

# **Augsburg College Email Account Forwarding and Bounceback Policy**

## **I. Overview/Purpose**

This policy clarifies the availability, use, and responsibility for email accounting forwarding tools and the availability of email bouncebacks for departing faculty and staff.

## **II. Scope**

This policy applies to all faculty, staff, student, and “resource” accounts.

## **III. Definitions**

AugNet Account - This account allows faculty, staff, and students to access Augsburg technology resources. Each AugNet account includes an Augsburg e-mail address.

Resource Accounts - These are e-mail only or calendar only accounts.

Bounceback – An automated reply sent to any incoming message to a specific account.

## **IV. Eligibility**

All faculty, staff, and students may forward their email to an external email account. Resource accounts may not be forwarded to an external address.

Faculty and staff who leave employment, except Faculty Emeriti, will have any forwarding addresses removed along with their account in accordance with the “Augsburg College User Account Policy.”

Departing faculty and staff, or their respective department head, may request an automated bounceback for their account. Bouncebacks will be retained for up to six months.

## **V. Process**

Faculty, staff, and students are responsible for forwarding their own email accounts through the forwarding tools available either through AugNet or their email client.

Email bouncebacks must be requested through the Information Technology department. The requester must provide the text of the bounceback.

## **VI. Limitations**

The Information Technology department will not forward email accounts of departed faculty or staff to either other internal email addresses or external email accounts.

