

AUBnet Accounts and Email Policies

- Reference:** CNS-P-EMAIL **Revision:** A
- Supersedes:** CNS existing AUBnet accounts and email policies.
- Purpose:** This policy and related policies provide the framework in which all AUBnet accounts and email services are provided and used at AUB.
- Source:** Computing and Networking Services (CNS).
- Approved by:** Nabil Bukhalid, Director of CNS **on:** December 4, 2002
George Tomey, VP for Administration **on:** Pending
Peter Heath, Provost **on:** Pending
- Applicability:** This policy applies to new AUBnet users and units managing AUBnet accounts and email services.
- Background:** AUBnet accounts and email services are provided to the AUB community in support of the teaching, learning and research mission of the University and the administrative functions to carry out that mission. The Computing and Networking Services (CNS) centrally manage AUBnet email services. Users of AUBnet email services are expected to act in accordance with the AUBnet Code of Conduct for Users of Computing Systems and Internet Services and users are expected to apply standards of normal academic and professional ethics and considerate conduct in economical use of all AUB computing systems and resources.

DISPUTE SCENARIO: the following typical disputes over a name ownership are assumed as part of any name allocation and management process:

- Name structures are not unique, who has the right to use a shared name structure.
- Name structure are not always machine friendly, too long, too complex, etc.
- An email address is unique at the domain level and in the case of AUBnet for life. xxxx@aub.edu.lb if used ones is reserved for life.
- This is my personal email account and I can use it the way I see fit!
- Why can someone use his name and I cannot use mine?
- In that other institution I was given that email!

Policy: Any registered student, currently employed faculty and or staff at AUB is automatically assigned an AUBnet account and is eligible to activate that account. AUBnet account provides access to AUBnet intranet and internet business services, including email services.

Users of AUBnet account, email and internet and intranet services must adhere to the AUBnet Code of Conduct and all applicable policies. Users are requested to explicitly agree to abide by the usage terms and conditions prior to the activation of their AUBnet accounts.

Users are to take precautions to prevent the unauthorized use of AUBnet account passwords. Passwords are not to be shared with others and their confidentiality is to be strictly maintained. In choosing passwords, users should select codes that are difficult to guess and should change them on a regular basis. Users will be held accountable for all actions performed with their passwords, including those performed by other individuals as a result of user negligence in protecting codes. E-mail administrators and other computer support staff will not ask you for your password.

No one is to use another individual's account, with or without permission.

AUBnet accounts are assigned a disk quota on the e-mail server which can only be increased based on valid business justification. Users should not rely on disk space on e-mail servers for the purposes of archiving or record retention.

Guidelines: **AUBnet account:** Is the AUB official account used for email among other Internet and intranet computing services. AUBnet accounts are classified into different types according to the user categories. See **Appendix-A** for a listing of the current accounts types, eligibility, maximum duration, renewal, services, quotas and charges.

- Account Type shall change based on the user's change in status as detailed in the eligibility column.
- Renewal Notices are auto-generated by the AUBnet Users Management System with a one month grace period.
- Account termination will take immediate effect if the renewal terms are not met on or before the account expiry date.

Email account: An email account is the location where mail is actually delivered. It is a combination of the AUBnet ID, password and delivery server. CNS centrally manages the AUBnet email accounts and email servers.

Other email accounts: A person may have several other email accounts on different email servers.

AUBnet id: Is the user login id that a user will type to login to the email delivery server. AUBnet id is a system generated id made of the *first_name_initial* + *last_name_initial* + *next_sequence_number* (example: the id of 52nd James Body joining AUB would be jm52).

IMPORTANT NOTICE:

A user's AUBnet id is final and cannot be changed in any way.

AUBnet password: Is the user login password associated with the AUBnet id and authenticating the user's identity. The AUBnet password is selected by the user while activating the AUBnet account.

Email address: The AUBnet_id@aub.edu.lb email account on Campus (AUBnet_id@aub.edu in NYO) which can be given out to correspondents as one's email address or a person may opt to use the email alias address in addition to or instead of the email address.

Email alias: The first.last@aub.edu.lb email address on Campus (first.last@aub.edu in NYO). It is linked to the email address but is, itself, not an email account. The email alias is system generate from the user legal name as recorded in the Personnel Department records for faculty and staff and from the Admission/Registrar Office records for students.

None unique first.last@aub.edu.lb names are tagged with a sequential digit after the first name first_n.last@aub.edu.lb the users can also request the replacement of the *first_name* by an initial or any combination of characters ccc.last@aub.edu.lb (example: james_52.bond can request j.bond or j007.bond if not used).

Composed last names will be separated by an underscore character (example: "abou_habbib").

Composed first names will be also separated by an underscore character but user can request the removal of one of the first names if the remaining *firs.last* is unique.

IMPORTANT NOTICE:

A user's last name cannot be changed except via the update of the Personnel or Registrar official records.

Email delivery address: The AUBnet_id@delivery_server.aub.edu.lb address is the delivery address. Each email account has its own unique delivery address.

Legacy AUBnet ids and/or email aliases: The AUBnet id and email alias name assignment policies changed over the year from being completely open and accommodating to users' preferences when the AUBnet user community was a hand count of individuals to hundreds of accounts, to a stricter set of standardization rules and business requirements.

The legacy AUBnet ids and email aliases are AUBnet ids and aliases assigned prior to this policy and not complying with the current standardization rules and regulations.

Users will keep their legacy AUBnet ids and email aliases but will also receive a compliant email alias.

Immediate lock: To immediately lock an AUBnet account for security or any other reason the user himself, system administrator, department head or dean should request in writing from the Computing and Networking Services the locking of the account, and clearly state the effective date/period and reasons. The Director of CNS should approve in writing such requests prior to execution.

Parking of AUBnet id, email address and email alias: All AUBnet ids, email addresses and email aliases shall be withheld from general use for seven year to avoid possible confusion.

Un-park of an AUBnet id and/or email alias: A returning user can request in writing from the Computing and Networking Services to un-park his/her old AUBnet id and/or email alias.

Group or departmental accounts: In some situations, a single point of contact is required where multiple individuals manage service requests. These accounts are permitted as follows:

The department head will determine when a group account is required to conduct the business of the department and will complete, approve and submit a ***Departmental AUBnet Account Form***. By completing the form the department head will be responsible for all of the account activities, including use of it by authorized and unauthorized employees

Passwords will be set to automatically expire at a frequent rate to ensure that passwords are being used appropriately.

Group and departmental accounts should be renewed every year.

Standard quotas and charges will apply to all accounts.

Account usernames and addresses will be assigned to these accounts as appropriate.

Email distribution lists: Mailing lists may be used for purposes related to teaching, course-work, research, and administration at AUB. Commercial use of mailing lists is prohibited.

Directory Policies: AUB publishes directory information, including email addresses for faculty, staff, and students. Electronic directory services are provided on the Web in the form of the AUB Online Directory and within the Webmail browser.

The AUB Online Directory is available for anyone at AUB and elsewhere to locate faculty, staff and students at AUB. Email may be sent directly from directory records.

The AUB electronic and printed directories are provided solely for the purpose of assisting individuals to contact one another. Information in the directories may not be extracted by any means for the creation of distribution lists for use by businesses or other organizations outside of AUB. Use of directory information for solicitation of business or donations is expressly prohibited.

Security, privacy and confidentiality: AUB cannot guarantee the security, privacy, and confidentiality of email. Users should not assume confidentiality of their email. Users are not advised to send confidential University communications (as determined by law, policy, etc.) via email. Examples of why email confidentiality cannot be guaranteed are:

- E-mail may be subject to disclosure under law.
- Back-up copies may be retained for periods of time and in locations unknown to senders and recipients even if the user has deleted it from their account or PC.
- In the course of routine systems maintenance, troubleshooting and mail delivery problem resolution, network or systems staff may inadvertently see the content of e-mail messages.
- Senders can mask their identity.
- Messages can be easily forwarded without permission to individuals or groups, even though it violates copyright law.
- Messages can be intercepted while in transit through the network.
- Forwarded messages can be altered from the original.
- Encryption and digital signatures are evolving technologies and are not yet widely available for use at AUB.
- Once a message is received on a machine outside of AUB, all of the above concerns continue to apply.

Email backups: In the event of a system disaster, the user's email inbox will be restored to the state of user email accounts on that server at the time of the last backup. As messages may be received and subsequently deleted or lost since the last backup, CNS cannot guarantee that all messages can be restored.

CNS is not able to restore individual messages or mailboxes on email servers. It is the user's responsibility to backup copies of their own email.

Email abuse and policy enforcement: Email services are provided to the AUB community to conduct University business.

Violations of the Email and AUBnet Code of Conduct will be subject to disciplinary action and violators may have their AUBnet account suspended during any investigation.

The following is a non-exhaustive list of examples of email abuse:

- Excess personal use that interferes with University business by burdening the network or systems or by interfering employment obligations.
- Interference with other people's use of e-mail.
- Intentional unauthorized access of other people's e-mail.
- Sending 'spams', chain letters, letter bombs or any other type of widespread distribution of unsolicited email.
- Forging email.
- Giving the impression you are representing the University unless you are authorized to do so.
- Use of email for commercial activities or personal gain.
- Sending of offensive or abusive messages.
- Conducting unlawful activities.
- E-mail abuse may be reported to abuse@aub.edu.lb. Reports of abuse will be investigated and handled as appropriate. In all cases, do not delete any evidence or message(s) as they can be used as evidence.

Responsibility: AUB Computing and Networking Services (CNS) is responsible for implementing this policy, in cooperation with:

- Dean(s) of Faculty for each school
- Dean of Students
- Vice President for Administration
- Provost
- Final authority rests with the President.

Additional

- Information:**
- Code of Conduct for Users of Computing Systems and Internet Services
 - AUBnet Residential Acceptable Use Policy
 - Internet Code of Conduct
 - Policy on privileged Access

APPENDIX-A
Types of AUBnet Accounts as of February 1, 2003

Account Type	Eligibility	Maximum Duration	Renewal Notices	Covered Services	Quotas	Charges
Admitted Student	Admitted and not yet registered student	Account will be transferred to a "Dormant Student" account if the students did not secure the approval of the Admission office for the renewal of his admission records after 2 semesters or 2 renewal notifications.	First Sunday every October & March	Webmail Email forward Public Labs.	Disk storage	Free
Registered Student	Registered student	No limit as long as the student is registered	N/A	Email Web Public labs Intranet services Internet services	Disk storage & Internet traffic	Student Computing fees
Unregistered Student	Student who did not register for the current semester and did not graduate or transfer from AUB.	Account will be transferred to a "Dormant Student" account if the student did not secure the approval of the Registrar office for the renewal of his student records after 4 semesters or 4 renewal notifications.	First Sunday every October & March	Webmail Email forward	Disk storage	Free
Dormant Student	Student who did not register or graduate.	7 years.	None	None	N/A	N/A

APPENDIX-A (continued)

Account Type	Eligibility	Maximum Duration	Renewal Notices	Covered Services	Quotas	Charges
In_Transit Student	Student who graduated and did register for graduate works or did not activate his AUBnet Alumni account.	Account will be transferred to a "Dormant Alumni" account if the alumni did not activate his AUBnet Alumni account after 2 notifications.	First Sunday every October & March	Webmail Email forward	Disk storage	Free
Alumni	AUB alumni actively using his AUBnet account	Account will be transferred to a "Dormant Alumni" account if the alumni did not renew his AUBnet Alumni account after 4 notifications.	First Sunday every October & March	Webmail Email forward	Disk storage	Alumni AUBnet Charges
Dormant Alumni	Alumni or graduate student who did answer the renewal notices for more than 2 years	Seven years	None	None	N/A	N/A
President, Provost, VP and Dean	Valid employment contract	No limit as long as the contract is valid	N/A	Email Web Intranet services Internet services	N/A	Department AUBnet Charges
Faculty	Valid employment contract	No limit as long as the contract is valid	N/A	Email Web Intranet services Internet services	Disk storage & Internet traffic	Department AUBnet Charges

APPENDIX-A (continued)

Account Type	Eligibility	Maximum Duration	Renewal Notices	Covered Services	Quotas	Charges
Managers	Valid employment contract	No limit as long as the contract is valid	N/A	Email Web Intranet services Internet services	Disk storage & Internet traffic	Department AUBnet Charges
Staff	Valid employment contract	No limit as long as the contract is valid	N/A	Email Web Intranet services Internet services	Disk storage & Internet traffic	Department AUBnet Charges
In Transit Employee	Expired Employment contract	One year from clearance date	N/A	Email Forward (Sender auto-notified that recipient is no more an AUB employee. Supervisor email provided with reply)	N/A	Free
Departmental Email Account	AUB department based on the approval of the responsible dean, chairman or director	One year renewable	First Sunday every September	Email only or Email Web Intranet services Internet services	Disk storage & Internet traffic	Department AUBnet Charges

APPENDIX-A (continued)

Account Type	Eligibility	Maximum Duration	Renewal Notices	Covered Services	Quotas	Charges
AUBweb Section Administrator	AUB department based on the approval of the responsible dean, chairman or director	One year renewable	First Sunday every September	Email Web Intranet services Internet services	Disk storage & Internet traffic	Department AUBnet Charges
Sponsored AUBnet Account	Visiting Faculty, Visiting Researcher, Visiting Student, Consultant, Contractor, and/or Departmental guest based on the approval of the responsible dean, chairman or director	One year renewable	First Sunday every September	Email Web Intranet services Internet services	Disk storage & Internet traffic	Sponsored AUBnet Account Charges
Campus Resident	Sponsored family members of the campus residents based on the approval of the AUB employed member	One year renewable	First Sunday every September	Email Web Intranet services Internet services	Disk storage & Internet traffic	Sponsored AUBnet Account Charges

