

DIVISION: Administration	
SUBJECT: Email Software Support Policy	Page 1 of 2
Policy Number:	Supersedes: Policy on E-Mail Software Support
Effective Date:	Previous Issued: March 17, 2003

1. STATEMENT OF POLICY

The Email Software Support Policy details LMU ITS support for various email programs and device access methods which connect to LMU email servers on and off LMU's Campus. LMU ITS tries to provide access in a number of different ways on and off campus to better serve University constituents. Because of the diverse number of ways email can be accessed, we have standardized on the strongest and most secure options. These solutions provide full functionality of email both on and off campus to all standardized systems (LMU owned Macintosh and Windows PCs). The solutions also provide connection options for a number of popular devices and mobile Smart Devices. In these case, the connection is supported, not the specific Smart Device. These services as described below are supported by LMU ITS through the ITS Help Desk by appointment or request through on-campus extension 87777.

2. FACULTY & STAFF SUPPORTED EMAIL CLIENTS

2.1. These email clients are only supported on University issued and ITS configured systems.

- Outlook Web Access through <https://MY.LMU.EDU> or <https://MAIL.LMU.EDU> using supported email browsers.
- Microsoft Outlook for Windows (versions 2003 and greater)
- Microsoft Entourage for Macintosh (versions 2004 and later)
- Apple OS X Mac Mail and iCal (after LMU migrates to Exchange 2007 – Fall 2009)
- University issued Blackberry devices through the Blackberry Enterprise Server*
- University issued iPhones and Windows Mobile phones*

2.2. Supported off-campus email clients for personally-owned computers

- Outlook Web Access through <https://MY.LMU.EDU> or <https://MAIL.LMU.EDU>

2.3. Self-Configuration or non-supported applications and devices

- LMU ITS will provide basic guidelines or settings for configuring highly adopted or standardized smart devices.
 - Eligible for self-configuration, but not directly supported by ITS
- Windows or Macintosh applications not listed which support OWA, RPC over HTTPS, or ActiveSync
- Mobile devices (iPhones, Smart Phones, iPods, Palm Devices)
- WiFi Based Devices for OnCampus Use
 - Must be compatible with LMU provided, secured and authenticated wireless access.

3. STUDENT SUPPORTED EMAIL CLIENTS (GMAIL)

- LMU ITS only recommends and supports Student Email through the provided GMAIL web interface through <https://MY.LMU.EDU>. Google does provide other connections methods, however, those are provided as-is without support from LMU ITS.

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4. **POLICY/PROCEDURE**

To receive support, please contact your ITS Help Desk at on-campus extension 87777 or off – campus at 310-338-7777. LMU ITS Help Desk staff will assist you in accessing your emails as stated above. Other email clients and connections methods not specified may not be supportable by the ITS Help Desk.

*Supported University issued cellular phones and devices are purchased and managed through the Campus Business Services Office.

Last reviewed by: D. Cooke	Date: 1/26/2010
Approved by:	Date:
Denied/Postpone:	Date:
<i>Notes:</i>	