Email Coordinator Procedures
(MAIL and ROHAN)

Library Administration

Library Administrative Operations (Mo Dotson) will announce all new/departing faculty or staff employees via Email to the IDT Operations Manager.

> ***Subject:***
> *New (or Departing) Employee*
>
> ***Message Body for new Employees:***
> *Employee's full Name*
> *Employee's SSN*
> *Employee Type (Faculty, Staff, or Student)*
> *Unit Name*
> *Start Date or End Date*
> *Supervisor's Name*
>
> ***Message Body for departing Employees:***
> *Name:*
> *End Date:*
> *Supervisor:*

SRs for new Employee

The IDT Operations Manager will contact the Supervisor for the employee's computer account and file access requirements, as well as contact information (see below):

> InfoSys has been notified of your new employee, xxxxxx. We need the following information in order to prepare the necessary Service Requests:
>
> - Does the employee need any ROHAN, Meeting Maker account(s)? (an ARWEN account is mandatory)?
> - On ARWEN, what workgroup (i.e. unit) membership (besides the "Everyone" group) and access (directories/rights [read, write, etc.]) will be required?
> - Does the employee need login access to Millennium or Innopac?
> - Which Library Mail Lists should the new employee's email address be added to (besides lfolks)?
> - What will the employee's Office room# be?
> - What will the employee's Office phone# be?
> - What is the barcode of the employee's workstation? (SANS will identify a computer, if none at that location)

The IDT Operations Manager will prepare the necessary SR's so other InfoSys staff can make the necessary accounts and system updates and provide the Employee with all appropriate login/password information.

SRs for departing Employee

The IDT Operations Manager will contact the Supervisor for departing employee's hardware/software disposal, as well as access termination information (see below):

> InfoSys has been notified of your departing employee, XXXXXXXX. We need the following information in order to prepare the necessary Service Requests to terminate their access:
>
> - Is the employee leaving campus? Or moving to another department on campus and needs to maintain MAIL or ROHAN accounts?
> - Access to Library file servers will be denied one day after their End Date of XXXXXX, unless you provide a new Date.
>
> - What is the barcode of the employee's workstation?
> - Is there any data on this workstation that needs to be saved and moved to shared storage on ARWEN?
> - Will you be holding the employee's hardware/software for a replacement?
> - Do you want the hardware/software picked up and returned to inventory?

The IDT Operations Manager will prepare the necessary SR's so other InfoSys staff can make the necessary accounts deletions and system updates to provide closure on the departing employee's access to department file(s)/server(s).

Requesting a New Email Account

New Library Faculty/Staff are issued a ROHAN account by the Email Coordinator or designee. The username will be first initial/lastname where possible (i.e., cphillips). The Email Coordinator enters the username and password into the Service Request and refers the SR to SANS for setting up the machine. SANS will give the Email username and password to the user.

If the new Library Faculty/Staff requires an account on the MAIL server, the Email Coordinator or designee will call the TNS Mail Administrator (Keith Burt at 42935). The following information needs to be provided to TNS:

> *Full name of the new employee*
> *Their F/S ID number*
> *Their status (Faculty or Staff) (This status automatically adds the new email address to all of the appropriate Faculty/Staff campus announcement mail lists supported by TNS.)*

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TNS will assign a username (7 characters minimum and 8 character maximum) and password and it will be given to the Email Coordinator or designated backup via Email or phone.

After SANS or the Email Coordinator or designee provides the new employee with their name and password, request the new employee to change their password (for security reasons) and give them instructions. Also request the user to write down their password and keep it in a secure place at their workstation.

For Library Faculty/Staff on the ROHAN server, Library Facilities Coordinator (Bea Briggs) will send a request to add their ROHAN email address to all of the appropriate Faculty/Staff campus announcement mail lists supported by TNS. If this is not done and requires IDT handling, send an email to workreq@mail.sdsu.edu with the following:

> *Please add the following employee to the announce mailing list:*
>
> *Name:*
> *Email address:*
> *SDSU Status:*

NOTE: The Email Coordinator or designee will also submit an Email message to alias@sdsu.edu using stationary (Alias). The Alias message would give the person's Name, Status (F/S), Department, Office Address, Phone Number, and Email Address, and would request:

- An alias of firstname.lastname@sdsu.edu be created and pointed to the ROHAN account

All SDSU students *(employed by SDSU Library or NOT)* must request their own Email accounts on ROHAN via the Webportal.

New Employee Information

When a new employee has obtained an email and NDS tree account, the Email Coordinator or designee will send an email message welcoming them to the Library and providing information on changing passwords and available training classes. This email is a Eudora stationary file (Welcome to SDSU Library) on the Email Coordinator and designee's workstation. A copy of this email is below:

Email Message for New Employees

Welcome to SDSU Library. Following is some information regarding your Arwen Server, ROHAN Email, and Meeting Maker accounts that you will need to take action on in the near future.

1. Arwen Server (a.k.a. Novell, NDS Tree or Client32) Password - This is the password you enter first when you turn on your computer. It logs you

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into the network and maps extra drives for your computer, if you do not have a checkmark in the "Workstation Only" Box. Without this login, you won't have access to the shared files on the Arwen Server or to networked printing. A generic password of #Lib1234 has been assigned for you. This password should be changed at your earliest convenience. Please use the Library's standard of 8 characters (Use a combination of characters with at least 1 symbol, 1 number, 1 Uppercase, and 1 lowercase character). This password will be needed when software upgrades or other changes are made to your computer.

2. ROHAN Email Password - The password that you have been assigned is a computer-generated password. You may change this password to something easier to remember. Please use the Library's standard of 8 characters (Use a combination of characters with at least 1 symbol, 1 number, 1 Uppercase, and 1 lowercase character). You may want to change this to the same password you use for your Arwen Server (a.k.a. Novell, NDS Tree or Client32) account

3. Meeting Maker Password - The initial password matches your username, which is the same as your Email username. Therefore, it is not secure. Change this password at your first login. This can be done from the Preferences option under the Edit menu (PC) or Product Name (Mac). The Login tab has the prompts required for the change. Remember the change happens as soon as you click OK. Please use the Library's standard of 8 characters (Use a combination of characters with at least 1 symbol, 1 number, 1 Uppercase, and 1 lowercase character). You may want to change this to the same password you use for your Arwen Server (a.k.a. Novell, NDS Tree or Client32) account.

Procedures for changing Arwen Server (a.k.a. Novell, NDS Tree or Client32) and ROHAN Email/Shell passwords can be found in the attached document - passwords.doc.

If you have any questions, please call the InfoSys Service Desk at 46753.

Forgotten Email Password

If a Library Faculty/Staff member loses/forgets their password on the MAIL Server, the lost password cannot be reconstructed. The Email Coordinator or designee will call the TNS Mail Administrator (Keith Burt at 42935) and have a new password assigned for the user.

Give the Library Faculty/Staff member their new password and tell them to change it for security purposes. Provide instruction *(if necessary)* on changing MAIL Server passwords. **Note**: *Passwords must be* 7 characters minimum and 8

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character maximum*, must contain at least two alphabetic characters and at least one numeric or special character).*

Changing an Email Password on the ROHAN Server

Library Faculty/Staff may call the Email Coordinator or designee to have their password changed or they can change it themselves (instructions can be found in the **Password** document in IDT Customer Resources). The Email Coordinator or designee will refer to instructions found in the **ROHAN/MORIA Accounting Procedures** in the InfoSys Operations Manual.

Changing an Email Password on the MAIL Server

Library Faculty/Staff may call the Email Coordinator or designee to have their password changed if they don't remember it, or they can change it themselves if they know their existing password.

If the Library Faculty/Staff knows their existing password, they can change it by logging into webmail.sdsu.edu on their web browser. Select **Options** from the upper, right-hand menu bar. Select **Change Password**, and complete the fields on the screen.

If the Library Faculty/Staff does not know their existing password, the Email Coordinator or designee will contact the TNS Mail Administrator (Keith Burt at 42935) to have it changed.

Name Changes on the ROHAN Server

For name changes on the ROHAN server, Library Faculty/Staff should contact the Email Coordinator or designee. The Email Coordinator or designee will inform the requestor that once the username has been changed, all mail sent to the old email account will be bounced back to the user, so make sure this is a step the employee wants to take. If the name change does happen, the Email Coordinator or designee will update the Library's maillists and nickname files (filenames can found below under **Name Changes on the MAIL Server** below).

Name Changes on the MAIL Server

For name changes on the MAIL server, the old account must be deleted and a new account created. **This process is considered a low priority job with TNS.**

- The Email Coordinator or designee will contact the TNS Mail Administrator (Keith Burt at 42935) to inform him that you are requesting a change in a mail account username, (new account set up and old account deleted) and see if an alias can be set up for the old username. *NOTE: To allow for people to be notified of the new Email account address, an alias can be created for a period of 30 days. During this period, all messages sent to the old Email address (i.e. BADARK) would be forwarded to the new account (i.e. AWOODMAN). If the alias is not set up, the user will get bounced mail when their old username is deleted.*

After all the changes have been made, update the Library's maillists and nickname files with the new MAIL account information on Arwen.

- Update the maillists.doc and lfolks.doc in the directory path of: **ARWEN/Share/Emaillists/**.
- Update the AddressBook.txt and library_mail_lists.txt (for PC) in the directory path of: **ARWEN/Share/Emaillists/Eudora**.
- Update the Address_Book.TXT and maillists.txt (for MAC) in the directory path of: **ARWEN/Share/Emaillists/Eudora/Mac**.
- Notify the owner of the MAIL account of their new username and password.

NOTE: TNS does not allow users to request a specific username. While the system will allow this, TNS has made a hard and fast policythat they will NOT do this. The username will always be a combination of the first and last name.

Other Email Problems

There are numerous types of problems that arise pertaining to email. If the reported problem seems to be specific to an individual's workstation, the Email Coordinator or designee will ask the user to try rebooting the workstation to see if this solves the problem. If the normal *restart* procedures fail, an SR will be placed via the FileMaker database *(**Note:** SR Category – H. Library Software; Sub-category – H. Eudora)* and referred to the SANS workgroup.

Library Mail Lists

The Email Coordinator or designee maintains all the Library mail lists on the Library server. Most of these are in-house mail lists but a few are for Listserves established by Librarians.

To add or delete participants from a Library mail list, transfer the appropriate mail list file via a secure FTP program from the libint server to your desktop. (hostname: libint.sdsu.edu, username: ldcg, password: See **Master Password** list on ARWEN). Update the text file on a Windows workstation using Word Pad. Transfer the file back to the same server and directory as specified above via a secure FTP program. If someone other than the Email Coordinator updates the mail list, send an email to the Email Coordinator stating that mail list has been updated and the name of the mail list.

To add or delete participants from a Library mail list *from the Email Coordinator's workstation (Windows side)*, update the text file on under the folder **Documents**, then transfer the file to the server following the instructions below.

- Open the WinSCP3 shortcut on the Desktop.
- Double click on "mailing lists" in the WinSCP login window.
- You are now logged in to the server and ready to transfer the updated or new file**. (The files from the **Documents** folder will be displayed on the left, and the server files on the right.)
- Double click to open the maillists directory on the server side.

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- Transfer the file by dragging the file from the Documents folder (left) into the maillists directory window on the right side.
- Close window and click OK.

**Login information in case something goes wrong and you must re-login.
Hostname: **libint.sdsu.edu**
username: **ldcg**
password: See **Master password** list on ARWEN

New mail lists should be created in Word Pad in the same format as the other mailing lists (one email address per line). Mailing list files should be named xxxxxxx.lst

- Update the maillists.doc and/or lfolks.doc files, as appropriate, located at:

    ARWEN/VOL1/Share/Email Lists/

- New lists must be activated by the Server Administrator (Ron Nash). Send the Server Administrator an email message with the name of the new mail list(s) and ask him to activate it/them.
- When the Server Administrator verifies the list has been activated, email or call the list owner and tell them it is ready for use.

There are currently three Microsoft Word files located on **ARWEN/Share/Emaillists**. The files are: **lfolks.doc**, **maillists.doc** (all other library maillists), and **listsarefor.doc** (a document with information on each mail list, such as who owns the list and what it is used for.) The Email Coordinator or designee will update them as needed.

Updating Nickname files for Eudora

If a change is made to the lfolks maillists, the Email Coordinator or designee will also need to update the Eudora alias (nickname) files located on **ARWEN/Share/Emaillists/Eudora**.   There are four files in this directory; **AddressBook.toc,   AddressBook.txt,   library_mail_lists.toc,**   and **library_mail_lists.txt,** and 4 files in its subdirectory **/Mac**; **Address_Book.toc, Address_Book.TXT, Maillists.toc,** and **Maillists.txt.**   Manually update the **AddressBook.txt,   library_mail_lists.txt,   Address_Book.TXT,**   and **Maillists.txt** files. The **.toc** files will automatically update to reflect the changes. **NOTE**: Update the files using Word Pad on a Windows machine.

NOTE: *Changes can only be made in the early AM or late PM, when users are not on the system.   Otherwise, it can adversely affect the association of nickname to Email address in their recipient lists.*

Delete a Mail List

1. Verify with the list owner that the list is no longer needed.
2. Delete the file via WinSCP using the same method as you would to transfer a file.

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3. Delete the old mail list information in from the appropriate mail list files on **ARWEN/Share/Emaillists**. The files are: **lfolks.doc**, **maillists.doc** (all other library maillists), and **listsarefor.doc** (a document with information on each mail list, such as who owns the list and what it is used for.)

NOTE: To find out what mail lists a person is on, SSH to Libint using the ldcg username and appropriate password.

From the libint prompt, enter: cd maillists (to change to the maillists directory)
At the next prompt, enter: grep username * (i.e., grep neer *)

A list of all mail lists that the user belongs to will be displayed.

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