



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER EL PASO

Operating Policy and Procedure

HSCEP OP: 56.10.02 – Email

PURPOSE: Define email access and usage.

REVIEW: Policy will be reviewed once a year by the director of Systems and Network Operations and the information security officer (ISO) and will be approved by the chief information officer (CIO).

POLICY / PROCEDURE

All Institutional email services will be delivered using a solution approved by the Information Technology Department. Email clients must be approved by Texas Tech University Health Sciences Center El Paso (TTUHSC El Paso) Information Technology before being used. TTUHSC El Paso email accounts are available dependent on the type of associated HSCEP affiliation. The creation of email accounts are provisioned through the eRaider account activation process and online eRaider Account Manager. All email solutions used by the institution must be approved and secured by TTUHSC IT Security, and/or TTUHSC El Paso IT Security.

Email Naming Convention

All official email communication from the institution must be sent using an approved naming convention. The CIO or their designee is the central authority for username and email address assignments for all campuses. Any disputes over usernames and/or email addresses should be referred to the CIO or their designee for resolution. Users wanting to verify their email address can call the following numbers: TTUHSC El Paso Information Technology Help Desk - (915) 215-4111.

All business cards, stationery, and any other correspondence material must reflect the approved TTUHSC El Paso email address format, including contact information on web sites. All students, faculty, and staff should only use their official TTUHSC El Paso email address to facilitate the dissemination of official TTUHSC El Paso information, as well as promote and sustain the lines of communication. Because email addresses are printed on official stationery, business cards, or any other correspondence material, all print jobs and/or official publications must follow the Publication Guidelines established by the Office of Institutional Advancement for printing standards.

Implementation and Compliance Procedure

All TTUHSC El Paso students, faculty, and staff will be issued an official TTUHSC El Paso email account. This email address will be the only email address used for all email communications between the Institution, and outside of the Institution.

- TTUHSC El Paso emails will not be redirected or forwarded to another non-TTUHSC El Paso account, or another TTUHSC El Paso email account without approval from the department director, the Assistant Vice President of Human Resources, and the Information Security Officer.

Sending Confidential Information

Any emails containing confidential information that are sent to persons outside TTUHSC El Paso or Texas Tech University must be encrypted. For more information regarding confidentiality and encryption please

reference Operating Policy 56.04.

Correspondences containing vital Institutional information must include the following disclaimer at the end of the email: ***Confidentiality Notice: This message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure, or distribution is strictly prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.***

Mass Email

TTUHSC El Paso mass email messages must be approved by the Office of Institutional Advancement for distribution of suitable email to TTUHSC El Paso schools, campuses and the institution. For the purpose of student mass email communication, a designated representative of Student Services can also distribute mass email to students with email content that is considered credible and informative that does not include commercial interest. Suitable mass email material for approval includes, but is not limited to:

- Substantial changes in governance, policy, or practice
- Immediate threats to health, safety, property, or research
- Infrastructure maintenance, computer or telecommunication issues
- Official non-commercial survey material
- Institutional newsletter publications

The preferred method of communicating with all members of the schools, campuses and institution, which is not viewed as appropriate material for mass email communication, is through announcement web pages, institutional news article releases, mailing material, leaflets, brochures and notice boards. To facilitate official mass email communication, Information Technology maintains the resources for email address groups. Access to send to these groups is restricted to approved representatives only from approval by executive management. Attempting to send mass email communication to TTUHSC El Paso members and groups, which has not been approved by the appropriate authority, is in violation of IT Policy regarding Acceptable Use.

Alumni and Retiree Email Accounts

Official TTUHSC El Paso email accounts are only issued to current TTUHSC El Paso students, faculty, and staff. After the owner's biographical record ceases to be supplied from Personnel Records, Student Records, or other approved sources, the eRaider Account Manager will automatically disable access to TTUHSC email. Individuals should make plans to transfer their email to another location prior to graduation or last day of employment. Graduating students who would like to continue to receive information from TTUHSC El Paso are strongly encouraged to register themselves at www.RaiderCheckUp.com. Users that need help registering on the site should call the Office of Institutional Advancement at (915) 215-4850 or email info.ia.ep@ttuhsc.edu