



eduMail Policy

Purpose

- eduMail is the Department's messaging service. It manages email, calendar, and contacts.
- All employees and contractors have access to an eduMail account for the duration of their employment.
- There are three ways that eduMail can be accessed:
 - Microsoft Outlook Client on a dedicated PC or laptop
 - Microsoft Outlook Web App, using web client such as Internet Explorer or Firefox
 - mobile device such as Android, iPhone, or Windows mobile device
- eduMail on a dedicated PC or laptop is supported on both Microsoft Windows and Apple Mac.
- A comprehensive suite of information and resources for using eduMail has been developed for staff members and is available on the Guidance and Resources tabs.
- At all times, users must adhere to the Department's [Acceptable Use Policy for ICT Resources](#), [EduPass — Identity and Access Management in Schools](#) and the Department's [Password Policy](#).

Functions

Personalisation

You can update some of your personal information in your eduMail profile, this includes your name, title, contact details and office details.

Name

Your eduMail email address and display name are based on your staff name (or preferred name) as listed in eduPay.

Changing any part of your name (including changing/adding a preferred name) in eduPay will result in the following changes to your eduMail account:

- update to your eduMail email address.
- update to your eduMail display name.

Once changes are made in eduPay, your previous email address will no longer exist.

If changing any part of your name, always inform co-workers and external contacts of your new email address. Anyone attempting to email your old email address will be unsuccessful.

Title

Your title is based on your staff position description as listed in your eduPay profile.

If you believe that your eduMail title is not a true reflection of your role, please consult with your school Business Manager or HR representative.

Contact details and Phone numbers

School staff: your contact details, such as your phone number and mobile number, are based on your contact details listed in eduPay. Once you update contact details in eduPay they will appear in eduMail within 2 hours. Remember to update your contact details if you change schools.

Corporate staff: your phone number is managed centrally, and you will be issued with a Skype Number which is attached to your account for the duration of time you work within a corporate location.

Office details

Your office or school location and work address are sourced from eduPay. If you change schools or office location, your eduMail details will be automatically updated within 4 hours of your new location being updated in the eduPay.

Passwords

All staff are responsible and accountable for all actions performed on Departmental systems using your user ID and password. The privacy of your eduMail password is most important in protecting yourself and Departmental systems from malicious acts performed by unauthorised individuals.

Your password is the key to your account – anyone who knows your password has complete access to not only your eduMail account, but also your computer, files, and your eduPay details.

Never share your password. If you believe that your password may be known by others, change it immediately.

For more information, refer to: [EduPass — Identity and Access Management in Schools](#).

Mailbox size

eduMail accounts are created with a predefined mailbox quota. You will receive an automated email message to alert you when you are approaching mailbox threshold.

If you ignore these messages and your mailbox reaches threshold, the eduMail service will prevent you from sending and receiving emails and will only restore services when you reduce the number of emails in your mailbox.

Attachments

There is a 20MB limit for both sending and receiving emails with attachments. This limitation is in place to efficiently manage and maintain the eduMail service.

If you need to send a document that is larger than 20MB, there are alternative methods you can use. These include:

- sharing the files, documents, photos over the network (through a shared drive or SharePoint) and providing staff with a link to the document
- compressing the file using a program such as WinZip
- splitting up the file into multiple smaller portions and email separately
- converting the attachment/s to PDF (portable document files)

Staff Use

DET provides all staff with a laptop and a DET email address for work purposes. Some incidental personal use is understandable and accepted on department owned laptops. DET reserves the right to access all emails/information exchanged on staff emails. Information is backed up on a central server for freedom of information requests.

The Principal oversees the use of emails and will inform staff when it is appropriate or deemed necessary for staff to use their DET email address when communicating with parents for work purposes. There is an expectation that staff will respond to parent emails within 48 hours. If the matter is urgent, parents are advised to call the school directly on 9801 7450.

Templeton Primary School recognises that some parents may have unreasonable expectations of staff to respond out of work hours and very quickly. Parents will be informed at the beginning of each school year of the school expectations on communication. Staff are also encouraged to establish boundaries with their eduMail by including the following or similar in their email signature:

I respond to emails between the hours of 8am-9am and 4.30pm-5.30pm. This allows me to focus directly on supporting students during school hours. If it is an emergency, please contact the school on 9801 7450.

If a parent demonstrates a continued disregard for the expectations of communication at Templeton Primary School, they should be referred to the Principal or Assistant Principals.

Evaluation

This policy will be reviewed as part of the school's three-year review cycle.

Last ratified by School Council in May 2024