

National Taiwan Normal University Guidelines for the Management of E-mail Service

Passed during the 11th Administrative Meeting in the 2020 academic year on April 28, 2021

- I. The Information Technology Center of National Taiwan Normal University (hereinafter referred to as NTNU) has formulated these guidelines in accordance with the “Management Guidelines for E-mail Services and Security in the Educational System” of the Ministry of Education for the purpose of effectively managing the e-mail service of NTNU (hereinafter referred to as the Service).
- II. The purpose of the Service is the transmission of official business messages and communication.
- III. Anyone of the following identity may apply for an e-mail account (hereinafter referred to as an Account):
 - (I) Current or retired full-time faculty and staff.
 - (II) Current students and graduated alumni who are registered at the Office of Academic Affairs.
 - (III) Adjunct faculty who have a letter of appointment from NTNU.
 - (IV) Current students who are registered at the Division of Preparatory Programs for Overseas Chinese Students.
 - (V) Lecturers (contract) who are hired for three months or more at the Mandarin Training Center, School of Continuing Education, and French Training Center of NTNU.
 - (VI) Applicants with special authorization approved by the Executive Director of the Information Technology Center.
- IV. Retired faculty/staff and graduated alumni may permanently use the Account. For all other users, the Account will expire one month after the approved date of departure from the university (including contract maturity date). The expiry of accounts for users who meet the following conditions will be processed separately:
 - (I) Former faculty/staff who are also alumni may apply for a change of account status to alumni and permanently use the account.
 - (II) The accounts of students of the Division of Preparatory Programs for Overseas Chinese Students will expire from November 1 of the year they completed all courses.
 - (III) The old accounts of students who are Direct Admission to Ph.D. Programs will be automatically transformed into new accounts on the day they are admitted to the program. All e-mails in the old mailbox will be automatically transferred to the new mailbox.
 - (IV) Users may apply for mail forwarding services if needed after receiving the notification of service expiry. Users may apply in writing for an extension of the account in the event of special circumstances, and the extension will be granted if the reason is

deemed reasonable after review.

- V. Usage of the Account shall comply with the current laws, the “Taiwan Academic Network Management and Norms”, the “National Taiwan Normal University Guideline for the Use and Management of University Network”, and the “Management Guidelines for E-mail Services and Security in the Educational System”. In the event of violation of laws and regulations, the Account will be suspended or terminated, and the violator will be reported to the relevant authorities of NTNU based on the seriousness of the offense.
- VI. For the efficient use of system resources and information security purposes, accounts that are inactive for over a year will be suspended, and the account holder may apply for reinstatement during the suspension period. Accounts that are inactive for over two years will be deleted along with all data in the account. The account holder may re-apply for an Account after the deletion of their Account.
- VII. To prevent data loss due to force majeure, the account holder should backup important e-mails and data.
- VIII. These Guidelines have been implemented after being approved by the Administrative Meeting. The same shall apply to all subsequent amendments.