

## 1. Introduction

The purpose of the student email protocol is to ensure effective and reliable communication with students by the University. The University uses email as an official means of communication with students and provides UCD Connect email to each student as the formally supported email service.

In addition to the UCD Connect email, from 1 July 2015, communications will also be sent to the personal email account for all applicants and students who have provided a non UCD Connect account.

## 2. Expectations about student use of email

Students are expected to check their UCD Connect email on a frequent and consistent basis in order to stay aware of, and comply with, important notices and instructions from the University. Formal communications from the University will be made via email. Students have the responsibility to recognise that certain communications may be urgent and require timely attention.

While communication may also be sent to a personal email account, all official email correspondence will be sent to the UCD Connect account in every instance.

"I did not check my email", errors in forwarding mail to external service providers, or email returned to the University with 'Mailbox Full' or 'User Unknown' are not acceptable reasons for claiming non-receipt of official University communications via email.

## 3. Assignment of student email

Official University email accounts are provided to all registered students. The addresses are generally of the following form: `firstname.lastname@ucdconnect.ie`. The official email address will be maintained in each student's record and it is these email addresses from which distribution lists are compiled. Students



# Student Email Protocol

should activate their UCD Connect account by going to [www.ucd.ie/connect](http://www.ucd.ie/connect) and logging in with the username and password provided by the University. (Students have the option to change the password provided by the University).

Personal email addresses may also be used in communications with students. Students should keep addresses up to date via their 'my profile' tab in SISWeb. If a student wishes UCD only to communicate with them via their UCD Connect email address, and not include their personal address in communications, then a facility is provided in SISWeb to allow this choice to be recorded.

Please note that not all IT systems used by UCD will necessarily pick up a student's personal email address: the UCD Connect email address is the main point of contact for all communications.

## 4. Redirecting of email

If a student chooses to have email redirected from their official UCD address to another email address (e.g. @hotmail.com), they may do so but at their own risk. The University cannot be responsible for the handling of email by outside service providers. Having email redirected does not absolve a student from the responsibilities associated with official communication sent to his or her official UCD email address.

## 5. Email usage and authentication for confidential information

Any misuse of the UCD email system will be considered a breach of regulations and will be acted upon accordingly. It is a violation of University policies, including the Student Code of Conduct, for any user of official email addresses to impersonate a University officer, staff member, or student. To minimise this risk, some confidential information may be made available only through SISWeb, which is password protected. In these cases, students will receive email correspondence directing them to a link on SISWeb where they can access the confidential information only by supplying their student ID and PIN. In this case the confidential information will not be made available in the email message.



## 6. Privacy

Users should exercise extreme caution in using email to communicate confidential or sensitive matters, and should not assume that email is private and confidential. It is especially important that users are careful to send messages only to the intended recipient(s). Particular care should be taken when using the 'reply' command during email correspondence.

## 7. Email etiquette

Students must behave reasonably in their use of UCD Connect and demonstrate courtesy and respect at all times when using their email account.

## Related Links

[How to set your UCD personal email preferences in SISWeb](#)

[UCD Information Technology Services Acceptable Usage Policy](#)

[General university email guidelines – EICT Policy](#)

[Student Code of Conduct](#)

[UCD Dignity and Respect Policy](#)

[Data Protection](#)