



Guideline: Email Accounts for University of Toronto Staff, Faculty and Librarians

I. Guideline Rationale

In order to maintain appropriate security procedures for staff, faculty and librarians, it is necessary to define who receives email accounts at the University of Toronto and when the privilege of such accounts should end. This guideline should be read in conjunction with the Provostial guidelines on [Appropriate Use of Information and Communication Technology](#) (2011) (the “Provostial guideline”).

It is understood that where Information Technology Services (ITS) is referenced in this document, this reference should be interpreted as a reference to the divisional IT administrators, in circumstances where information technology is managed at the divisional level.

II. Description

Access to technology resources such as email is a privilege offered to University of Toronto staff, faculty and librarians based on their appointment status. ITS provides the University community with computer systems and the network infrastructure to support instruction, research and administration, and provides these resources based on appointment status which is governed by policies and procedures maintained by Human Resources.

This guideline describes how the granting, termination, and changing of email accounts for staff, faculty and librarians should occur. Although ITS performs the technical actions for these processes, since these actions are driven by appointment status, determinations about when they should occur will be informed by Human Resources. For that reason, it is important that accurate, complete information is provided to ITS in a timely manner by Human Resources.

This guideline applies to all University of Toronto email accounts.

III. Granting Email Accounts

University of Toronto email accounts will be granted to individuals in the following categories during the period of their appointment, for purposes of their appointment consistent with the Provostial Guideline:

- All appointed University of Toronto staff.
- All non-appointed University of Toronto staff.
- All students who are hired into any appointed or non-appointed staff position.



- University of Toronto Faculty appointments, including but not limited to tenure stream / tenured appointments, teaching stream appointments, and contractually limited term appointments.
- University of Toronto Librarians, including contractually limited term appointments, librarians who are permanent status stream and those who have obtained permanent status.
- All full-time, part-time and adjunct clinical faculty members who hold an academic appointment in a clinical department of the University of Toronto Faculty of Medicine, regardless of whether such clinical faculty member is an employee of the University.
- All status-only, adjunct and visiting faculty.

University of Toronto email accounts may be granted to individuals as determined by their relationship with the University and in consultation with the department in which the relationship is based.

In special circumstances and where it has been authorized by the Department Manager, it is possible to assign email accounts to consultants and / or contractors on a case-by-case basis for a limited time period where necessary for the services being provided.

IV. Deactivation of Email Accounts

When an individual's appointment with the University ends, they are no longer entitled to retain University of Toronto email accounts. Therefore, the individual's University of Toronto email account will be deactivated and the individual will no longer have access to their email account after the appointment has ended. The timing of deactivation of University of Toronto email accounts depends upon the way in which the appointment ends, as set out further below.

- **Termination for Cause**

Staff members, faculty and librarians whose employment is terminated for cause should have their email account deactivated by ITS and access to any institutional accounts terminated as soon as possible. The date beyond which they will no longer have access to their email account should be set out in their termination letter by Human Resources.

Email data identified by the employee's direct supervisor or manager as relevant for either record-keeping or succession purposes may be saved by the supervisor/manager.

Employees will have access to their email account at a mutually agreeable time to save or transfer any personal email prior to the account closure date, non-work-related email



to an alternative email address. This can be done after the termination and should be done under supervision of HR.

The entire contents of the email account should be retained for two years in the event of litigation. Legal counsel in the Office of the Vice-President, Human Resources & Equity should be consulted before the contents are permanently destroyed.

- **Termination (not for cause – including end of term employment)**

Staff members whose employment is terminated (not for cause) will have their email accounts deactivated by ITS effective the date specified in their termination letter.

Email data identified by the employee's direct supervisor or manager as relevant for either record-keeping or succession purposes may be saved by the supervisor/manager.

Employees will be given a reasonable opportunity (which usually will be the working notice period) to save or transfer any personal, non-work-related email to an alternative email address. This should be done prior to the account closure date and can be done under supervision of HR.

The entire contents of the email should be retained for two years in the event of litigation. Legal counsel in the Office of the Vice-President, Human Resources & Equity should be consulted before the contents are permanently destroyed.

- **Staff who retire or resign**

Staff members who retire will have their email account deactivated by ITS effective their last worked day.

Email data identified by the employee's direct supervisor or manager as relevant for either record keeping or succession purposes may be saved by the supervisor/manager.

Faculty members who leave the University

Faculty members and Librarians who leave before retirement are typically entitled to keep their email account for one year from their termination date.

Faculty members and Librarians who retire from the University, including faculty who are on contractually-limited term appointments and part-time faculty, will retain their email account indefinitely.



Adjunct, status-only, contractually limited term appointments (CLTA), visiting faculty and clinical faculty members will retain their email account for a period of six (6) months after the end of their appointment, unless the member and ITS are informed otherwise by the Office of the Vice-Provost, Faculty & Academic Life.

Requests for exceptions should be brought to the Office of the Vice-Provost, Faculty & Academic Life.

- **Redeployment / Relocation Pool**

Staff members who enter the redeployment / relocation pool will retain their email account for the duration of their time in the pool. If the employee is not hired into a new position, their email account will be deactivated by ITS effective the employee's last day in the pool.

Email data identified by the employee's direct supervisor or manager as relevant for either record-keeping or succession purposes may be saved by the supervisor/manager.

- **Secondments**

Staff members who are seconded to a new position within the University will retain their email account and will be able to continue accessing shared work product in their home position unless operational demands require otherwise (e.g., confidentiality reasons).

Relevant email data related to the employee's home position should be saved by the employee and provided to the new incumbent (should the position be backfilled) or their direct supervisor or manager at the start of the secondment. At the end of the secondment, relevant email data related to the employee's secondment should be saved by the employee and provided to the secondment supervisor or manager.

- **Internal Transfers**

Staff members who transfer to a new work unit within the University will retain their email account.

Relevant email data related to the employee's original position should be saved by the employee and provided to the employee's original direct supervisor or manager, and removed from the employee's email account, effective the employee's last day in the original position.



- **Staff members, Faculty and Librarians On Leave of Absence**

Staff members, faculty and librarians who are on authorized leave (including those in receipt of benefits under the long term disability (LTD) plan) will retain their email account for the duration of the authorized leave. If the employee staff member retires before returning from leave, their email account will be deactivated by ITS effective their last day on leave.

Relevant email data related to the employee's position from which they are on leave should be saved by the employee's direct supervisor or manager, and removed from the employee's email account, effective the employee's last day in the position prior to the leave beginning.

In addition to the above, the University reserves the right to deactivate an employee's email account, either temporarily or permanently, at any time for business reasons.

After an individual's employment relationship with the University ends, the University reserves the right to access the former employee's email data/account on an as-needed basis.

V. Email Addresses for former employees who are current students and/or alumni

Alumni

Alumni whose employment relationship with the University ends will have their University of Toronto email address deactivated.

Alumni will be able to retain their alumni email address.

Students

Students whose employment relationship with the University ends will have their University of Toronto email address deactivated.

Students will be able to retain their student email address.

VI. Deactivation Process

The deactivation process will be the joint responsibility of the divisional HR office and/or business office and ITS. The divisional HR office and/or business office will initiate and provide instructions and ITS will implement the instructions.



U of T Reference Documents

The following list of IT-related policies is provided for convenience and is not to be construed as a complete reference guide. The complete set of the policies and procedures of the University of Toronto are maintained by the Office of the Governing Council at <http://www.governingcouncil.utoronto.ca/policies.htm>.

- Appropriate Use of Information and Communication Technology (2011)
- Code of Behaviour on Academic Matters (1995)
- Code of Student Conduct (2002)
- Policy on Access to Information and Protection of Privacy (1995)
- Policies and Procedures: Sexual Harassment (1997)
- Policy on Access to Student Academic Records (1998)
- Policy on Conflict of Interest — Academic Staff
- Policy on Conflict of Interest — Librarians
- Policy on Information Technology (2007)
- Policy on Information Security and Protection of Digital Assets (2016)
- Statement on Prohibited Discrimination and Discriminatory Harassment (1994)
- University of Toronto Statement on Freedom of Speech (1992)
- University of Toronto Statement on Human Rights (1992)
- University of Toronto Statement of Institutional Purpose (1992)



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