

Policy on eligibility for email services in the @cam.ac.uk and @cantab.ac.uk domains

Email is an indispensable and ubiquitous communication tool both in the University's life and in many people's everyday lives. Almost everyone who has an active involvement with the life of the University has a need for email, and will be provided with email service by the University.

As the provider of email addresses, the Collegiate University has a share of responsibility for how @cam.ac.uk email addresses are used, on top of its responsibility for operating its email service as a whole. Some of the responsibilities are formal, but many arise from the social conventions and expectations about email that make email ubiquitous. The Collegiate University, in managing and operating its email systems, needs to recognise those conventions and expectations, and adapt to them as they change. This policy balances the specific needs of the Collegiate University with the responsibilities and expectations of all email service providers. It may need to change in response to changing expectations and obligations on the Collegiate University, and will therefore be kept under review by the ISC.

This policy sets out:

- Who is eligible to use an email address in the @cam.ac.uk domain
- Who is eligible to use an email address in the @cantab.ac.uk domain
- What happens when eligibility ceases
- What happens if an email address is not used for an extended period

Eligibility for an email address in the @cam.ac.uk domain

Some individuals will be automatically eligible for an @cam.ac.uk address, by virtue of the role or position they hold in the Collegiate University. In order to accommodate others who are actively involved in the life of the University but do not fall into one of the automatic categories, heads of institutions can sponsor individuals for eligibility.

Automatically considered eligible for an @cam.ac.uk address and associated mailbox

- Students
 - Registered students
 - Members *in statu pupillari*
 - Students at Cambridge Theological Colleges (including those registered at Durham or ARU)
 - Students registered for an award-bearing course with ICE
 - Executive education attendees with the Judge Business School
- Members of Regent House
- Academics
 - University Teaching Officers
 - College Teaching Officers
 - Members of the Faculties
 - Affiliated Lecturers
 - Non-staff academics sponsored by an institution
 - Honorary Professors and Readers

- Retired University and College Teaching Officers (whose last role before retirement was with the University or with a College)
- Fellows of the Colleges
- Fellows and equivalents of the Theological Colleges
- Employees of the University:
 - including postdoctoral researchers funded by a grant administered within the university
 - including employees of Cambridge Enterprise
 - excluding staff at the nursery
- TES staff once assigned
- People seconded by an external organisation to work for the University

For one year after this policy is adopted, the following will also be considered automatically eligible:

- Retired employees of the University (whose last role before retirement was with the University)

Sponsored eligibility for an @cam.ac.uk address and associated mailbox

Heads of Departments and Heads of Colleges can nominate people in their institutions to be eligible for a mailbox, calendar, address book and an email address of the form <crsid>@cam.ac.uk who would not be automatically eligible in the categories above. UIS will provide ongoing and general guidance on the benefits, costs, and risks of provisioning @cam.ac.uk addresses to support heads of institutions making informed decisions on nominations. Individuals sponsored in this way are likely to include:

- College assistants sponsored by their College
- Volunteers sponsored by an institution
- Visiting scholars sponsored by an institution
- People contributing to the academic activities of an institution who do not fall into the categories for automatic eligibility

Eligibility for an email address in the @cantab.ac.uk domain

Anyone in the categories below will be eligible for a mailbox, calendar, address book and an email address of the form <crsid>@cantab.ac.uk. Individuals eligible for an @cantab.ac.uk address may also be eligible for an @cam.ac.uk address, in which case they could be allocated two addresses and mailboxes if they choose.

- Anyone who holds a degree conferred by the University
- Retired persons who were employed at the University immediately prior to retiring

The University will publicise the distinctions in eligibility for @cam.ac.uk and @cantab.ac.uk addresses. This will state that current students, academics, research associates, officers, fellows and staff of the Collegiate University will usually have an @cam.ac.uk address, and that these addresses are expected to be used for University business. The @cantab.ac.uk addresses would be allocated to alumni and other people without a current close association with the University; these addresses would not be intended for University business.

What happens when eligibility ceases

There are well-established procedures in place for the following situations, which would not change if this policy were adopted, and will not be discussed further here.

- Registered students at the end of their course of studies;
- Non-academic employees resigning or being dismissed from employment, or reaching the end of a fixed-term appointment (but not retiring).

They are documented at:

<https://help.uis.cam.ac.uk/service/accounts-passwords/leaving>

<https://help.uis.cam.ac.uk/service/accounts-passwords/it-staff/accounts/cancellation>

If a user ceases to be eligible for an @cam.ac.uk mailbox, other than in the two situations above, the following transition procedure will take place:

1. For the first three months after ceasing to be eligible, the user can continue to make full use of the allocated @cam.ac.uk address and mailbox facility. Users can specify a new email address to which a copy of each incoming email will be forwarded. On receipt of an email addressed to their @cam.ac.uk address, the University's mail system will automatically respond to the sender to indicate that the email has been forwarded to the user's new address (specified by the user).
2. Three months after ceasing to be eligible, the user will cease to have access to their allocated @cam.ac.uk mailbox and any shared mailboxes. Incoming emails will be automatically forwarded to a new address specified by the user, and senders will be notified that the sent email has been forwarded to the user's new address.
3. Twelve months after ceasing to be eligible, the University's mail system will refuse to accept emails addressed to the @cam.ac.uk address.

What happens when an email account is not accessed by the user

UIS will implement exceptions for users who are not expected to be able to log into their account for extended periods (such as authorised leave for ill-health reasons).

If an email account is not logged into for six months, it will be locked:

- It will not be possible to log into the account to read or retrieve emails, or to send emails from the account.
- Emails sent to the account will be stored in the mailbox.
- UIS will implement a procedure for the user to have the account unlocked on demand.

If an email account remains suspended for a further six months, it will be closed:

- It will not be possible to log into the account to read or retrieve emails, or to send emails from the account.
- Emails sent to the account will be refused.
- The contents of the mailbox will be archived.
- UIS will implement a procedure for the user to have the account reinstated on demand, if they remain eligible.

These are summarised below.

	Receive emails into mailbox	Read or download emails in mailbox	Send emails
Active	Yes	Yes	Yes
Locked	Yes	No	No
Closed	No	No	No