edu. Under these conditions, it will be the responsibility of the department supervisor to notify/provide the new employees with the information required for them to activate their Mailbox and UEA.

5. How to create a University E-mail Address (UEA) and e-mail Mailbox for a **retiree**.

- Retirees recognized and approved by the Board of Trustees will retain their existing UK University E-mail Address, at the point of retirement and be (1)

provided free e-mail services on U-Connect or (2) provided the option to forward their e-mail to an off-campus e-mail address from U-Connect. Former employees who retired from UK prior to the implementation of this service may contact the Customer Service Center (257-1300 or helpdesk@uky.edu) to establish their U-Connect accounts.

- The department must decide which e-mail system the retiree will be using. If retirees choose to use a campus e-mail system other than U-Connect, they will need to pay for the additional license fee, unless their former department is willing to do so. If retirees were originally using a central campus e-mail system other than U-Connect, they will be given **one year** to forward their e-mail from the prior Mailbox to the U-Connect Mailbox.
- The department should decide if any of the university-related e-mail in the retiree's current Mailbox is required for the ongoing business of the University. If so, the department must identify who should receive copies of these e-mails. Retirees must forward any existing or future e-mails in their Mailbox which communicate official University business to that individual at the point of retirement.
- The department in which the prospective retiree works can contact the IT Customer Support Center (257-1300 or helpdesk@uky.edu) concerning the process to ensure the retiree either continues to have access to the current e-mail system or to ensure he/she is migrated to U-Connect at the point of retirement.
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6. How an individual activates their e-mail Mailbox on U-Connect.

- When the applicant or employee receives the letter from the Admissions/Employment Offices noted above, it will contain information (instructions, User ID and default password) on how to logon to the UK application (U-Connect@ UK Account Manager) to activate their Mailbox.
- The individual should follow the instructions and access the application at <http://u-connect.uky.edu/manager/>. The steps to activate your Mailbox include forced change of a default password, review and/or modification of the UEA, option to enter a "forwarding" mailbox to receive your mail outside of U-Connect and final review/confirmation of all of the above information.

7. How to change your password on U-Connect.

- The individual should follow the instructions and access the application at <http://u-connect.uky.edu/manager/> in order to modify their U-Connect password. Some password standards will be enforced.

8. How to change your University E-mail Address.

- Individuals should follow the instructions at <http://www.uky.edu/email/UEA/> and access the application at <http://u-connect.uky.edu/manager/> in order to modify their UEA.
- **NOTE:** If an individual has the same first and last name as an existing employee or student, then the default UEA will have a number attached to the last name to make it unique. (For example: John.Doe2@uky.edu.)

9. How to route e-mail from the University E-mail Address to a Mailbox.

- The individual should follow the instructions and access the application at <http://u-connect.uky.edu/manager/> in order to route the e-mail to a Mailbox outside of U-Connect.

10. How to access remote modem pool.

Instructions to access the remote modem pool can be found at http://www.uky.edu/IT/CustomerService/docs/about_modempool.html