Université Saint-Joseph de Beyrouth
جامعة القدّيس يوسف في بيروت

USJ Email Account Usage Policy

The French text of this policy was approved by the University Board during its 216th meeting on October 18, 2022

Subject (Objective, Advantages, Scope)

The present policy aims to establish the rules and best practices for the use of email accounts (hereinafter referred to as USJ account) of the Saint Joseph University of Beirut (hereinafter referred to as the University) and to inform users of the required standards for appropriate USJ account usage.

The present policy applies to all Administrative Staff members, instructors, students, alumni and any other person with a USJ account.

Director/Manager

Chief Information Security Officer (CISO)

Users

Administrative Staff members, instructors, students, alumni, and any other person with an USJ account.

Roles and Responsibilities

CISO
The CISO is responsible for ensuring that emails are secure and used appropriately.

INFORMATION TECHNOLOGY OFFICE
The Information Technology Office (STI) is responsible for creating, managing, securing, deactivating, and deleting USJ accounts.

Users
Users must use their USJ account appropriately and in accordance with the policy outlined below.

Description

General Rules

- The use of USJ accounts must be limited to professional and academic purposes. Personal use should be minimized as much as possible.
- The use of USJ accounts, including email forwarding, must comply with the "Information Security Policy" as well as the "Charter for the Use of Saint Joseph University of Beirut IT Resources and Information System."
- All emails containing confidential information must be sent in accordance with the "Data Transfer Procedure".
- The University utilizes USJ accounts as the official means of communication for any dissemination or urgent announcements. Users are required to regularly check their USJ account.
- Emails cannot be sent on behalf of another user unless written consent has been obtained from the respective user.

Confidentiality

- USJ accounts are not considered private; they belong to the University.
- While the University does not actively monitor email content, in cases of misuse or any other security policy violation, the University reserves the right, without prior notice, to access emails and inspect their contents. However, such content will be handled with utmost care and treated as confidential during the inspection period.
- Microsoft also reserves the right to access Office 365 accounts in case of violation of its "Acceptable Use Policy" or in response to a data request by a public sector organization or as required by law.

Security

- Users must change their password immediately upon receiving a temporary password from the STI to ensure confidentiality.
- The password for the USJ account must be complex, in accordance with the Password Policy, not used for other online services, and not shared with anyone.
- Multi-Factor Authentication (MFA) is enabled for all USJ accounts to provide additional security.
- Users must carefully verify the sender's address and links before clicking on them to avoid falling victim to phishing attempts.
- Emails with subjects starting with "[*SPAM ALERT*]" are likely spam.
- Some emails are automatically blocked by the University's email filter. The quarantine should be regularly checked to ensure that no legitimate/authorized emails have been blocked in error.

Account Creation

- USJ accounts for instructors and Administrative Staff members are granted upon request, following the convention firstname.lastname@usj.edu.lb, after the creation of an onboarding form by the concerned institution Head, in accordance with the "Procedure for the Onboarding of a New Instructor or Administrative Staff Member".
- USJ accounts for students are automatically granted, following the convention firstname.lastname@net.usj.edu.lb, upon their enrollment at the University and will be retained throughout the duration of their studies.
- USJ accounts for alumni are automatically transitioned from "Students" to "Alumni" upon graduation.
- In case the account prefix is already taken by any user (Administrative Staff member, instructor, or student), it will be followed by a numerical sequence to make the account prefix unique (e.g., firstname.lastname1@usj.edu.lb), regardless of the suffix "@usj.edu.lb" or "@net.usj.edu.lb".
- Generic USJ accounts are granted upon request, following the convention name@usj.edu.lb, after the creation of a ticket on the Helpdesk, with prior approval from the Secretary-General (SG).
- Requests for prefix modification should be sent to the Helpdesk and approved by the Human Resources Office (SRH). In case of marriage, the maiden name is used.

Account Deactivation

- USJ accounts for instructors and Administrative Staff members who permanently leave the University are deactivated after the creation of an offboarding form by the concerned institution Head, in accordance with the "Procedure for the Offboarding of an Instructor or Administrative Staff Member."
- The University reserves the right to access the USJ account of the departing individual if necessary, for professional purposes, academic follow-up, fraud investigation, or other reasons. The departing individual is required to delete any personal content from their inbox and inform their contacts not to send personal messages to their USJ account.
- Request for access to another employee's inbox requires approval from the Dean or Director of the institution of the departing individual.

- The password for a shared generic account used by two or more users must be immediately changed upon the departure of any of the users.
- USJ Alumni emails are kept for life. However, other services (OneDrive, SharePoint, Teams, etc.) will be disabled from their USJ account following the change of status from "Student" to "Alumni."

Account Deletion

- Following the deactivation of an USJ account, data, including the inbox and documents saved on OneDrive, will be retained for a period of one month only. Upon expiration of this period, they will be completely deleted without prior notice.
- Students who drop out and do not graduate from USJ will not keep their USJ account. This account will be completely deleted without any notice.

Signature

- The official USJ signature must figure in emails sent by all instructors and Administrative Staff members.
- USJ provides a digital certificate free of charge to all Administrative Staff members and instructors. It is highly recommended to digitally sign emails and documents to ensure both content integrity and signer authenticity, and to combat identity theft.
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Best Practices

- Always verify the recipient's address before clicking "Send".
- Use "Reply" if you want to respond only to the sender. Using "Reply All" will allow all recipients of the initial email to see your response, which may contain confidential information.
- Review the entire correspondence until the end of the email before forwarding it to other recipients to avoid disclosing confidential information to unauthorized individuals.
- Enter groups or user lists in "Bcc" when sending broadcast emails to avoid disclosing recipient addresses and to prevent mass replies (Reply All).

Any request or exception to the abovementioned rules must receive written approval from the Vice-Rector for Administration (VRA).

Forms Pertaining to the Present Policy

Related Data	Title of Related Data
Policy	Information Security Policy (CISO-PL-01)
Charter	Charter for the Use of Saint Joseph University of Beirut IT Resources and Information System
Procedure	Procedure
Policy	Password Policy (CISO-PL-02)
Procedure	Procedure for the Onboarding a New Instructor or Administrative Staff Member (CISO-PR-04)
Procedure	Procedure for the Offboarding of an Instructor or Administrative Staff Member (CISO-PR-06)

Glossary	MFA: Multi-Factor Authentication
Abbreviations	**CISO:** Chief Information Security Officer **PSG:** Administrative Staff **STI:** Information Technology Office **SRH:** Human Resources Office **SG:** Secretary-General **VRA:** Vice-Rector for Administration