



CALIFORNIA STATE UNIVERSITY
LONG BEACH

TRAINING AT THE BEACH

@csulb Email Technical Standards Guide

INFORMATION TECHNOLOGY SERVICES

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@CSULB EMAIL STANDARDS

This document outlines standards for the @csulb email system and is written primarily for use by campus technical staff members. The @csulb email system is for use by CSULB faculty, staff, and auxiliary members and eligible campus affiliates. The standards include configurations and practices supported by Information Technology Services (ITS). Any deviation from these standards will not be supported by ITS or the Technology Help Desk (THD).

ACCESSIBILITY

Email settings can be adjusted on supported clients and web browsers to allow for accessible usage by faculty, staff, and students with low vision and to support CSU Accessible Technology Initiative (ATI) requirements.

ACCOUNT NAMES

Email names follow the Firstname.Lastname@csulb.edu convention. Duplicate names are resolved by adding a number after the last name field (e.g. john.doe2@csulb.edu). Existing @csulb.edu employee email addresses (e.g. jdoe@csulb.edu) will be added as an alias to each new account; email delivered to previously existing @csulb email addresses will be delivered to the employee's new account.

Vanity names are prohibited. First name and last name will be based on the preferred first name and preferred last name fields in CSULB Human Resources/CSULB auxiliary HR databases.

ACCOUNT TYPES

INDIVIDUAL USER ACCOUNTS

Each faculty, staff, and auxiliary member is eligible for a single email account following the convention above. Email accounts are provisioned automatically contingent upon employee data being entered into campus, auxiliary, and extension HR systems.

Graduate Assistants, Teaching Assistants

Graduate Assistants and Teacher Assistants are not eligible for an @csulb.edu email.

Volunteers, Contractors, Student Assistants

Volunteers, Contractors, and Student Assistants are eligible for a single email account based on the Firstname.Lastname convention, if the requesting department authorizes account creation. Email accounts are provisioned manually through a guest account process. Student Assistant accounts with a Firstname.Lastname convention are appended with an "-sa" suffix (for example, John.Doe-sa@csulb.edu).

SERVICE ACCOUNTS

Service accounts are provided for automated system messages such as BeachBoard@csulb.edu.

SHARED ACCOUNTS

A shared account is a mailbox that is not owned by an individual, but is created for use as a centralized collection point for emails. The email messages are then managed by a group of authorized users.

RESOURCE ACCOUNTS

A resource account in Exchange is a mailbox used to define and manage a room or piece of equipment.

- A room mailbox is a resource mailbox assigned to a meeting location, such as a conference room, auditorium, or training room.
- An equipment mailbox is a resource mailbox assigned to a resource that's not location specific, such as a portable computer, projector, microphone, or campus cart.

ARCHIVING

Server archiving is not supported. Local archiving is permitted, however; support for local pst files is limited to area technical support organization.

ATI

See Accessibility.

ATTACHMENT SIZE

Maximum attachment size for an email message is 15 MB.

AUTO-FORWARDING

Auto-forwarding to non-@csulb.edu accounts is disabled to prevent data security and liability issues for the University. Auto-forwarding all campus email to non-CSULB email accounts prevents CSULB from providing email records to legal entities when officially required to do so, circumvents standards for mailbox access (see the Mailbox Access section of this document), can result in a loss of functionality for the user, and presents substantial support issues for campus IT personnel. Users can forward individual emails from an @csulb.edu address. Please refer to the [Campus Legal Guidelines for Email Service and Usage, http://daf.csulb.edu/offices/its/publication/email-service-usage/campus-email-service-usage.html](http://daf.csulb.edu/offices/its/publication/email-service-usage/campus-email-service-usage.html), document.

BROWSERS

On a computer running Mac OS X 10.5 or later, use campus email systems with:

- Safari 3.1 and later versions.
- Firefox 3.0.1 and later versions.

On other computers, use campus email systems with:

- Internet Explorer 7 and later versions.
- Firefox 3.0.1 and later versions.
- Chrome 3.0.195.27 and later versions

CALENDARING

PERSONAL CALENDARS & CALENDAR DELEGATION

Each user account includes a personal calendaring tool for time management and scheduling and sharing availability for meetings. Viewable free/busy time can be restricted by the individual user.

Free/busy times are viewable by default; meeting and appointment details are not viewable unless an individual user grants access to other @csulb email account holders. Users can delegate calendar management to others, such as administrative assistants.

DEPARTMENT CALENDARS & NAMING STANDARD

Department calendars are available for each department for absence management, event scheduling, and other general purposes. The department calendar naming standard is as follows:

Department–Name of Calendar

(For example, ITS–Absence Calendar or COTA–Department Calendar.)

RESOURCE CALENDARS & NAMING STANDARDS

Resource calendars are available to track room and equipment availability. Management of room and equipment resource calendars is the responsibility of Information Technology Services.

Approval workflow for conference rooms and equipment is available. Resource calendar naming standards are as follows:

Room Resource:

Department – Name of Room – Building Room Number

(For example, ITS–Conference Room–BH 180K or ES–Conference Room—BH 276.)

Equipment Resource:

Department – Name of Device – Building Room Number

(For example, ITS–Cart 590–MDFA or CLA—Epson Projector03—LAB 300.)

MAILBOX ACCESS

@csulb account holders can access their mailbox using the following clients:

OUTLOOK WEB APP (OWA)

Outlook Web App is a web-based method to access @csulb email, calendars, tasks, and contacts. Access OWA at <https://mail.csulb.edu> from all University-supported web browsers. A low-vision version (light version) of OWA is available. The OWA light version includes fewer features, but is useful if a user is on a slow connection or using a computer with unusually strict browser security settings. See the Browsers entry of this document for Outlook Web App supported browsers on Windows, Mac, and Linux computers.

OUTLOOK 2010 OR LATER (PC), 2011 OR LATER (MAC), MAC MAIL WITH ICAL (SNOW LEOPARD, LION)

Outlook is part of the Microsoft Office suite, which is provided free of charge for University-owned machines as part of a campus software agreement with Microsoft. Outlook receives regular security updates as part of the campus' software deployment service. Third-party applications, including Thunderbird, are not supported by ITS because they cannot be automatically updated, and their functionality and security cannot be assured by the campus.

NOTE: The following resources can also help users access their @csulb mailbox:

OUTLOOK ANYWHERE

Outlook Anywhere is a supportable feature for users not on the campus network. Outlook Anywhere enables clients that use Microsoft Outlook 2010 to connect to campus Exchange servers from outside the University network or over the Internet. Outlook Anywhere relies on RPC (Remote Procedure Calls) over HTTP (Hyper Text Transport Protocol) via SSL (Secure Socket Layer) encryption. Outlook Anywhere must be configured to use port 443.

CSULB VPN (VIRTUAL PRIVATE NETWORK)

The VPN provides authorized users Internet-based access from on- and off-campus locations to campus networks and computers, including services such as @csulb email. VPN uses encrypted tunnels to ensure that data cannot be accessed without authorization. Campus employees and approved non-employees can download and install the VPN software to computers or laptops. Visit the [Remote Networking Services / VPN page](http://daf.csulb.edu/offices/its/catalog/remote-networking.html), <http://daf.csulb.edu/offices/its/catalog/remote-networking.html>, for information about using campus VPN service.

MAXIMUM RECIPIENTS PER EMAIL

Maximum number of recipients per email message is 99.

MOBILE DEVICES

Personal mobile devices can be configured by users to integrate with the CSULB email system, but University support personnel are not permitted to work on personal devices due to liability constraints. Support for personal devices is available through [Self-Help Guides](#), <http://daf.csulb.edu/offices/its/service/software-training/guide/>, for mobile device operating systems that have been tested and recommended for use with campus email systems. End-user documentation is posted to the [ITS Self-Help Guide page](#), <http://daf.csulb.edu/offices/its/service/software-training/guide/>. Anything outside this list of mobile devices is used at the discretion of the user.

PROTOCOLS

IMAP (INTERNET MESSAGE APPLICATION PROTOCOL)

The IMAP4 protocol will be enabled.

POP/POP3 (POST OFFICE PROTOCOL)

POP and POP3 Email protocols will not be allowed as it presents significant data security and liability issues for the University. POP/POP3 can also result in a loss of functionality for the user, and presents substantial, unsustainable support issues for campus IT personnel.

SINGLE EMAIL MESSAGE RECOVERY

Single Email Message Recovery allows users to recover emails that have been deleted within 30 days or less. When a user deletes an email, the item is placed in the **Deleted Items** folder. Users can recover these items within 30 days.

SMTP AUTH

SMTP Auth will be permitted using Port 587. SMTP Auth users off the campus network must use SMTP Auth or use OWA. The From address for Email messages will always have an @csulb.edu address.

STANDARD BROWSERS

See Browsers.

STANDARD CLIENTS

See Mailbox Access.

STORAGE QUOTA

All mailboxes on the system will receive 10 Gigabytes of storage. Requests for additional space beyond the initial allocation will be reviewed on an individual basis.