

## **Guideline for Email Account Management**

### **Employee Leave of Absence, Separation, and Inter-Department Transfer**

When an employee separates or takes a leave-of-absence, managers are responsible for ensuring UC Merced records stored in the employee's email account remain accessible for business continuity, instructional and/or research functions, and record retention compliance.

OIT is providing the following guidelines and procedures to assist managers with ensuring accessibility to email records. These guidelines set forth the options OIT offers to manage email accounts in different scenarios when an employee takes a leave of absence, leaves UC Merced or transfers to another department.

In each scenario, the employee's email account can be changed to one of the options listed below. Whichever option(s) is selected, please follow the procedure specified.

#### **PLEASE NOTE THE FOLLOWING:**

- In accordance with University policies, campus procedures, guidelines, and best practices, UC Merced email accounts must be terminated, and access removed within 30 days of employee separation or retirement. Upon consideration of the risks related to extending email access beyond this timeframe, please note the **only** exceptions to this practice:
  1. Emeriti Faculty and Emeriti Administrators as defined in [Regents Policy 1203: Policy on Emerita/Emeritus Title Suffix](#)
  2. Faculty who separates amicably from the University retain access to their email account for 1-year post separation.
  3. Extreme business need exceptions that are well documented for the business purpose and submitted for approval to the Office of Campus Climate and Compliance or the Office of Legal Affairs. Extreme business need situations should be time bound, monitored, and with no other efficient or effective options or workarounds available.
  4. Requests for separating or retiring employees who have documented approval to retain access to email accounts must be submitted to OIT using the **Submit a General IT Request** service located on the [Service Hub](#) homepage within 25 days of last day of work. After 30 days, the email account is no longer accessible or recoverable.
- Authorized staff in the functional area must submit a request to retain and provide authorized personnel access to a separating or terminated employee's email account for business continuity purposes. The request **MUST BE** submitted to OIT using the **Submit a General IT Request** service located on the [Service Hub](#) homepage within 25 days of the employees last day of work. After 30 days, the email account is no longer accessible or recoverable.
  - A request to access a separating employee's email account prior to the separation date must comply with the Electronic Communications Policy (ECP).
  - Requests submitted to OIT will be processed within 3 business days. Terminations will be processed as outlined in the following scenarios.

To view the options available, select the scenario that best describes the situation:

- Employee is taking a temporary leave of absence
- Employee is voluntarily separating from UC Merced
- Employee is transferring to a new position within UC Merced
- Employee is terminated for cause

For additional information or assistance, please contact the [OIT Service Desk](#).

## Scenarios

EMPLOYEE is taking a temporary leave of absence		
Guideline: When an employee takes a leave of absence, <i>managers</i> are responsible for ensuring UC Merced records stored in the employee’s email account remain accessible for business continuity, instructional and/or research functions, and record retention compliance.		
OPTIONS	CONSIDERATIONS	PROCEDURE
Email Forwarding	<p>Allows the manager to receive a copy of any email sent to the employee.</p> <p>Requires employee consent, or without employee consent, OIT requires a <a href="#">UCOP Request Form for Nonconsensual Access to Electronic Communications Records</a>.</p> <p>Upon the employee’s return, please notify OIT to remove email forwarding.</p>	<p><b>With Consent:</b> Employee configures email forwarding (<a href="#">O365 (OWA)</a> / <a href="#">Outlook</a>)</p> <p><b>Without Consent:</b> Manager submits an <a href="#">OIT request</a>. Include the following information:</p> <ul style="list-style-type: none"> <li>• Include the following in the description: “Temp Leave: Email Forwarding”</li> <li>• Employee’s name</li> <li>• Employee’s email address</li> <li>• Indicate employee consent status</li> <li>• Fill out attached <a href="#">UCOP Nonconsensual Access</a> form. (Attach using the paperclip icon in the OIT request page.)</li> </ul>
Email Delegation	<p>Another person, known as a delegate, can receive and respond to email messages and meeting requests on your behalf. You can also grant the delegate additional permissions to read, create, or change items in your Microsoft Exchange Server mailbox.</p> <p>Requires employee consent, or without employee consent, OIT requires a <a href="#">UCOP Request Form for Nonconsensual Access to Electronic Communications Records</a>.</p> <p>Upon the employee’s return, please notify the employee or OIT to remove email delegation.</p>	<p><b>With Consent:</b> Employee to follow <a href="#">Grant email Delegation</a> prior to the leave.</p> <p><b>Without Consent:</b> Manager submits an <a href="#">OIT request</a>. Include the following information:</p> <ul style="list-style-type: none"> <li>• Include the following in the description: “Temp Leave: Email Delegation”</li> <li>• Employee’s name</li> <li>• Employee’s email address</li> <li>• Name of person getting delegation</li> <li>• Fill out attached <a href="#">UCOP Nonconsensual Access</a> form. (Attach using the paperclip icon in the OIT request page.)</li> </ul>
Auto Reply	<p>Send automatic auto reply (Away Message) messages from Outlook providing the sender important information.</p> <p>Upon the employee’s return, please notify the employee or OIT to remove the auto reply message.</p>	<p><b>With Consent:</b> Employee to Set up Auto Reply (Away Message) (<a href="#">O365 (OWA)</a> / <a href="#">Outlook</a>)</p> <p><b>Without Consent:</b> Manager submits an <a href="#">OIT request</a>. Include the following information:</p> <ul style="list-style-type: none"> <li>• Include the following in the description: “Temp Leave: Auto Reply”</li> <li>• Employee’s name</li> <li>• Employee’s email address</li> <li>• Include the message to include in the auto reply.</li> </ul>

**NOTE:** Requests submitted to OIT will be processed within 3 business days.

## EMPLOYEE is voluntarily separating from UC Merced

**Guideline:** When an employee voluntarily separates from UC Merced, *managers* are responsible for ensuring UC Merced records stored in the employee’s email account remain accessible for business continuity, instructional and/or research functions, and record retention compliance.<sup>1</sup>

OPTIONS	CONSIDERATIONS	PROCEDURE
Close Email Account	If <b>NO</b> action occurs upon separation, the email will be deactivated automatically. This is the default action.	Authorized staff in the functional area must submit the separation information per the area’s established processes. The account will be closed, and no further action required. <sup>1</sup>
Email Forwarding	Allows the designated person to receive a copy of any email sent to the account.	<ol style="list-style-type: none"> <li>1. Authorized Personnel must change the account to “Affiliate” status in the <a href="#">IDM Admin</a> tool. This can occur before or after the employee separation date.</li> <li>2. Manager submits an <a href="#">OIT request</a>. Include the following information: <ul style="list-style-type: none"> <li>• Include the following in the description: “Employee Separation: Email Forwarding”</li> <li>• Employee’s name</li> <li>• Employee’s email address</li> <li>• Name of person to receive the forwarded email.</li> <li>• Indicate employee consent status</li> <li>• Effective date of separation</li> </ul> </li> </ol>
Email Delegation	<p>If a manager needs continued access to the separating employee’s email account, the manager can take ownership of the account and respond on behalf of the account.</p> <p>Authorized Personnel to close the account when the account is no longer required.</p>	<ol style="list-style-type: none"> <li>1. Authorized Personnel must change the account to “Affiliate” status in the <a href="#">IDM Admin</a> tool. This can occur before or after the employee separation date.</li> <li>2. Manager submits an <a href="#">OIT request</a>. Include the following information: <ul style="list-style-type: none"> <li>• Include the following in the description: “Employee Separation: Email Delegation”</li> <li>• Employee’s name</li> <li>• Employee’s email address</li> <li>• Name of person receiving delegation</li> <li>• Indicate employee consent status</li> <li>• Effective date of separation</li> </ul> </li> </ol>
Auto Reply	<p>Send automatic auto reply (Away Message) messages from Outlook providing the sender important information.</p> <p>Authorized Personnel to close the account when the account is no longer required.</p>	<ol style="list-style-type: none"> <li>1. Authorized Personnel must change the account to “Affiliate” status in the <a href="#">IDM Admin</a> tool. This can occur before or after the employee leaves.</li> <li>2. Manager submits an <a href="#">OIT request</a>. Include the following information: <ul style="list-style-type: none"> <li>• Include the following in the description: “Employee Separation: Auto Reply”</li> <li>• Employee’s name</li> <li>• Employee’s email address</li> <li>• Include the message for the auto reply.</li> <li>• Effective date of separation</li> </ul> </li> </ol>
Email for life <i>(Emeriti Faculty &amp; Administrators Only)</i>	<p>Faculty and Administrators that receive Emeriti status retain email for life automatically.</p> <p>For information regarding Emeriti Faculty and Emeriti Administrators see <a href="#">Regents Policy 1203: Policy on Emerita/Emeritus Title Suffix</a></p>	The Payroll Department is notified when the separation paperwork is submitted to HRPC. This should include the Emeritus Status and the letter the Chancellor issued regarding the status. The account is set to Emeritus Status in the Payroll system.

<sup>1</sup>Management must submit a request to retain and provide authorized personnel access to a separating or terminated employee’s email account for business continuity purposes. *The request must be submitted* within 25 days of the employee’s last day of work. After 30 days, *the email account is no longer accessible or recoverable*. Requests submitted to OIT will be processed within 3 business days.

## EMPLOYEE is transferring to a new position at UC Merced

**Guideline:** When an employee transfers from one department to another, *managers* are responsible for ensuring UC Merced records stored in the employee’s email account remain accessible for business continuity, instructional and/or research functions, and record retention compliance.<sup>1</sup>

OPTIONS	CONSIDERATIONS	PROCEDURE
Email History Prior to Transfer	Upon request, OIT can provide a backup file to the manager requesting access to email. OIT will create an email file up to the date of the transfer.	<p><b>With Consent:</b></p> <ul style="list-style-type: none"> <li>• Employee performs the <a href="#">backup procedures</a></li> <li>• Employee provides a copy of the .PST file created from Steps #1.</li> <li>• Manager performs the <a href="#">restore procedures</a> from the file created by the employee in step #1.</li> </ul> <p><b>Without Consent:</b>            Manager will submit an <a href="#">OIT request</a>. Include the following information:</p> <ul style="list-style-type: none"> <li>• Include the following in the description: “Employee Transfer: Email History”</li> <li>• Employee’s name</li> <li>• Employee’s email address</li> <li>• Date of transfer</li> <li>• Name of employee who will receive the file</li> <li>• Effective date of separation</li> </ul>
Email/Calendar Delegation - Removal	If the transferring employee has email delegate permission, the previous manager may simply remove delegation or request OIT to remove delegation.	<p>If the manager provided delegation access, the manager can remove the <a href="#">Delegation Access</a>.            OR            Manager will submit an <a href="#">OIT request</a>. Include the following information:</p> <ul style="list-style-type: none"> <li>• Include the following in the description: “Employee Transfer: Remove Delegation”</li> <li>• Employee’s name</li> <li>• Employee’s email address</li> <li>• Manager’s name where delegation needs to be removed.</li> <li>• Effective date or separation.</li> </ul>
Department Service Account(s)	These are department service accounts where the ownership needs to move to an existing employee from the transferring employee.	The department Authorized Personnel will use <a href="#">IDM tools</a> to reassign ownership.
Email Distribution Accounts – Removal	OIT will provide a service to remove the employee from any department distribution lists.	<p>Manager will submit an <a href="#">OIT request</a>. Include the following information:</p> <ul style="list-style-type: none"> <li>• Include the following in the description: “Employee Int Transfer: Email Distribution Account Removal”</li> <li>• Employee’s name</li> <li>• Employee’s email address</li> <li>• Effective date of change</li> </ul>

## EMPLOYEE is terminated for cause

If a security concern exists regarding the employee's ongoing access to University information assets, the supervisor should contact the Chief Information Security Officer or CIO by phone to discuss the need for immediate de-provisioning of an individual's UCM NetID used to authorize employees' access to all online resources and services. In such cases, the Unit Head is responsible for ensuring that the employee's access is appropriately controlled and that all information technology devices owned by UC Merced and used by the employee are returned in a timely manner. Human Resources may also direct this action; however, Unit Heads should confirm with Human Resources which party is taking responsibility for completing the necessary steps to control access to information technologies and resources.

For email accounts, the following options are available.

OPTIONS	CONSIDERATIONS	PROCEDURE
Disable Email Account	Prompt notification to OIT is important in these situations to limit access.	For deactivation, the supervisor should immediately contact the Chief Information Security Officer or CIO by phone to discuss the need for immediate de-provisioning of an individual's UCM NetID.
Email Forwarding	Allows the designated person to receive a copy of any email sent to the account.	<ol style="list-style-type: none"> <li>1. Authorized Personnel must change the account to "Affiliate" status in the <a href="#">IDM Admin</a> tool.</li> <li>2. Manager submits an <a href="#">OIT request</a>. Include the following information: <ul style="list-style-type: none"> <li>• Include the following in the description: "Employee Term for Cause: Email Forwarding"</li> <li>• Employee's name</li> <li>• Employee's email address</li> <li>• Name of person to receive the forwarded email.</li> <li>• Effective date of separation.</li> </ul> </li> </ol>
Email Delegation	If manager needs continued access to the terminating employee email the manager can take ownership and respond on behalf of the account.	<ol style="list-style-type: none"> <li>1. Authorized Personnel will need to change the account to "Affiliate" status in the <a href="#">IDM Admin</a> tool.</li> <li>2. Manager will submit an <a href="#">OIT request</a>. Include the following information: <ul style="list-style-type: none"> <li>• Include the following in the description: "Employee Term for Cause: Email Delegation"</li> <li>• Employee's name</li> <li>• Indicate if the employee was <b>EVER</b> a student at UC Merced.</li> <li>• Employee's email address</li> <li>• Who will be provided access to the email account</li> </ul> </li> </ol>
Auto Reply	Send automatic auto reply (Away Message) messages from Outlook providing the sender important information.	<ol style="list-style-type: none"> <li>1. Authorized Personnel need to change the account to "Affiliate" status in the <a href="#">IDM Admin</a> tool.</li> <li>2. Manager submits an <a href="#">OIT request</a>, including the following information: <ul style="list-style-type: none"> <li>• Include the following in the description: "Employee Term for Cause- Auto Reply"</li> <li>• Employee's name</li> <li>• Employee's email address</li> <li>• Include the Auto Reply response you would like sent out when someone emails this account</li> </ul> </li> </ol>

<sup>1</sup>Management must submit a request to retain and provide authorized personnel access to a separating or terminated employee's email account for business continuity purposes. *The request must be submitted* within 25 days of the employee's last day of work. After 30 days, *the email account is no longer accessible or recoverable*. Requests submitted to OIT will be processed within 3 business days.

## References

[Electronics Communications Policy](#)

[BFB-RMP-1: University Records Management Program](#)

[BFB-RMP-2: Records Retention and Disposition: Principles, Processes, and Guidelines](#)

[IDM User Guide](#)

[IS-3 Electronic Information Security](#)

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[Version History](#)

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