



LOYOLA
UNIVERSITY Law School Computing Services
CHICAGO
User Memo

Owning and Managing
a Shared Email Account

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Overview:

Many Law School departments and organizations use shared email accounts. Shared email accounts allow everyone in the department or organization to have one email account that can be accessed and used to conduct department business. Examples of shared email accounts are: lscs-info@luc.edu for Law School Computing Services and LawMediaServices@luc.edu for Law Media Services.

Shared email accounts work differently in the new Exchange email system than they did in the old GroupWise email system.

This User Memo describes the responsibilities of the owner of a shared email account and issues to be aware of when using a shared account. There is another user memo—User Memo 37: Accessing and Using Shared Email Accounts in Outlook—that gives instructions on: how to set up and use the account on the Windows and Macintosh Outlook Desktop Clients; how to use the account via the Outlook web page from a web browser on any computer; and how to use a shared account on a mobile device.

What is needed to use a shared email account?

If your organization or department does not already have a shared email account contact Law School Computing Services (LSCS) by email at lscs-info@luc.edu to request one.

The responsibilities of the owner of a shared email account:

Each shared account must have an owner in the department or organization. **Responsibilities of the account owner are:**

1. The account owner is the person who is responsible for knowing the current password for the account. **LSCS cannot retrieve the current password for a shared account and therefore cannot provide it to any user.**
2. The account owner is responsible for deciding who the authorized users of the shared account will be. An authorized user is anyone in the department or organization who the account owner decides should have access to the shared account. The account owner must securely communicate the account password to authorized users.
3. The account owner must clearly state to each authorized user that he or she is not allowed to give the login information for that account to anyone.
4. The account owner **must decide if they want to authorize any student workers** in their department to use

the shared account. Keep in mind that any user can access the account from any location once that user is given the password.

5. The account owner is responsible for emailing LSCS-INFO@luc.edu when the password for a shared account needs to be changed. Only the account owner is authorized to make this request.
 - a. The account password **must be changed** when someone who was previously granted access should no longer be permitted to access the account. This is especially important if students are given access to a shared account. **The password must be changed when a student should no longer have access.**
 - b. The owner of a shared account must contact LSCS immediately to request a password change if the owner or any authorized user believes the password may have been given to an unauthorized user.
 - c. The **owner** of the shared account is **responsible** for making sure all authorized users are informed of the new password when it changes. **LSCS cannot retrieve the current password for a shared account and therefore cannot provide the password to any user.**

Issues to be aware of when using shared accounts:

1. Security for a shared email account relies on the account owner, and all the authorized users, protecting the password for the account.

Any authorized user of a shared email account must keep the password secure and notify the account owner immediately if an unauthorized user gets the password.

Important Note: Any user who has the user name and password for a shared account has full access to all parts of the shared account. This not only includes e-mail, but the calendar, contacts, tasks, and account preferences as well.

2. Everyone logging into a shared email account should be very careful when entering the password for the account. As with your personal email account, if the wrong password is entered too many times, an intruder lockout will be placed on the account. Once an account is locked, no one can log in to the account for 20 minutes. The lockout will be removed automatically once 20 minutes have elapsed.
3. Some features of a shared email account are shared among all users when using the desktop client and one user can affect what another user sees.

For example if User A logs into a shared email account using the Outlook desktop client and sets the view of the email messages to be sorted by A-Z. Then User B uses the Outlook desktop client to log into the same shared email account that User A is logged into. If User B changes the sort of the email messages to Z-A, this will change User A's view to Z-A. **This is simply how the system works and there is no way to change that.**

4. When using the Outlook web page in your web browser, you can only log into one account in each browser. In order to be logged in to more than one shared email account—or your personal email account and a shared email account—at the same time, you must use different browsers to log in to each account.