Types of Accounts

PUenet accounts are created and maintained automatically for every individual who meets at least one of the following qualifications:

- Is a currently deposited or enrolled student. Account type: Student.
- Is faculty or staff currently being paid through payroll (rather than a contractor being paid via checks issued by the Business Office). Account type: Staff or Faculty.
- Is an alum who is in the system as having graduated since 1993. Account type: Alum.
- Is in the system as having taken a class since 1993. Account type: Former Student.

If a person stops meeting any of these four qualifications, their account is automatically marked for deletion and will be deleted after 45 days. Multiple email notifications are given to warn the account owner about deletion.

In addition to these “normal” accounts, there are two types of special accounts:

A Sponsored Account is an account for a named individual with the services (see Appendix A) of a student or a faculty/staff member. The account exists and is maintained because a qualifying individual (academic chair, program director, department head or higher) has sponsored it.

Sponsored Accounts are for people who work with or for the University, in a way that benefits the university or community, even though they do not meet the qualifications for an account with the desired services. Examples include:

- A contract employee paid through checks issued by the Business Office rather than payroll.
- A person doing unpaid (volunteer work) for the university.
- A student who is on a leave of absence and so not currently enrolled.
- An incoming student whose program needs him or her to be given access before they are deposited or enrolled.
- An outgoing student who is no longer enrolled in classes but is still finishing up academic work.

In all cases, the department that benefits from the person having the account should request the sponsorship. Potential sponsorees cannot directly request sponsorship from UIS.

All Sponsored Accounts are required to have an expiration date of no more than one year from the date the account was sponsored. The people associated with an account receive email reminders when the account is close to expiration and can extend the account via the Sponsored Account Controls in myAccount.
An **Organizational Account** is an account not linked to one particular named individual (although the faculty and staff member(s) responsible for it are recorded). An Organizational Account has a name and address based on its institutional role (e.g. Name: Stoller Institute, Email: StollerInstitute@pacificu.edu).

Maintaining an Organizational Account means an increased workload for the department that owns it (checking a separate inbox, maintaining access permissions, keeping track of and changing a separate password, notifying UIS about changes of the faculty/staff members who are contacts for that account). Organizational Accounts also use a significant amount of server resources. For that reason, UIS tries to limit Organizational Account requests to one per organizational unit (department, division, program, office). UIS may periodically audit the Organizational Accounts held by a department, working with requestors from that department to attempt to determine if any are no longer in use and can be removed.

Both Organizational and Sponsored Accounts must be requested by an Academic Chair, Program Director, Department Head or higher, or by a designee of the same. Requests are made via forms found on the UIS Policies and Forms page (http://www.pacificu.edu/uis/tic/policies.cfm). High-volume account sponsors can request access to a semi-automated web-based request system.

The requestors of both Sponsored and Organizational Accounts must specify which services these accounts should have access to. Available services are: Email, Pharos Printing, Blackboard, Moodle, Wireless Access, Colleague Access, Vault and Library Research Databases. When email is specified, sponsored student accounts, and Organizational Accounts for student organizations get BoxerMail, all others get Exchange.

Like Sponsored accounts, Organizational Accounts are required to have an expiration date of no more than one year from the date the account was sponsored. The people associated with an account receive email reminders when the account is close to expiration and can extend the account via a request to the helpdesk.

**Organizational Email Addresses**

When an organization or department on campus wants an email address, not linked to an individual person, to use in correspondence, there are two methods by which this can be achieved: Email Alias and Organizational Account.

An **Email Alias** is an address that automatically forwards anything received to one or more other addresses. The addresses an alias points to can be changed via an email or call to the helpdesk. An example of an alias would be an email address called **OurBigEvent@pacificu.edu** which forwards all email sent to it, automatically, to **JohnDoe@pacificu.edu** and **JaneSmith@pacificu.edu**. When anyone sends an email to **OurBigEvent@pacificu.edu** it shows up in both John Doe and Jane Smith’s email inboxes. Either John or Jane can respond to the email. The emails they send will have John Doe or Jane Smith in the From address, but they can use the Reply To function in their emails clients to direct replies to **OurBigEvent@pacificu.edu**.

---

This is a publication of University Information Services. For further assistance please contact the Technology Information Center (503-352-1500, lower level Marsh) or University Information Services for the Health Professions Campus (503-352-7243, HPC 211) or email help@pacificu.edu.
Like an Organizational Account, an email alias can be created at the request of an Academic Chair, Program Director or Department Head. Requests should be sent to help@pacificu.edu.

An Organizational Account, as described above, is not linked to an individual and can have its own email inbox. Those responsible for receiving mail for this account must check this separate inbox. Those checking the inbox can respond and the responses can have that account as the “from” address. The Registrar suggests using an Organizational Account rather than the individual account of student workers for any emails that students will be sending on behalf of university employers. Creation of an Organizational Account, as described above, requires an Organizational Account Request Form signed by an Academic Chair, Program Director or Department Head.

Mail Servers

UIS maintains two mail systems. The BoxerMail system is hosted by Google and is for students, alum and student organizations. Faculty, staff and organizational email is hosted on a Microsoft Exchange server maintained by UIS. Microsoft Exchange email is the only mail system that Pacific University employees should use for sending and receiving official work communications. Students or Alum who become faculty or staff will lose access to their BoxerMail for the duration of their employment.

Appendix A: Account Type and Services

Different services are extended to account holders based on the type of their account. The most commonly asked about of these services are:

<table>
<thead>
<tr>
<th></th>
<th>Email</th>
<th>BoxerOnline &amp; MyAccount</th>
<th>Wireless</th>
<th>Library Research Database Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Faculty/Staff</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Alum</td>
<td>Yes</td>
<td></td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Former Student</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

last updated 8/28/2013