

Cosumnes River College

Standard Operating Procedure

SOP TOPIC: Anonymous and Mailing List E-mail Accounts **Date:** 6/10/04

The following SOP has been developed to outline the process for establishing and managing anonymous and mailing list e-mail accounts:

1. Anonymous E-mail Accounts:
 - Any e-mail account required for an organizational unit (e.g. *CRC Athletics@crc.losrios.edu*) must be requested via e-mail sent to the LRCT Dean by the responsible Area Dean. The Area Dean is expected to fully examine and justify (as indicated below) the need for such an account.
 - Anonymous e-mail accounts will only be established in situations where an existing e-mail account clearly cannot meet the need. Requests must state the business reason for this e-mail account, and why assigning an existing employee's account to be the recipient of this unit's e-mail does not meet the needs of the area. Requests for such anonymous e-mail accounts must follow the procedure steps outlined below.
2. College e-mailing lists: There may be a need to establish a system mailing list. Such a mailing list is appropriate **ONLY** when it **must** be available for **all CRC employees' use**. Requests for such system mailing lists must follow the procedure steps outlined below.

Otherwise a mailing list set up in an individual's e-mail account is to be used. For example, if a shared governance committee needs to send e-mail to all members the committee chair and/or executive secretary would establish a mailing list in their own e-mail account. Members of that committee would address the committee as a group by using "reply-to-all" in an e-mail sent by the committee chair, sending the e-mail to the chair requesting it be forwarded to the mailing list or generating their own private e-mailing list (from the list of e-mail addresses shown in the chair's e-mail).

- a. Please see the attached document entitled "**personal distribution lists**" for information on how to create and use private e-mail distribution lists.
3. Process steps for establishing either an anonymous or system mailing list account:
 - a. "Owner" of proposed account sends request for approval to their area Dean/VP outlining the intended use of the account.
 - b. Area Dean/VP sends approved request via e-mail to LRCT dean for approval & implementation.
 - i. One individual must be assigned as responsible for maintenance of the proposed account, and any intended delegates should be listed.
 - ii. The business reason for the account, and why that need cannot be met by use of an individual employee account, must be clearly stated.
 - c. LRCT dean approves request and instructs IT staff to setup requested account. Such accounts will be named "CRC-" and the name of the group/unit.

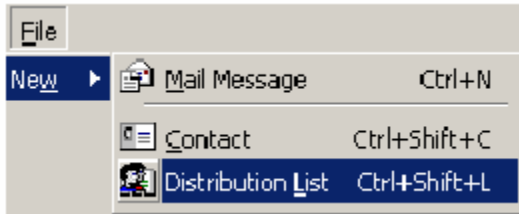
- d. IT staff send notification e-mail to new account owner with instructions on use, maintenance and responsibilities.
 - i. In the case of mailing lists, the new owner will build and manage the list of recipients.
 - e. Account owner must notify IT staff through the helpdesk to remove the account when it is no longer required.
4. Grounds for removal of e-mail or system mailing list accounts
- a. Specialized e-mail accounts inactive for a semester or longer will be removed. The account owner and their Dean/VP will be notified of the intent to remove. During each summer session, all such specialized e-mail accounts will be reviewed by the IT staff and LRCT dean for activity and relevancy.
 - b. Accounts that are not maintained by their owner and/or are overfull are eligible for deletion without notice.
 - c. Inappropriate use of the account as defined in CRC SOP "Use of the CRC E-mail".

Personal Distribution Lists

A distribution list allows you to send a message to multiple recipients without having to type each address into an address field. The address book includes a number of lists that allow you to send a message to the entire campus, to the entire district, or to select groups of people, but you can also create your own distribution lists.

Creating your own distribution list

To create your own distribution list (say for your department or a group of students), select the **File** menu, then **New**, then **Distribution List**. In the **Untitled – Distribution List** window, type a name for your list in the **Name** field.



To add someone to your distribution list from your address book, click on the **Select Members...** button. From the **Select Members** window you can then click on the **New...** button to create a new contact. Another way to add a new email address to your distribution list is to click the **Add New...** button. Here you can create a new contact from the new address or you can choose to only add the new address to this distribution list.

Once you are done adding addresses to your distribution list, click the **Save and Close** button and your distribution list will be added to your contacts. Then you can send a message to this distribution list just like sending a message to any address—in an address field in a new message start typing the first few letters of the name you assigned to the distribution list, type **Ctrl + K**, and select your distribution list.

Modifying a distribution list

To modify a distribution list, from any Outlook window choose **View**, then **Go To**, then **Contacts**. Click on the distribution list you wish to modify. To add a new recipient to the list, click either the **Select Members...** or **Add New...** button. To remove a recipient, select the name on the list and then click the **Remove** button. Delete a distribution list by right-clicking on the list name in your Contacts window and choosing **Delete** from the popup menu.

