

E-MAIL USAGE GUIDELINES

The purpose of this document is to describe the overall usage guidelines for e-mail at Montgomery College and to also provide a beginning point of reference about the administering of e-mail accounts. For additional information specific to global distribution lists, see the related document **E-Mail Guidelines: Global Distribution Lists**.

GENERAL EXPECTATIONS

Montgomery College provides e-mail resources to its faculty, staff, and retirees for their use when engaging in activities related to their roles at the College. As described in the IT Services web page glossary of terms section, e-mail is: (1) A system for sending and receiving messages electronically over a computer network, as between personal computers, or (2) a message or messages sent or received by such a system (from www.dictionary.com).

E-mail is a valuable tool for communications both internal and external to MC, but it is also a privilege with certain accompanying responsibilities. The same standards of conduct that are expected of faculty and staff regarding the use of other College facilities, services, and resources also apply to the use of e-mail. **For policy information regarding the use of e-mail, including confidentiality of information, security of resources, privacy issues and policy assurance, see Montgomery College policy 66001 Acceptable Use of Information Technology.**

In addition, the College has the right to expect that e-mail communications will be received and read in a timely fashion. Faculty and staff should check their e-mail on a regular basis in order to stay current with College, department, and individual job responsibility communications.

E-MAIL ETIQUETTE

E-mail is both less formal than a letter and less personal than a conversation. It is sometimes difficult to strike the right balance, but common sense, consideration for others, integrity, and simple courtesy are always good places to start. Here are a few points to keep in mind.

- ◆ E-mail is not strictly private. With all of the hackers and sniffers on the network, e-mail should be thought of as a post card. Would you want the mail carrier to read your message?
- ◆ Be careful of how messages are expressed. The recipient does not have the benefit of facial expressions, tone of voice, and body language to aid understanding.
- ◆ Everyone hates junk mail. Before hitting the send button, one should ask themselves how important their message is to the recipients. As a rule of thumb, consider that any mail sent to more than twenty recipients is potential "spam".
- ◆ It is good practice to make use of Outlook's Out of Office Assistant feature when one will not be accessible for a day or more.

E-MAIL QUOTAS AND RESTRICTIONS

E-Mail users at MC are each allocated a fixed amount of mailbox storage on the Outlook e-mail server. If a user exceeds their allocated storage, they will automatically be sent a warning message from the e-mail system, and they will not be able to send messages or to schedule Outlook calendar meetings. For these reasons, e-mail messages should not be retained for extended periods of time in *Mailbox* category folders that are stored on the central e-mail server (e.g. - their *Inbox* or *Sent Items* folders). If a user finds it necessary to retain e-mail information for extended periods of time, they should move those messages to Personal Folders that can be created and saved locally on their workstation.

Users should also refrain from the use of excessive e-mail resources. Generally, excessive resource use includes activities such as sending or receiving exceedingly large file attachments via e-mail, which are file sizes greater than 5 MB when sending messages to a limited distribution list, or files larger than 500KB when sending e-mails to global distribution lists. Doing so can quickly cause users to exceed their allocated storage on the Outlook e-mail server. Excessive resource use would also be demonstrated by users filling an e-mail box with personal messages, or transmitting personal mass mailings or chain letters (**addressed further in MC policy 66001 Acceptable Use of Information Technology**).

The standard Outlook mailbox size is set at 50 MB. A request to increase a mailbox size may be submitted to the IT Service Desk by:

- ◆ Direct request from an Administrator, or
- ◆ Supervisor's request for regular status, full or part time College faculty and staff, if the employee's job requires exception, or
- ◆ Supervisor's request on behalf of part time/adjunct faculty, temporary staff, and contractors, if their job requires exception to their mailbox size.

Note - The retiree e-mail box size will be maintained at 50 MB. However, as stats are collected on size and usage of these mailboxes, the retiree's box size may remain the size they had at time of retirement if their box size was greater than 50 MB.

In addition, certain types of attachments are blocked by MC's e-mail system. See **Appendix A** for a specific list of blocked attachments. **For further information regarding e-mail attachment restrictions, see the Q&A section of the Office of Information Technology Security web site on MCInfonet.**

Montgomery College Office of Information Technology

ACTIVATION AND DEACTIVATION OF ACCOUNTS

Requests for the activation and deactivation of e-mail accounts are initiated as summarized in the following table:

E-Mail Account Type	Duration of the Account	Requestor
Full-Time Faculty, Full-Time Staff, Part-time Staff	Duration of Employment	Human Resources
Adjunct Faculty	Duration of Employment	Hiring Department Chair
Contract Staff	Duration of Contract	Hiring Manager
Retirees of MC	Indefinitely, or Until Six Months of Inactivity	Human Resources

Web Mail

While working away from their office workstations, users may access their e-mail accounts via the Internet.

- 1) Logon to the Internet and enter the following URL into the browser's address bar. Then follow the instructions on the login screen.

<https://mcmmail.montgomerycollege.edu/>

OR

- 2) Logon to MyMC and click on the **Web Mail** link in the Quick Links column on the left side of the page. Then follow the instructions on the login screen.

When accessing e-mail through the Internet, most of the functionality is the same as when accessing e-mail directly from the workstation. Be aware though that some functionality may be limited, or in some cases be presented slightly differently. For instance, while users will have web access to messages that are in sub-folders of the Mailbox / Outlook Today root folder (since those folders and messages are stored on the central e-mail server), access to messages saved in Personal Folders that have been created locally on the user's workstation will not be available.

If any problems are encountered with accessing e-mail remotely by way of the Internet, contact the **IT Service Desk** at 240-567-7222 to verify that browser settings are configured correctly.

Passwords

Access to e-mail accounts is protected by a password. All MC e-mail account users are responsible for protecting the confidentiality of their passwords. **Complete information regarding e-mail passwords, including IT Security password standards, guidelines, and how to change passwords is available through the Office of Information Technology Security web site on M CInfonet.** If an e-mail password needs to be reset, contact the **IT Service Desk** at 240-567-7222.

ADDITIONAL INFORMATION

As with all Microsoft Office products, extensive product usage information is available via the Help function of Outlook.

For assistance or additional information about e-mail accounts at Montgomery College, contact the **IT Service Desk** at 240-567-7222.

Appendix A - Blocked Attachments

(as of 09/2006)

Table of Blocked Attachments

The following are the extensions of files that are blocked by later versions of Outlook and by Outlook Web Access (OWA).

.ade	Microsoft Access project extensions
.adp	Microsoft Access project
.bas	Microsoft Visual Basic class module
.bat	Batch file
.chm	Compiled HTML Help file
.cmd	Microsoft Windows NT Command script
.com	Microsoft MS-DOS program
.cpl	Control Panel extension
.crt	Security certificate
.exe	Program
.hlp	Help file
.hta	HTML program
.inf	Setup Information
.ins	Internet Naming Service
.isp	Internet Communication settings
.js	JScript file
.jse	JScript Encoded Script file
.lnk	Shortcut
.mde	Microsoft Access MDE database
.msc	Microsoft Common Console document
.msi	Microsoft Windows Installer package
.msp	Microsoft Windows Installer patch
.mst	Microsoft Windows Installer transform; Microsoft Visual Test source file
.pcd	Photo CD image; Microsoft Visual compiled script
.pif	Shortcut to MS-DOS program
.reg	Registration entries
.scr	Screensaver
.set	Windows Script Component

Table of Blocked Attachments (con't.)

.shb	Shell Script object
.shs	Shell Script object
.url	Internet shortcut
.vb	VBScript file
.vbe	VBScript Encoded script file
.vbs	VBScript file
.wsc	Windows Script Component
.wsf	Windows Script file
.wsh	Windows Script Host Settings file

Table of Attachments That Can Be Opened in OWA

The following are the extensions of files that have been removed from the list of blocked files for Outlook Web Access (OWA) only

.app	Visual FoxPro Application
.asx	Windows Media Audio/Video
.cer	Public key certificates
.fxp	Visual FoxPro Compiled Program
.mda	Microsoft Access add-in program
.mdb	Microsoft Access database
.mdt	Microsoft Access Workgroup information
.mdw	Microsoft Access Workgroup information
.mdz	Microsoft Access Wizard program
.ops	Office XP settings
.prf	Microsoft Outlook Profile settings
.prg	Visual FoxPro Program
.pst	Microsoft Outlook Personal Storage File
.scf	Windows Explorer command