

For the Record...

CREATION AND MANAGEMENT OF A GENERIC EMAIL ACCOUNT

A generic email account provides a unique email address and mailbox that can be used by multiple users to read and send messages. It is generally used to provide a single point of contact for a specific service, program, department or group, or a position which may be occupied by multiple individuals over time (e.g., Dean of Science, Chief Information Officer, Vice President Administration and Finance). Generic email accounts provide many benefits including improved responsiveness and productivity, ease of tracking conversations and division of workload as email is centralized in one location. Using a generic account supports the continuity of information, specifically email, being available as people transition to and from roles within an organization, and also facilitates more efficient response to Access to Information requests.

Steps for Setting up a Generic Email Account

1. Request the account via the ITS Service Desk (email help@mun.ca or call 709-864-4595). Provide the following information in the request:
 - The proposed name of the account (i.e. UnitX@mun.ca);
 - A list of users who will need access to it. At a minimum, two people should have access to the generic account – one primary and one secondary. When determining access permissions, remember to consider the confidentiality and sensitivity of information that may be received by the account and limit access permissions to only those that require access;
 - Associated Unit or Department; and
 - Account owner and the account owner’s named email address.
2. Once the account is created:
 - Ensure proper access has been granted.
 - Review locations to determine where this new email address should be added/updated:
 - MUN website/Unit or Department website: Consider removing individual names/email addresses from website and provide more general contact information, for example, “For inquiries to the Office of X, please email: OfficeX@mun.ca.”
 - Signatures in emails: Update with the new generic email address.
 - For those who wish to have email going to this shared account as opposed to their named account, send out notifications to other offices/contacts informing them of the new account. For example, “Effective immediately, all inquiries for the Office of X should be directed to OfficeX@mun.ca. This will ensure a more timely response to your inquiry.”
 - For a period of time, place an ‘out of office’ response on your named email account advising users of the new email address.

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Considerations for Managing a Generic Email Account

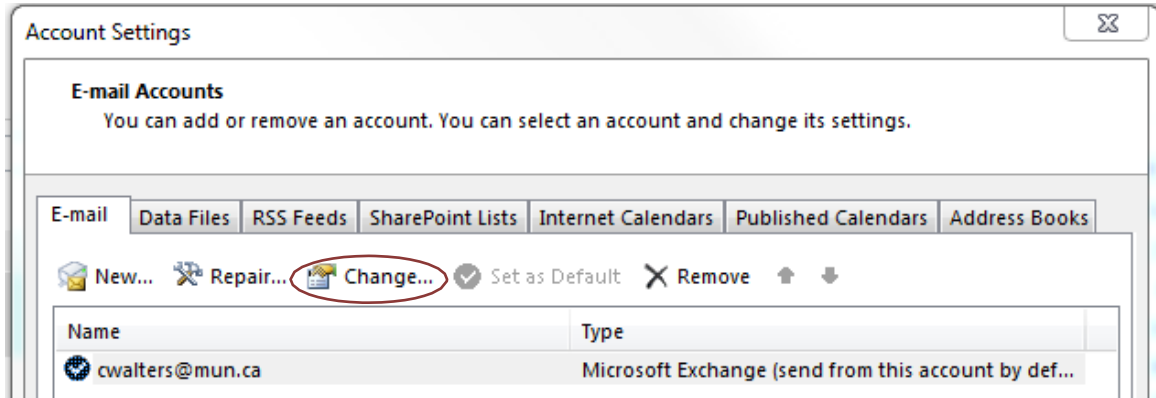
Develop internal processes around the management of the generic email account. Define:

- Who will manage/have responsibility for the account.
- Who will be the backup.
- How individuals will access the account:
 - Log into the generic account or manage it from a personal account.
 - Note: If managing from a personal account is the best option, see below for steps for adding a generic exchange email account to your personal Outlook email account.
- How incoming email will be managed:
 - Forward email from the generic account to the applicable individuals' personal account.
 - Move email into specific 'action' folders in the individuals' personal account.
 - Move email into 'action' folders in the generic account.
- If responses to emails come from the generic account, the individuals' named account, or both.
 - If an email response is sent from an individual's personal account, copy the generic email address.
 - It ensures all sent/received email are centrally managed/stored. If individuals within the office who have access to the generic account can see that the generic account is copied on an email, they know it is being centrally managed and do not need to maintain a copy.
 - It allows an individual who has access to the generic account to easily purge email from their personal email account if they know the generic email was copied.
 - Search your Inbox/Sent Items/Sub Folders for email where the 'generic email' is in the Copy, To or From, and you can easily identify email that can be purged.
- How actioned and pending emails will be managed.
- How email will be organized after it is actioned.
 - Define a folder classification plan for the generic email account.

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Steps for adding a generic exchange email account to your Outlook

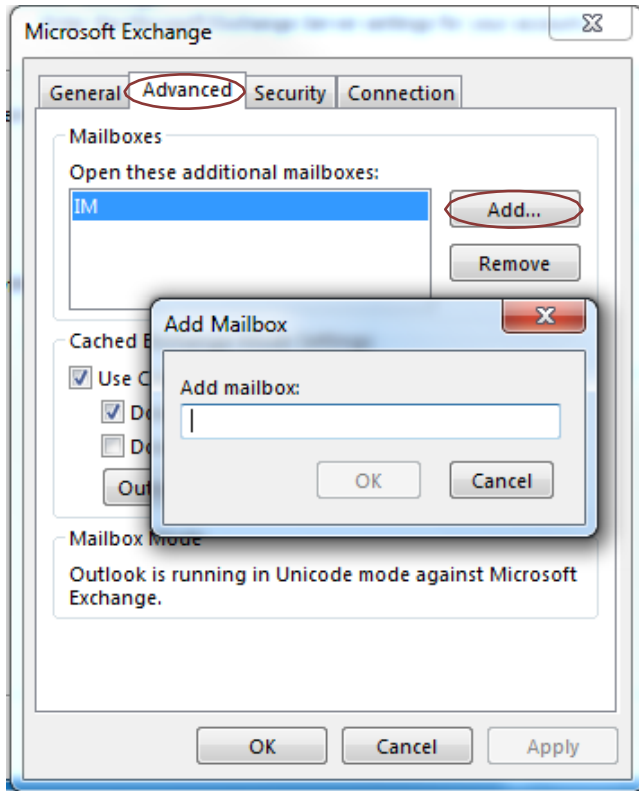
- 1) Open Outlook.
- 2) Select File – Account settings.
- 3) Double click your exchange account or click the “Change” button.



- 4) In the Change email account popup, select “More” settings in the bottom right corner.

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- 5) In the Microsoft Exchange popup, select the “Advanced” tab.



- 6) Click “Add”, enter the full name of the generic account into the “Add mailbox:” field. If you are not sure about the full name go to the Global Address List and look up the name.
- 7) Click the various OK, Next and Finish buttons to complete the procedure.
- 8) The generic inbox will appear in your mail folder list and will reconnect every time you log in. Expand the inbox by clicking on the + box beside its name. The calendar for the generic account will appear in your Calendar pane under All Calendar items.