E-Mail Login and Safety Procedures

Eastern Howard School Corporation
04/15/10

Eastern hosts our own E-Mail services. Every staff member is given an e-mail address for the express purpose of facilitating school related communications with each other, parents, and the educational community at large. Personal e-mails are not encouraged, however, we know that some private communications always filter into any e-mail account. Eastern also supports e-mail for students in grades 5 and above, but discourages the use of outsides mail services during school hours.

E-mail accounts are initially setup to use the same user login name and password as your computer login, but may be changed for added security. Your e-mail account will appear as **firstname.lastname@eastern.k12.in.us** (e.g. dennis.bagley@eastern.k12.in.us) . The period between your first and last name is important and must be included.

Important daily announcements and office communications are sent via e-mail. Our school web page also links outside individuals to your e-mail accounts. As such, **it is important that each administrator, teacher, and aide process their e-mail at least once daily, more often when possible.**

To login to your e-mail, select the GroupWise icon from the Application Explorer window by double clicking the icon.
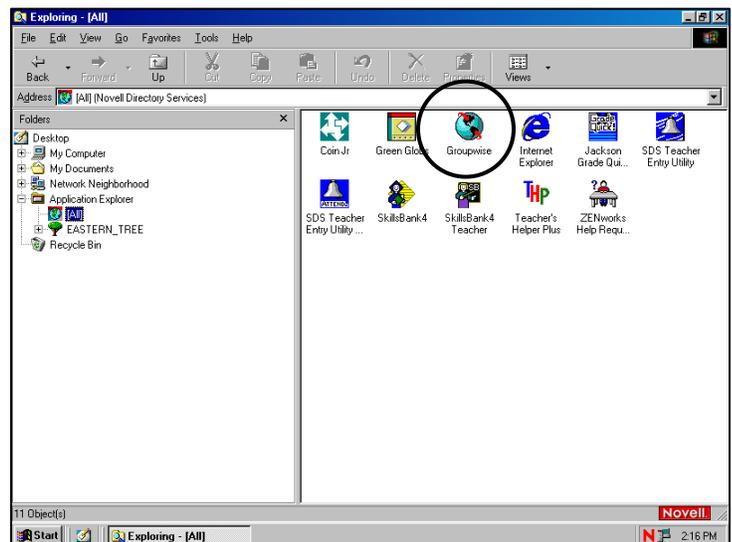
The GroupWise Startup window should open and request your User ID and Password. Again, this is originally set to your computer login and password. Leave all other options as you see them. DO NOT place your e-mail address in this box!
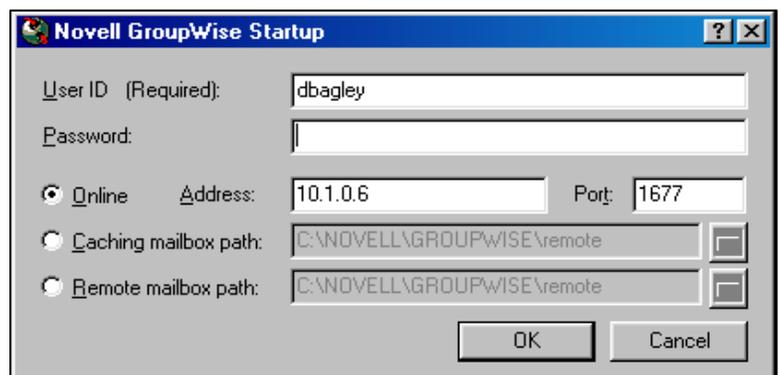
Once GroupWise is successfully started, you should see a screen similar to that below. GroupWise allows for sending and receiving e-mail in both standard and HTML formats. You may also use the system for saving and sharing documents, keeping your personal calendar, keeping a task list, scheduling meetings, etc.
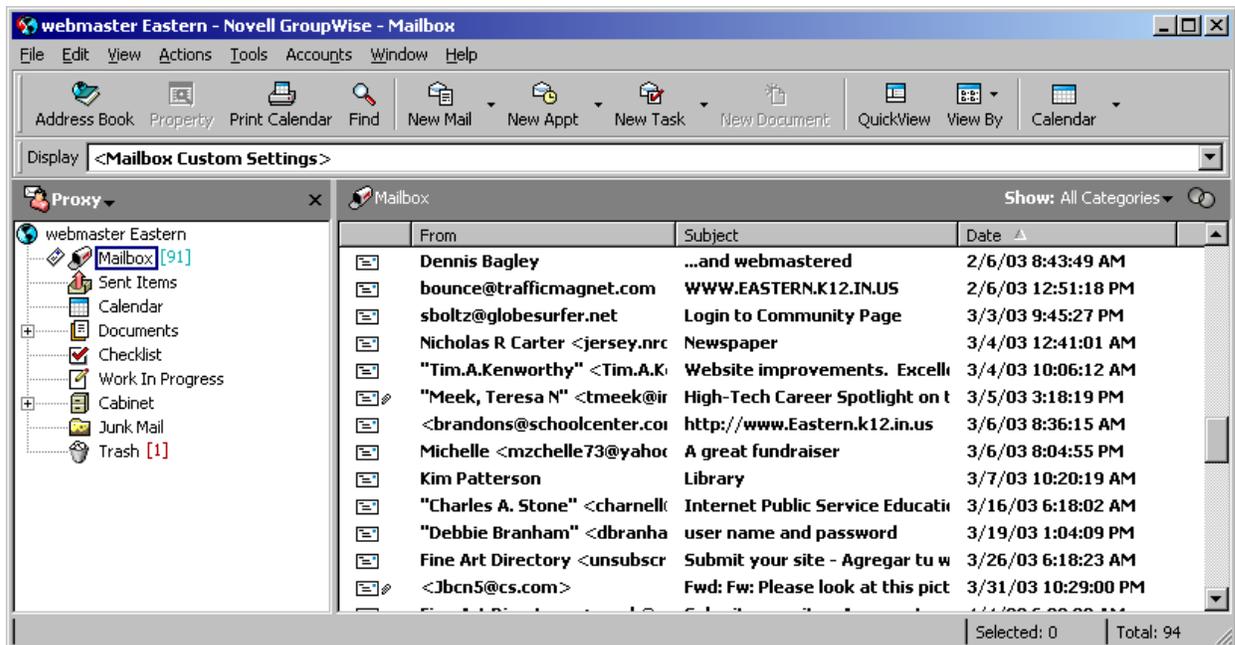
There is a new look with some additional capabilities in the e-mail system. It is possible to setup your e-mail to assist with Blocking/Junking some SPAM. See the Technology Director for training on any of the e-mail capabilities.

As with any form of communication, e-mail can be both a godsend and a problem. It is wise to NEVER send anything that you would not want published on the front page of the local paper. Recent Indiana legal cases have ruled that staff e-mails are subject to the state's Open Door Policy. As such, we do not back up e-mails or inspect their contents without written direction from the Superintendent. We do track e-mail statistics and can view the To:, From:, and Subject line from the e-mail server.

INTERNET ACCESS TO YOUR E-MAIL:

Eastern e-mail may be accessed from any Internet connected computer in the world by accessing our web page at **www.eastern.k12.in.us.** Once you see the Eastern web page, you may select "Staff Email" from the Staff menu drop-down. The system, though looking slightly different, gives 95% of the functionality of the inside client.

GENERAL E-MAIL USE AND SECURITY RULES:

1. Limit your e-mail use to school purposes during school hours. We do expect you to use your e-mail to keep in touch with family and friends, but this use is secondary and should not interfere with your business hours or schoolwork.

2. Do not pass on or start Internet spam.

3. Be cautious when receiving attachments. Do not open an attachment unless it is expected and comes from a reliable source. Viruses can come from attached executables, pictures, and web links. Use the Viewer instead of Opening files.

4. Immediately report any threatening message to the Technology Director and building Principal! Do not delete such messages so that they may be inspected.

5. Don't use our e-mail system as a personal announcement or sales network. Send these for inclusion with the daily announcement to the school secretary. Be especially careful when using the Distribution Lists (all staff, elem teachers, hs aides, etc). These lists are strictly for official school business only!

6. Do use e-mail to keep in contact with student's parents. You might find it rewarding to start a parent group to inform of special class events or weekly assignments via e-mail. I've had tremendous parental praise for teachers that use our e-mail system in this manner.

7. Unsubscribe from unwanted list or filter unwanted e-mail.

8. Don't believe virus warnings that ask you to delete files on your computer – always check them out with the technology department!

9. Eastern uses an aggressive spam filter. Please check your spam summaries daily for stopped mail that could be of value to you. Either <u>forward</u> or <u>whitelist</u> the e-mail.

10. In Jan 2008, Eastern became compliant with several newer state and federal laws by keeping an archive of ALL sent and received mail. Should you accidently delete a message, we can show you how to recover it.

11. Remember, once you type an e-mail, it is school property and once you press SEND, the e-mail is no longer in your control!

ANTI-VIRUS PROTECTION:

One of the bigger problems with receiving e-mails is the spread of Computer Viruses. To prevent virus infection, each computer is loaded with anti-virus software. However, there is a simple configuration change in GroupWise that helps to improve the virus defense.

From the Toolbar select the TOOLS – OPTIONS items to view the Options box on the right. Select the Environment icon to view the next screen.

On the Environment screen, please find and select the Default Actions tab. Updates to the system allow you to separately handle File and Message Attachments. I would suggest that you select to View File Attachments and then select to Open Message Attachments. For proper security levels, your attachment selections should reflect the options shown on the screen to your right.
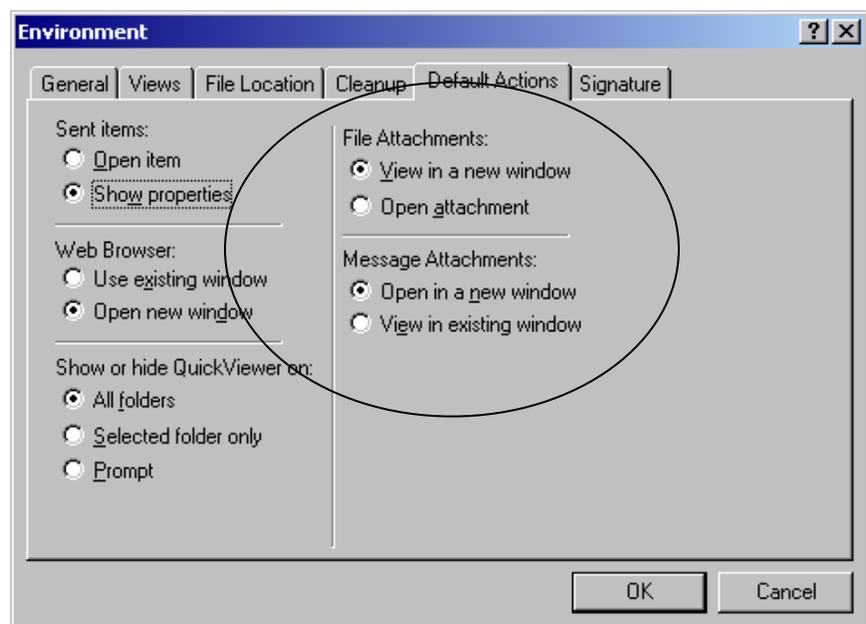
Once changed, when you receive a File attachment (which could be a Virus), the File can be viewed without opening it – resulting in better virus security.

SIGNATURE AND ELECTRONIC BUSINESS CARD (VCARD) IDENTIFICATION:

Finally, you might also want to add a signature file by selecting the Signature tab on this screen. If you choose to add a Signature, you can have the information automatically added to your sent mail or have the system prompt you before adding the info. I prefer to have the 'prompt before adding' option selected so I can decide which e-mail I want this information added.

If you opt to use the Signature or vCard abilities, you will have the option of using either or both options upon prompting at the time you send the e-mail. This is a great way to professionalize your e-mails, attach contact information, and send quick messages to those you e-mail.

Note that the vCard option is becoming very popular and with some organizations is accepted in place of a signature.
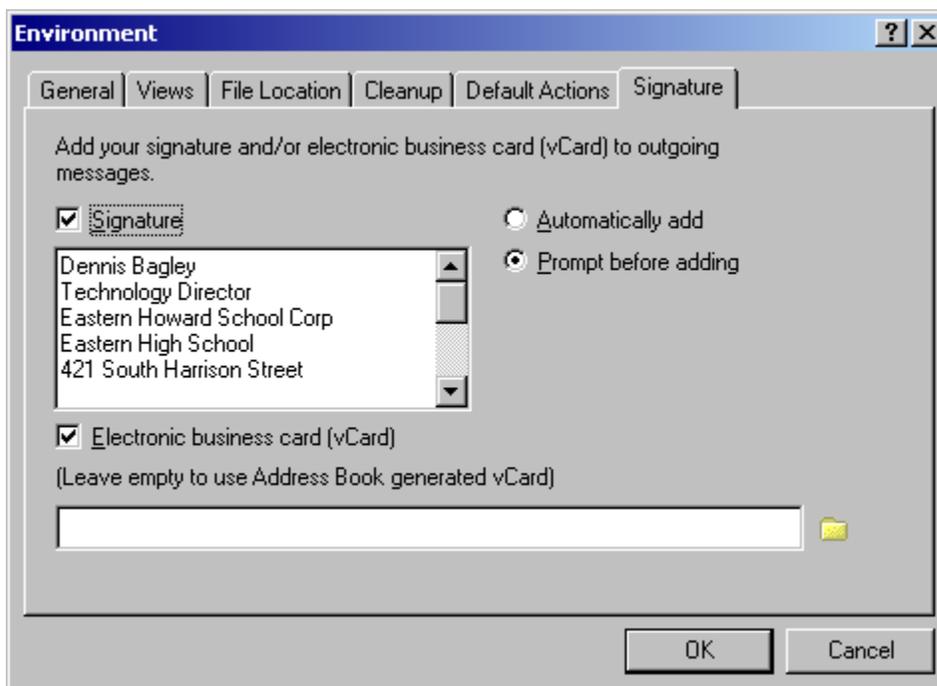
CONTROLLING SPAM AND UNSOLICITED E-MAIL:

Any e-mail address will eventually start receiving unwanted 'spam' messages. To keep the amount of spam to a minimum, limit your e-mail use to school business as much as possible.

You may keep in touch with family or friends as long as your use is appropriate and you resist the temptation to pass on those cute Internet legends, stories of awe, and inspirational stories with hugs. There are people hired to do nothing but 'harvest' the e-mail addresses of the individuals who pass on these types of stories.

I would also suggest that much of the unsolicited e-mail you get is from a friend or relative that just has a habit of sending you a copy of every e-mail that they receive. If you do not want this e-mail, just ask the sender to stop sending it or have them direct it to a non-school account. You can also reduce some mail by unsubscribing from e-mail offers that you've previously requested; however, I find it best not to un-subscribe from unsolicited SPAMmers.

Note that many of the newer viruses now spam you unsolicited. The virus infecting a third party computer and taking over the person's address book accomplishes this. Once the virus controls the address book, it sends itself in random e-mails to individuals it finds in the address book. The virus also 'spoofs' the name of the sender by selecting at random one of the names in the address book. In this way, the virus may look like it is coming from a mutual friend or trusted confidant, when in fact it is automatically generated from a simple algorithm.

Be especially careful not to OPEN any attachments that you are not expecting! Also, be wary of e-mails that have odd subject lines or sentence structure.

Our email system uses LightSpeed Systems spam blocker. If you receive spam messages in the previous 24 hours, you will receive an e-mailed Spam Summary. The Spam Summary indicates what e-mails are suspected of being spam. Please check these lists diligently as they will block all unidentified good mails too.

You can request training in this process or follow the attached pages to add this capability to GroupWise.

TO SETUP JUNK MAIL HANDLING:

Select Tools → Junk Mail Handling from the menu bar to open the Junk Mail Handling setup windows as below. You should also note the suggested settings.
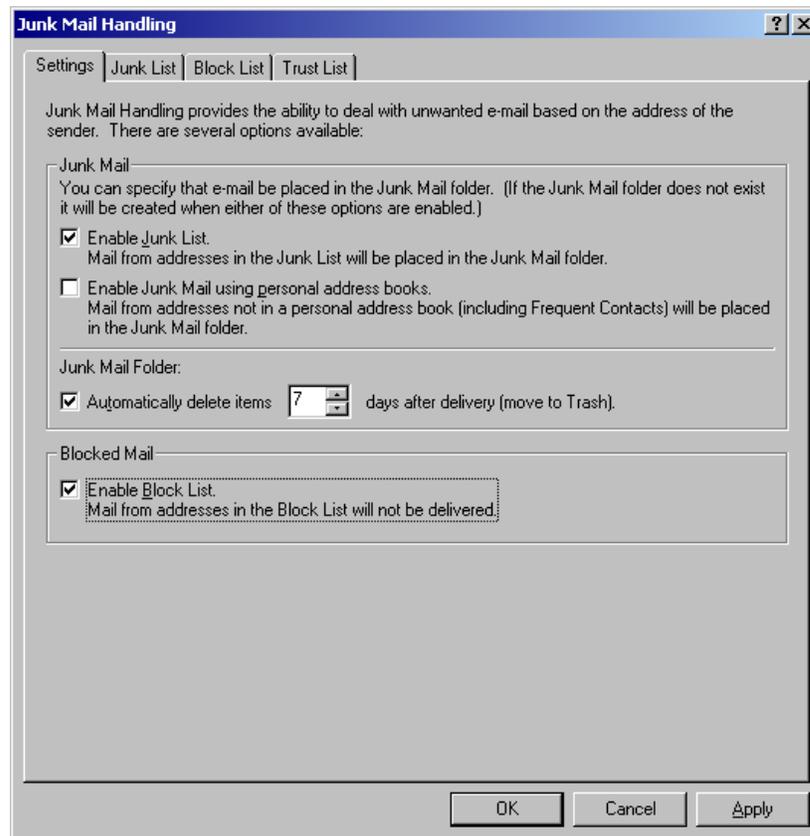
Once you 'Apply' the settings, you will notice that your e-mail mailbox has a Junk Mail folder. To use the Junk Mail folder, you must understand the differences between the Junk List, Block List and Trust List.

The Junk List will contain the names or domains of those whose e-mail should be placed in the Junk Mail folder. This e-mail will stay in the Junk Mail Folder for period of time you specify in the setup screen and can be viewed if you desire.

The Block List will contain the names or domains of e-mail that you desire to automatically have placed in the trash and deleted. There is no way to recover or retrieve these messages.

I do not recommend the use of the Trust List except under extreme circumstances. The Trust List can be used to view e-mail from an individual whose domain may be blocked. Alternately, the Junk Mail Handling can be set to block all e-mail except those in the Trust List. As public servants whose students, parents, and former students e-mail addresses change, this option is not realistic.

The simplest and most effective way of placing e-mails in any of the Lists is done by right-clicking the e-mail and selecting Junk Mail in the options list. Selecting Junk Mail cascades to an options list that allows you to Trust, Junk or Block the sender.

ORGANIZING YOUR E-MAILS:

The GroupWise window consists of a view very similar to Windows Explorer. On the left side is a Folders Pane and on the right of the screen and Contents Pane. GroupWise supports the creation and use of added folders to organize your e-mails. GroupWise already consists of several special folders (Mailbox, Cabinet, Trash) that allow you to perform special tasks.

To Add Folders:

1. Select the Root in the Folders Pane where you desire to create your new folder
2. Right-Click the Root and choose New Folder
3. On the Create Personal Folder window, accept the default 'Personal Folder' and select NEXT (Note you can share folders too, but please be aware of the consequences)
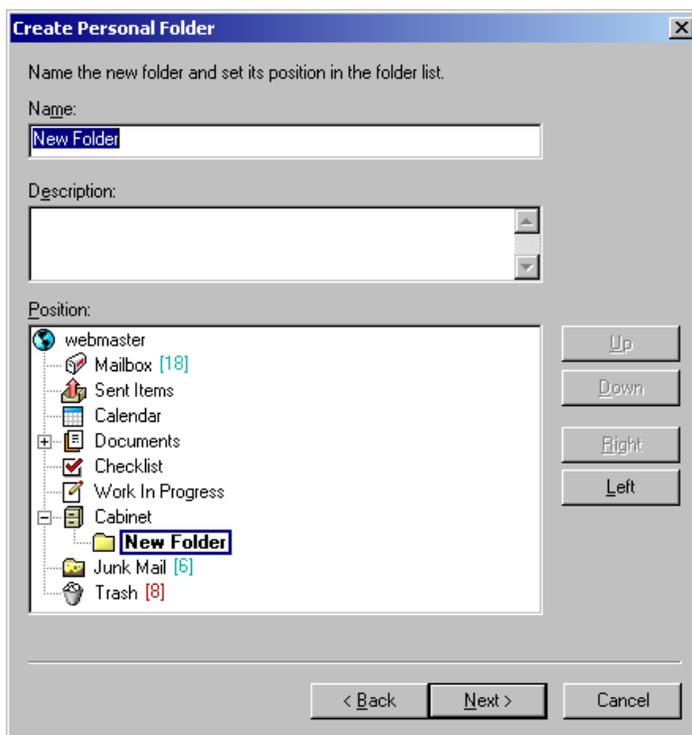
This screen shot represents the second of the three screens in the process of creating a new folder. Note the ability to place the folder exactly where you want it, even if you did not select properly to start the process

4. Give the new folder a name and adjust its hierarchy the press NEXT
5. Adjust any of the setting, I suggest you take the defaults, and FINISH

You may create as many folders and sub-folders as you desire. Typically these are done under the CABINET folder that already exists. Folder levels cannot exceed a depth of 127 sub-folders. I would worry about you if they needed to do so!

Any items that you wish to save can be 'dragged' to the folders for long-term keep. It is essential that you occasionally prune your folders if you organize your e-mails this way.

To Delete Folders or All Items in the Folder:

1. Select the Folder in the Folders Pane
2. Right-Click the folder, select Delete and follow the prompts

USING CATEGORIES:

Categories provide you with a way to organize your items. You can assign a category to any item, including contacts. You create and add categories and can give each category an identifying color. The colors display in the Item List and in the Calendar.

You can assign more than one category to an item, and specify which category is the primary one. The color of the primary category will be used to identify the item.
When you reply to an item that has been assigned a category, the same category (or categories) is assigned to the reply message.

Four default categories (Follow-Up, Low Priority, Personal, and Urgent) are available for you to immediately assign to items. You can modify and delete them if you choose, as well as continue to create new categories.

You can filter on categories by using the Show menu next to the Filter icon. You can add a Category column heading and sort your Item List by category.

To quickly assign a category to an item, Right-click an item in your Mailbox or Calendar and then click the category you desire to set.

TO PERSONALIZE THE SUBJECT OF AN ITEM:

1. Open an item from your Mailbox or Calendar.
2. Click the Personalize tab.
3. Type a new subject in the My Subject text box.

This personalized subject will display in your Mailbox and/or Calendar and in the Mailbox and/or Calendar of anyone who proxies for you. If you change the subject of an item in a shared folder, other users of the shared folder will see the original subject.

To see the original subject, open the item and look in the Subject field in the item header. When you create a basic filter or perform a Find with a specific word in the Subject field, the filter/Find results will show items whose original subject or personalized subject contains this word. When you create an advanced filter or find, use the Subject field to search for the original subject, and use the My Subject field to search for the personalized subject.

If you create a rule that looks for a specific word in the Subject field, the rule will only look at the original subject.
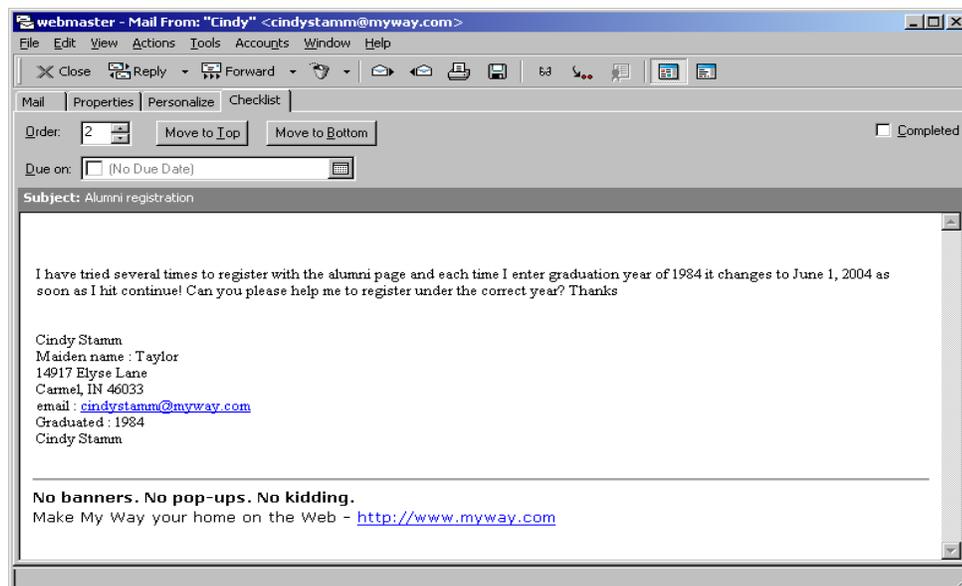
USING THE CHECKLIST FOLDER:

The Checklist Folder is a great way to organize those To-Do items. To use the organizational abilities of this folder, you must first place items in the folder. The most appropriate way of doing this is to drag the e-mail into the Checklist folder. However, if you desire, you can click on the e-mail and from the Actions menu select Show or Move to Checklist Folder.

Once Items are in the Checklist Folder, they may be Ordered and given dates of completion.

To Order CHECKLIST Items:

1. Use the ARROW buttons in the ORDER MENU to position the tasks in order
OR
1. Open the item in the Checklist Folder and note the additional Checklist Tab that allows you to set the order, add a due date and show the item as completed.

To Assign an Item a Due Date:

1. Open the item in the Checklist Folder and note the additional Checklist Tab that allows you to set the order, add a due date and show the item as completed.

To Mark the Item as Completed:

1. Open the item in the Checklist Folder and note the additional Checklist Tab that allows you to set the order, add a due date and show the item as completed.
   OR
2. Check the Check Box in the Checklist Folder view

To Move an Item out of the Checklist Folder:

1. Simply drag the item to another folder

Using the GroupWise Calendar:

Your email client provides a fully integrated calendaring system to allow you to track appointments and upcoming events. To access the calendar, click on the calendar tab at the top of your GroupWise window or select calendar from the folder navigation payne.
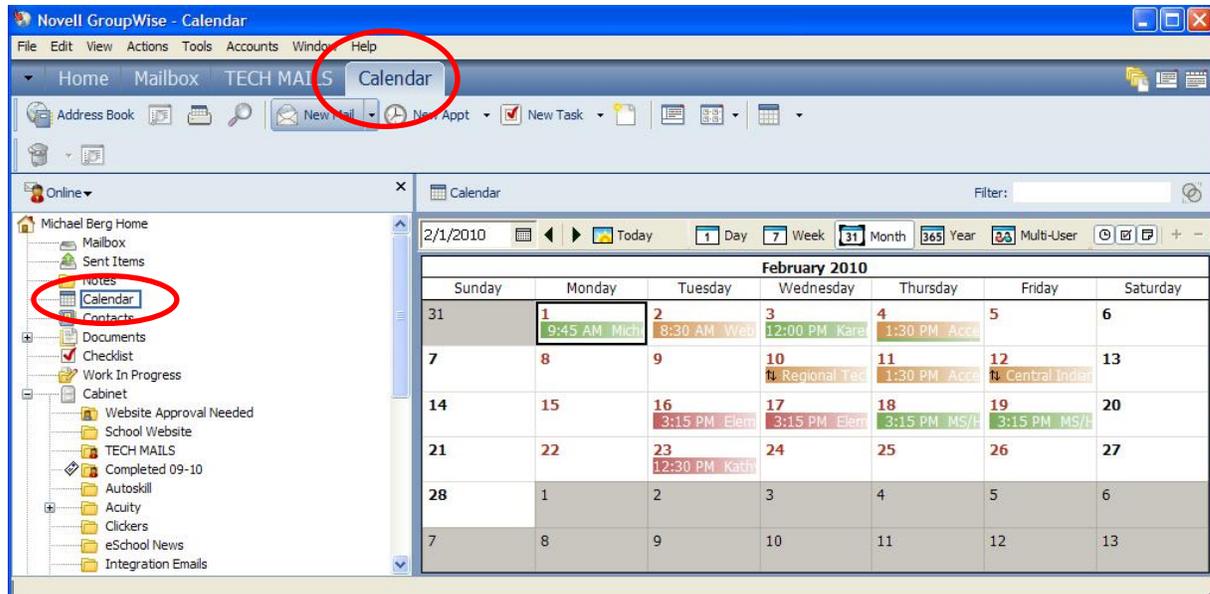
You can choose to display you calendar by day, week, month, or year. Each of these specific views offers its own benefits. Try each one to see which you like best. You can add events, appointments, reminders by right-clicking on the day of the appointment, selecting new, the type of activity to add and then customizing the information for that activity in the window that pops up. *Note: when creating appointments, tasks, or reminders you can select from posted or normal. Posted activities are private and for your eyes only. Normal activities allow you to enter other users to share the activity with.*