

<p><i>Procedure</i>  <i>Requesting a Generic NSCC Email Address</i></p>	<p><i>Policy</i>  <i>Electronic Mail (Email)</i>  <i>Applicable Section: 1.04 Security and Integrity</i></p>
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## PROCEDURE

The College occasionally receives requests for generic email addresses to serve specific business functions. An example of this would be [admissions@nscc.ca](mailto:admissions@nscc.ca) or [dining@nscc.ca](mailto:dining@nscc.ca) where inquiries can be directed to a single point of contact at a Campus or the College.

**Please note:**

- The individual submitting the request is ultimately responsible for the account
- Not all requests will be approved
- An alternate address may be provided, rather than the specific address requested
- IT Services will maintain a record of all generic email addresses that are issued, with a commitment to review on a yearly basis with Communications.
- All accounts that have not been active for a predetermined period of time will be de-activated. IT Services and Communications will coordinate this work with the individual responsible for the account.

<i><b>Action</b></i>	<i><b>Responsibility</b></i>
<p>1) <b>SUBMIT YOUR REQUEST THROUGH AN <a href="#">IT HELP DESK TICKET</a> AND COMPLETE AS FOLLOWS:</b></p> <ul style="list-style-type: none"> <li>• Title – Request for generic email address</li> <li>• Category – Email</li> <li>• Issue type – Generic Email Account Set-up</li> <li>• Description – briefly describe the reason the generic email is being requested, the name(s) and position(s) of people who will be accessing the messages, the preferred email account name, and the length of time the email account will be used (e.g. September-January).</li> </ul>	<p>Employee or Student</p>

<p><b>Executive Policy Sponsor:</b>          VP, Administration          VP, Enrolment</p>	<p><b>Policy Steward:</b>          Director, IT Services          Director,          Communications</p>	<p><b>Approved:</b>          NSCC Executive Team          08/17/2015</p>	<p><b>Effective:</b>          08/20/2015</p>	<p><b>Next Review:</b>          August 2016</p>	<p><b>Page:</b>          1 of 2</p>
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<b>Action</b>	<b>Responsibility</b>
<p><b>2) UPON RECEIPT OF A COMPLETED TICKET:</b></p> <p>2.1 IT Services will forward the request to Communications.</p> <p>2.2 Communications will consult with IT Services and requestor to make a determination.</p> <p>2.3 Communications will provide the requestor with a decision and, if approved, provide IT Services with the name of the approved generic account and the account owner.</p> <p>2.4 IT Services will maintain a record of generic accounts and their owners.</p> <p>2.5 Communications will audit the list of generic email accounts annually. Inactive accounts will be de-activated in consultation with the account owner and IT Services.</p>	<p>IT Services</p> <p>Organizational Communications Advisor</p> <p>Organizational Communications Advisor</p> <p>IT Services</p> <p>Organizational Communications Advisor</p>

## PROCEDURE SUPPORTS

CASL Frequently Asked Questions  
Email Best Practices

## RELATED SUPPORTS

<b>Executive Policy Sponsor:</b> VP, Administration VP, Enrolment	<b>Policy Steward:</b> Director, IT Services Director, Communications	<b>Approved:</b> NSCC Executive Team 08.17/2015	<b>Effective:</b> 08/20/2015	<b>Next Review:</b> August 2016	<b>Page:</b> 2 of 2
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