

Policy (IT) - Email and communications

The need for timely and efficient communication has required that the LDI established e-mail as an official means of communicating with all its members. In order to implement e-mail as an official means of communication between all its members, the use of the LDI email account is now mandatory to all its members.

Scope

The policy applies to any member who is, or has been, assigned a LDI Uniform E-Mail Address (UEA).

Policy Statement

E-mail is one of the official means of communication between the LDI and its members. As with all official LDI communications, it is the member's responsibility to ensure that time-critical e-mail is accessed, read, and acted upon in a timely fashion.

It is a violation for any user of official LDI e-mail addresses to impersonate an LDI officer, a member of the faculty, staff or student body, in line with the LDI RESPONSIBLE USE OF IT RESOURCES" and relevant federal and provincial legislation.

Procedures

LDI uses e-mail as an official means of notification and for announcements that affect member to LDI relations, recognizing that

- (a) caution should always be exercised in communicating sensitive matters by e-mail,
- (b) privacy should not be assumed when employing that method of communication,
- (c) great care must be taken to ensure that the e-mail is addressed only to the intended recipients,
- (d) the use of file attachments with email communications is discouraged unless the sender has verified that the attachments will be accessible to and readable by all intended recipients, and
- (e) all official electronic communications are subject to the LDI Archives/Records Management policies. Offices creating official communications are responsible for consulting with the LDI Public Relations to coordinate retention of these communications.

Policy on E-mail Communication with members

Upon a new network account registration, each LDI member will be assigned an official LDI "uniform e-mail address" (UEA), normally a variation of First Name.MiddleName.LastName@ladydavis.ca. The mailbox will normally be terminated if a member withdraws from the LDI, but can be re-activated if the member re-enrolls. Official LDI communications may be sent to this e-mail address.

While the manner in which e-mail is accessed is left to the member's discretion, it is recommended that members access the mail sent to their UEA directly from the LDI Mail system. It is not authorized to forward e-mail from the official LDI e-mail address to another e-mail address (e.g., @McGill, @gmail, @outlook, any other internet service provider, or to an address on a departmental server). Failure to read a notification in a timely manner does not release the member from the obligation of knowing and complying with its content.

By default, all systems configured to be part of the LDI network system will have their default mail client software (MS Outlook or MS Windows Mail) setup on LDI mailbox. Other mailbox from other mail systems can also be setup on the same profile.

Spam & Virus filter Services

All email coming into the LDI email system, from outside LDI network, goes through an anti-spam filtering system to reduce the number of unsolicited 'spam' messages. The system currently being used is **The Barracuda Spam & Virus Firewall**.

When an LDI mailbox is created (ending in @ladydavis.ca) it is automatically covered by this anti-spam system. The Anti-Spam & Virus firewall has a

choice between two methods for handling email identified as spam: **Tag & Pass** or **Block**. When a virus is detected in the email it is automatically **blocked**.

Once an email has passed the filters, it is given a score that indicates its spam probability. This score ranges from 0 (definitely not spam) to 9 (definitely spam). Based on this score, the Spam & Virus Firewall categorize the email with a score between 5 – 7 as **Tag & Pass**, higher than 7 as **Block**. These threshold scores have been determined after analyzing email traffic for several months. These scores have been determined as the most optimal ones without being too intrusive to the mailbox recipient.

When an email is categorized as **Tag & Pass** the subject of that email is appended with the [**>SPAM<**] tag. This is a warning to the mailbox recipient that he should be careful before opening that email.

As an added protection a spam rating is added to the email headers. This email may be routed to a junk mail folder by your email client (MS Outlook or MS Windows Mail). You can also create rules within your email client application to handle spam based on the text of the email header.

Quota and Backup

All mailbox created on the LDI mail system have a quota enabled. We strongly recommend to all members of the LDI not to use local archiving (local PST file) in MS OUTLOOK. This could result in loss of emails in case of a local workstation mal function.

Accessing LDI email

Access to the email can be done through:

- The Outlook Web App (OWA) which is a web version of MS OUTLOOK. The web address is: [HTTPS://mail.ladydavis.ca](https://mail.ladydavis.ca) .
- The MS Outlook or MS Windows Mail client. A guide on how to configure MS OUTLOOK is available on the LDI IT Portal.