

Document Title: ICT Knowledgebase – Email Collaboration

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ICT Knowledgebase – Topic 3: Email Collaboration

This section covers procedures and best practices for effective email collaboration within AKU. It includes guidance on setting up email distribution groups, sharing documents via email, and configuring your official AKU email account for collaborative work.

Overview

Email is a primary communication tool at AKU. This section outlines how to:

- Create and manage email distribution groups,
 - Configure email clients for optimal collaboration,
 - Adhere to AKU policies on email usage,
 - Utilize email features such as signatures and mass mailing (where applicable),
 - Troubleshoot common email-related issues.
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Frequently Asked Questions (FAQs)

Q1: What is email collaboration at AKU?

A: Email collaboration involves using your official AKU email account for group communications, sharing files, and coordinating with colleagues, all within the guidelines set by AKU IT Policy.

Q2: How do I create an email distribution group?

A: To create a distribution group, contact the ICT Service Desk with the names and email addresses of the intended members. The group will be created after receiving the necessary department head approvals.

Q3: Who is eligible to create or manage an email distribution group?

A: Typically, Managers and above are allowed to create and manage distribution groups. Only group owner can request the ICT Service Desk for addition/removal of any staff.

Q4: How do I update my email signature?

A: You can update your email signature in Outlook. Go to File > Options > Mail > Signatures. For assistance, contact ICT Service Desk.

Q5: Is there a limit on the number of recipients in a mass email?

A: Yes, users with AD4 equivalent and lower designations are limited to sending emails to 20 recipients at a time. For larger recipient lists, you must obtain approval from your manager.

Q6: What is the mailbox size for my AKU email account?

A: Mailbox sizes vary by band:

- AD3 and below: 2GB
- AD4 equivalent: 4GB
- AD5 equivalent: 6GB
- Managers and above: 100GB (cloud-hosted)

Q7: Can I access my email from multiple devices?

A: Yes, your AKU email account can be configured on multiple devices, including smartphones, tablets, and desktops. Make sure to update your password on all devices if it changes.

Q8: How do I configure my official AKU email account on my mobile device?

A: Use your AKU credentials (user.id@aku.edu and password) to set up your account in your mobile email client. Detailed configuration instructions are available on the ICT OneAKU portal.

Q9: Can I forward my AKU email to an external account?

A: No, forwarding AKU email to external accounts is prohibited by AKU IT Policy to ensure data security.

Q10: What should I do if I experience issues with my email account?

A: Contact the ICT Service Desk via phone (3434), email (it.servicedesk@aku.edu), or the ICT Self Service Portal for assistance with login, synchronization, or configuration problems.

Q12: How can I share files through email securely?

A: For secure file sharing, attach files within the allowed size limit (30 MB) or share links from OneDrive, ensuring you follow AKU policies on data sharing.

Q13: What is the process to report email-related issues or suspected phishing?

A: Report any email issues or suspected phishing attempts to the ICT Service Desk immediately. Do not click on suspicious links and forward the email to it.servicedesk@aku.edu.

Q14: Can I use email to communicate with colleagues outside of AKU?

A: Yes, but when communicating externally, ensure that you follow AKU guidelines for data protection and do not share sensitive information.

Q15: How do I update or change my email settings?

A: You can modify your email settings via Outlook or your email client's settings menu. For advanced configurations, consult the ICT Service Desk.

Q16: Are there any restrictions on email usage during official meetings?

A: Yes, for official communications, it's recommended to use Microsoft Teams or other collaborative tools. Email should not be used for real-time coordination during meetings.

Q17: How can I archive or backup important emails?

A: Use Outlook's archiving features or save emails to OneDrive. Regular backups help prevent data loss in case of account issues.

Q18: Can I set up an automatic email signature?

A: Yes, you can configure Outlook to automatically append your official signature to outgoing emails. Refer to the ICT guidelines for the standard signature format.

Q19: What should I do if I notice an email delivery issue?

A: Check your internet connection, ensure that your email client is up-to-date, and if the issue persists, report it to the ICT Service Desk with details of the error.

Q20: Is there a support guide available for email collaboration?

A: Yes, detailed guides are available on the OneAKU portal. You can refer to these guides for step-by-step instructions on setting up and using email collaboration tools.

Q: How do I create a shared mailbox?

A: Submit a request to ICT with the mailbox name, purpose, and list of members. Managerial approval is required.

Q: How do I share my calendar with someone so they can manage it?

A: To share your calendar in Outlook:

1. Go to the Calendar view
2. Click "Share Calendar" from the ribbon
3. Enter the name or email address of the person
4. Choose the permission level (e.g., "Can view all details" or "Can edit")
5. Click Send

Q. How to share calendar to others on outlook.office.com, so they can manage it?

If you're using Outlook on the web, go to <https://outlook.office.com> and sign in. Click the calendar icon, then find your calendar on the left pane, click the three dots next to it, and select "Sharing and permissions." Enter the email address of the person you want to share it with, choose either "Can edit" or "Delegate," and then click "Share." These steps give the selected person the ability to manage your calendar effectively.

Q: How do I add shared calendar?

A: Go to calendar, Add calendar. Make sure that you have the necessary permission to access the shared calendar.

Q: How do I add an on-behalf email address in Outlook?

A: To send emails on behalf of another mailbox (e.g., departmental or shared mailbox), the mailbox owner must request "Send on behalf" permission through the ICT Service Desk. Once granted:

1. Open Outlook
2. Click New Email
3. Click "From" and choose the delegated mailbox (if not visible, click "From > Other Email Address...")
4. Compose and send the email — it will display as "Your Name on behalf of Mailbox Name"

Q: How do I create a shared mailbox?

A: Submit a request to ICT with the mailbox name, purpose, and list of members. Managerial approval is required.

Q: What is a resource calendar and how can I access it?

A: A resource calendar is used to book rooms or shared assets. ICT creates it on request. Access is managed via Outlook.

Q: Why can't I send to a distribution group?

A: You may not have permission, or the group might be restricted. Contact ICT Service Desk for access or to verify group settings.

Q: What's the difference between "Reply" and "Reply All"?

A: "Reply" responds to the sender only, while "Reply All" sends your response to everyone in the email thread.

Q: Can I recall an email in Outlook?

A: Yes, open the sent email > click **File > Info > Resend or Recall > Recall This Message**. It works only if recipients haven't opened the email.

Q: Can I send mass emails to a large group at AKU?

A: Individuals are not permitted to send mass emails to all AKU users. If you need to share information with the AKU community, it is recommended to use the Announcements section on the **ONE-AKU Portal**. For assistance, please contact the AKU Communications department.

Q: Can I request permission to send mass emails?

A: Yes, but only **department email IDs** are eligible (not personal accounts). You'll need to provide:

- Department email address
- Target audience/group
- Timeframe (one-time or specific duration)
- Justification

Submit this to the ICT Service Desk. The request will be reviewed and approved by both the Head of IT and Head of HR. Allow at least 2 working days before the planned send date, as system syncing takes time.

Q: What's the best practice when emailing large groups?

A: Always put distribution groups in the BCC field to avoid "Reply All" loops and unnecessary follow-up emails to all recipients.

Q: How to update my personal information on outlook address book?

A: All personal information including first name, last name, email address, department, designation is managed by HR department. For making any changes, please contact HR department. However, you can update your contact details by your own via PeopleSoft HRMS.

Q: Can I use my AKU email for personal or private business?

A: No. The AKU email system must only be used for official, academic, research, or administrative work. Personal business or political use is strictly prohibited.

Q: Am I allowed to forward emails from my AKU account to a personal email (e.g., Gmail, Yahoo)?

A: No. Forwarding or storing AKU emails or confidential data to/from non-AKU email services is not allowed under the Email Policy.

Q: What is the size limit for emails I can send?

A: The maximum email message size (including attachments) is 30 MB. We recommend that larger files should be shared via OneDrive.

Q: What is my default mailbox quota? Can I increase it?

A: The default mailbox size is 2 GB based on your grade. If you frequently run out of space, we recommend you to auto-archive your emails to PST. For assistance, you may contact the ICT Service Desk to set up auto-archive.

Q: How long is my email account retained after I leave AKU?

A: Your account is disabled as per your last working day. The mailbox is retained for 30 days, after which it is permanently removed. Relevant departments can request data within this retention window, but we recommend to save or download the data before the account closure.

Q: Is my AKU email monitored? Do I have email privacy?

A: Users should have no expectation of privacy. AKU may monitor emails to trace issues or investigate misuse.

Q: Can I represent AKU in emails without official authorization?

A: No. You must not give the impression that you're speaking on behalf of the University unless explicitly authorized. If sharing personal views from your AKU email, include a disclaimer such as: *"The opinions expressed are my own and not necessarily those of my employer."*

Q: Is it okay to send group congratulatory or obituary emails?

A: No. Mass distribution of messages like congratulations, obituaries, or out-of-office replies must be approved by your divisional or entity head before being sent.

Q: Are deleted emails recoverable by ICT?

A: ICT does not restore individual messages or folders deleted by users. You can use the Recover Deleted Items feature in Outlook within the retention window (usually 30 days).

Q: How long does ICT retain email traffic logs?

A: Email traffic logs are retained for 15 days and may be reviewed for fault tracing or security incidents. ICT does not retrieve individual messages upon user request.