# Student Guidelines for the Use of Official Student Email Addresses

In 2003, The University of Toledo established official student email addresses to enable faculty, staff and administrators to communicate more effectively and efficiently with students. View the "Policy for Using Electronic Communications for Conducting Official University Business with Students" which governs the use of email for this purpose on the World Wide Web at http://www.eit.utoledo.edu/Documents/AdminDirective_02_eComm_Standard.pdf.

This document provides students with information and guidelines regarding the University's expectations in the management of email.

## Overview

The University of Toledo will send official communications to students electronically. All students are provided with an official University email address. All official communications will be to that address. The University expects that students will read their email in a timely manner. Students may either activate a University-supplied mailbox, to which their official University mail will be directed, or they may choose to direct official University mail to a third-party provider. In the latter case the student assumes the risk of lost, bounced, or misdirected email.

Faculty may expect to communicate with their students using the official University email address for instructional purposes. All official University communications to students will follow the guidelines for acceptable usage. Students may opt out of certain official electronic communications, where required by law.

## General Information

### *What is my official University email address?*

Your official University email address is of the form **Firstname.Lastname@utoledo.edu**. There may be a number **N** appended to your Firstname.Lastname in order to assure uniqueness. All official communications from the University to students will be to this address. This address is **not** an actual mailbox. Instead it is a pointer to an actual email mailbox that resides either at the University or elsewhere, at the student's discretion. Your Firstname.Lastname@utoledo.edu is more properly called an email alias.

Some students may have one or more University email mailboxes, such as UTAD (also called Exchange, Outlook, or UTNet mailboxes), Engineering, or other email accounts not maintained centrally. Your University email alias can point to one of these mailboxes if desired.

## *What email will get sent to my official University alias?*

All official correspondence, including but not limited to notification of student bill availability, registration priority times, graduation deadlines, financial aid eligibility deadlines, cancellation of classes, and academic-related (coursework) email from instructors will be sent to your University alias (Firstname.Lastname@utoledo.edu).  The daily digest of University announcements ("UT Daily") is also sent to your University email alias.  **If you choose to point your alias to a third-party provider, the University will not be responsible for lost, bounced, or misdirected email.  It is your responsibility to manage whatever mailbox quotas exist at your provider, and to change your forwarding location if you change email providers.**

## *Who gets an official University email alias?*

All registered students, including incoming students who are signed up for Rocket Launch, have an email alias assigned to them.  Your alias is created about two days after you first register for classes or sign up for Rocket Launch. To change the address at which you receive official University email, visit the My UT Account web page at http://myutaccount.utoledo.edu/.  Your alias is never deleted ("email for life").  If you wish to change your University email alias (for example, if you change your name) contact EIT.

## Information about centrally maintained email

The University of Toledo maintains a central email system, currently using Microsoft's Exchange 2000.  This email is called variously UTAD, Exchange, Outlook, or UTNet; they all refer to the same mail system.  You do not need to have a UTAD mailbox in order to receive email directed to your alias; however, this is the only email system EIT maintains and supports.

## *What is UTAD?*

UTAD is the University of Toledo's Authentication Domain.  It provides directory and authentication services for all members of the University (students, faculty, staff, adjunct faculty, instructors, etc.).  Your UTAD account gives you access to many computing resources on campus, including email.  All registered students may activate their UTAD accounts.  Your UTAD username consists of the first letter of your first name followed by the first six letters of your last name, optionally followed by a number to ensure uniqueness.

You can have a UTAD account without creating a UTAD mailbox.  In this case you will need to tell the University via the My UT Account web page (http://myutaccount.utoledo.edu/) where it should send mail addressed to Firstname.Lastname@utoledo.edu.  If you choose to create a UTAD mailbox, your University email alias will point to your UTAD mailbox.  If you have a UTAD mailbox, your address is of the form user@utnet.utoledo.edu, where "user" is your UTAD username.

## *When do I get a UTAD email mailbox?  When is the account deleted?*

If you are a currently registered student (this includes summer term for students enrolled for spring or fall), visit http://myutaccount.utoledo.edu/.  You can activate your UTAD mailbox

from this page.  UTAD mailboxes are expired after the last day of add/drop of the term following your last registered term, summers excepted (e.g., after the last day of add/drop of Fall 2004 if your last registered term was Spring 2004).  You will be unable to access your email (including for archival and storage) after this date.

## *How do I access my UTAD mailbox?*

EIT recommends you access your UTAD mailbox via the World Wide Web.  Other email clients such as Outlook and Eudora can also be used, using the MAPI, IMAP, or POP3 protocols. To access your mail via the World Wide Web, visit https://email.utoledo.edu/ and enter your UTAD username (in the format UTAD\\*username*) and password when prompted for authentication. You must use a modern browser with Javascript and cookie support (e.g., Internet Explorer 5 and up, Netscape 6 and up, Mozilla, Safari, or Opera).  All computers in public labs have an appropriate web browser installed.  Most have an alternative email client, such as Outlook, installed also.

## *What limits are there on my UTAD mailbox?*

Your mailbox has a quota of 25 megabytes (MB).  When you reach 20 MB you will receive a warning message.  At 25 MB you will not be able to send any mail (outbound).  At 35 MB you will not receive any new mail (inbound) and people mailing to you will receive a delivery failure.  These quotas apply to official University communications as well as other mail delivered to your UTAD mailbox.  **The University is not responsible for undeliverable email due to quota restrictions on your mailboxes, including your UTAD mailbox.  The University expects you will manage your email so that official communications are read by you in a timely manner.**

## Guidelines for management of your official University email

- You may opt out of certain official University communications sent to your email alias, where required by law.
- You may opt out of non-official (UT Daily) email.
- Check your email at least twice per week.
- If you have a UTAD mailbox, manage your mailbox to avoid quota limits, either by downloading or archiving your email to an offline storage location (e.g., your H: drive) or deleting unnecessary email.
- If you use a third-party provider, keep your forwarding information in My UT Account up to date.
- Use your official University alias (Firstname.Lastname@utoledo.edu) as your public email address.
- Your official University alias is listed as your email address in the eDirectory (available at http://www.utoledo.edu/index.asp?id=137).
- If you choose to restrict release of your directory information (including email address), you may do so via our secure student services at http://my0.utoledo.edu/.

You should receive official University communications that follow the guidelines for electronic communications (available at http://www.utoledo.edu/eit/).  If you believe an official communication has not followed the guidelines, please contact EIT's Service Request

Line at 419.530.3644 or email eitservice@utoledo.edu for further information or assistance. As steward of the official student email address, the Office of Educational and Information Technology is responsible for directing its use.