

What is this notice about?

BN and LPN students will now have Athabasca University email accounts.

Your email address will be "moodleusername@students.athabascau.ca" and your password is "moodleusername123".

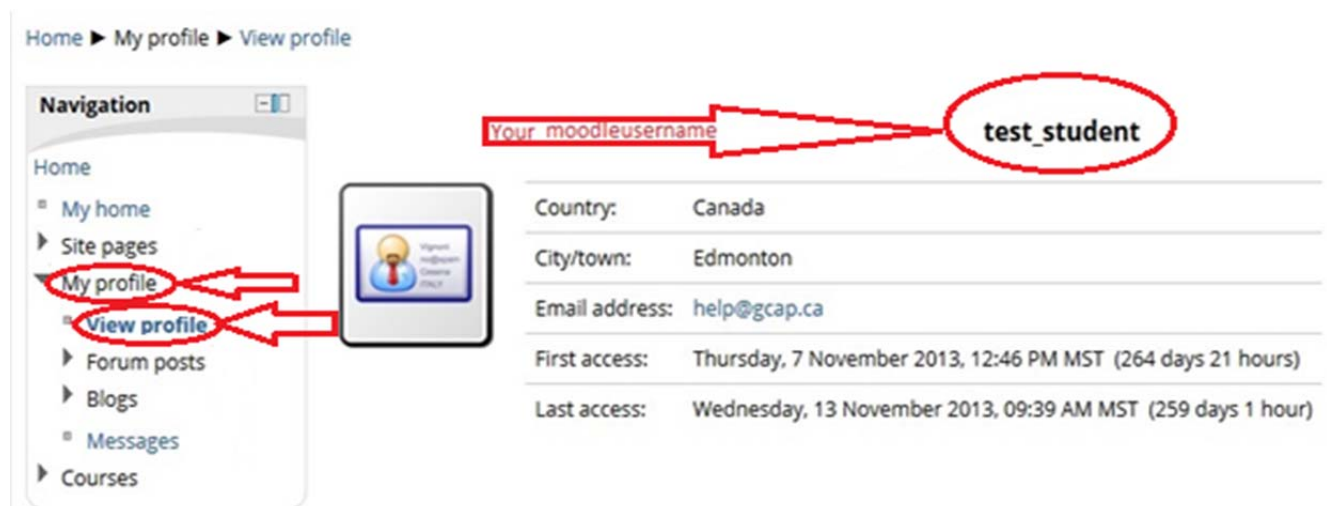
This means if your Moodle username is "tonymis5" then your email id is tonymis5@students.athabascau.ca and your password is tonymish5123.

How do I access my email?

To access your email go to www.gmail.com and enter your email address and password (for tony it is tonymis5@students.athabascau.ca and password is tonymis5123). Then click "Sign in" to get into your account. On your first login you may be asked to change your password.

How do I find my Moodle username?

Login to Moodle, click on "My profile" and then click on "View profile". This will take you to your profile page with your username at the top. See the image below:



The screenshot shows a Moodle user profile page. The breadcrumb trail at the top reads "Home > My profile > View profile". On the left, a "Navigation" menu lists "Home", "My home", "Site pages", "My profile", "View profile", "Forum posts", "Blogs", "Messages", and "Courses". Red circles and arrows highlight "My profile" and "View profile" in the menu, and a profile icon in the center. To the right, a profile card displays the following information:

Country:	Canada
City/town:	Edmonton
Email address:	help@gcap.ca
First access:	Thursday, 7 November 2013, 12:46 PM MST (264 days 21 hours)
Last access:	Wednesday, 13 November 2013, 09:39 AM MST (259 days 1 hour)

Red annotations include a box labeled "Your moodleusername" with an arrow pointing to a red circle containing the text "test_student".

How can I get support?

If you have issues with email access, then use a different email account to send your questions to fhdemailhelp@athabascau.ca. The support team will respond to you within 48 hours.

Email Guidelines for Students

You are provided with an Athabasca University (AU) electronic mail (email) account in order to facilitate communication with AU and any relevant third parties that are an integral part of completing your programs/courses at AU. Your AU student email account is provided to you through Google Apps for Education. Any information contained within your emails is processed and stored on systems owned by Google and the data communications services providers that provide internet connectivity and as such may reside outside of Alberta, Canada.

AU system administrators may be required to access email content and attachments for purposes, including but not limited to, assisting users, system maintenance, legislative compliance and investigations in the case of suspected or alleged inappropriate use.

Athabasca University is governed by the Alberta *Freedom of Information and Protection of Privacy Act (FOIP Act)*. Any email records under the control and/or custody of AU may be included under the access provisions of the FOIP Act. Any information collected, used and disclosed by AU will be used expressly for the purposes of administering your program of learning.

The following guidelines have been developed to outline expectations regarding the use of your AU email account.

Acceptable Use of Email

- Use of email is expected to meet the highest ethical standards consistent with the purposes for which it is being provided.
- You must communicate in a professional and responsible manner when using your AU email account.
- The AU email account is to be used for communications with staff of AU, applicable third parties and fellow students associated with your program/courses at AU.
- The AU email account is expected to be checked on a regular basis.
- AU email accounts are not to be used for personal business purposes or as a personal email address.
- Users must not violate applicable laws or AU policy. Such laws and policies may include but are not limited to the following:
 - *The Criminal Code of Canada*
 - *Alberta Human Rights Act*
 - *Alberta Freedom of Information and Protection of Privacy Act*
 - *Copyright Act*
 - *Athabasca University Student Academic Misconduct Policy and Procedures*
 - *Athabasca University Non-Academic Misconduct Policy*

Inappropriate use will not be tolerated and may be subject to suspension of privileges and other action as appropriate to the situation.

Transmission of Email

- While reasonable security is built into the email system, you must be aware that email is inherently not a secure method of sending personal and confidential information and you should take appropriate precautions when transmitting email messages.
- Any information sent to your AU email address must be used in a manner consistent with the purpose for which it was sent (i.e. orientation materials, etc.) and must not be forwarded or blind copied without the permission of the sender. .
- Users should not forward emails sent to their AU email address to an external personal email address. AU accepts no responsibility if you choose to forward your AU emails.

Security

- All user names and passwords are to be protected from unauthorized use.
- Do not share or provide another individual with your user name or password.
- Be cautious when accessing your AU email account from a public computer or in a public space.
 - o do not allow saving of username or password and
 - o always explicitly log out when finished using your AU email account.
- If you suspect that a security or privacy incident has occurred, please report it to fhemailhelp@athabascau.ca immediately.
- Student email accounts may be disabled by AU including, but not limited to, the following reasons:
 - o Suspicious activities encountered with the account (i.e. mass spamming, etc.);
 - o Receipt of a mass amount of spam emails through the email account;
 - o Multiple logins (meaning that the username and password are being shared or the account has been compromised); and
 - o Suspension or expulsion of student status.

Information stored in student email accounts will be retained in accordance with Google's policies as described at the Google Apps for Education website.

Email and attachment storage will be limited to 5 gigabytes. It is your responsibility to manage the content of your email account accordingly.

Email accounts shall be kept open for a period of 1 year after program completion. AU will send a communication to the account holder prior to disabling the account.

By using your AU email account you acknowledge having read and agree to abide by the terms included in this document and the policies referenced herein.

Questions regarding the Google Apps for Education email service should be directed to the Google FAQ and help screens available online. Questions regarding appropriate use should be directed to the AU Information Centre at 1-800-788-9041 (Toll free in Canada and US) or 1-780-675-6100 (International).