01. PURPOSE

01.01 This Policy and Procedure Statement (PPS) supplements the computer account management policies and procedures found in UPPS No. 04.01.01, Security of Texas State Information Resources and UPPS No. 04.01.02, Information Resources Identity and Access Management. This PPS specifies the IT protocol for responding to requests for access to a Texas State Email mailbox when the owner of the mailbox is deceased.

01.02 In this PPS, specific terms (e.g., NetID) carry the definitions assigned to them in the IT UPPS’s referenced above.

02. APPLICABLE SITUATIONS

02.01 Texas State NetID owners, and most especially retirees, have been known to share their individual Texas State email accounts with their spouses, partners, or other close associates, notwithstanding the above-named university policies that prohibit such sharing of accounts. Texas State may not discover these policy violations until after the death of the NetID owner.

02.02 Upon the death of the NetID owner or the deactivation of the decedent’s NetID, a survivor may seek Client Services’ assistance with one or more of the following with respect to the decedent’s NetID and email account:

a. continued use the decedent’s NetID and Texas State email address
b. temporary access to the decedent’s Texas State email mailbox
c. creation of a Texas State guest account and email mailbox for ongoing use by the survivor
d. content transfers from the decedent’s Texas State mailbox to the survivor’s mail store or other media
e. conversion of the decedent’s email alias to forward to the survivor’s email address
f. automated forwarding of email addressed to the decedent to the survivor’s email address
g. other considerations involving access or use of decedent’s email privileges.
03. AUTHORIZED IT RESPONSE

03.01 University policy prohibits the use of a domain account (i.e., NetID) by anyone other than its owner and this prohibition continues following the owner’s death. Thus, IT staff should charitably and empathetically deny any request for access or use of a decedent’s NetID or email privileges.

03.02 IT staff should strongly encourage and assist survivors in obtaining email services from a public provider (e.g., Gmail) rather than from Texas State.

03.03 Guest accounts for any relative, descendant, or beneficiary of a decedent may only be provided under normally applicable sponsorship policies and procedures, as described in section 05.05 of UPPS No. 04.01.02, Information Resources Identity and Access Management.

03.04 IT staff shall not provide anyone with access to a decedent’s Texas State email account or mailbox contents without prior authorization from the vice president for Information Technology, the associate vice president for Technology Resources, or their respective designees. Persons desiring such access may request it via the procedures for non-consensual access to information resources described in section 07 of UPPS No. 04.01.02, Information Resources Identity and Access Management.

04. MAJOR RESPONSIBILITIES ASSOCIATED WITH THIS PPS

04.01 Major responsibilities for routine assignments associated with this PPS include the following:

<table>
<thead>
<tr>
<th>Position(s)</th>
<th>Section</th>
<th>Date</th>
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</thead>
<tbody>
<tr>
<td>Director, Client Services</td>
<td>All</td>
<td>Annually</td>
</tr>
<tr>
<td>Director, Core Systems</td>
<td>All</td>
<td>Annually</td>
</tr>
<tr>
<td>Associate Vice President for Technology Resources</td>
<td>All</td>
<td>Annually</td>
</tr>
</tbody>
</table>

Approved: ________________________________
Associate Vice President for Technology Resources

Approved: ________________________________
Vice President for Information Technology