



## Information Technology Department

### Using City E-Mail – A Guide for Council, Commissions, Committees, and Boards

Welcome to the City of Culver City. You have been elected or selected as a member of Council, a Commission, Committee, or Board and will be acting on behalf of the City. Communication with staff and public is subject to a different set of rules than normal, personal, interaction. These interactions will fall into several areas:

- Communication with members of the staff and public face-to-face or via telephone
- Communication via written or electronic messaging systems

All communication is subject to the Public Records Act restrictions and the Policies and Procedures of the Human Resources Department of the City. Please be familiar with these policies and training. Contact the Council liaison or Secretary of your Committee, Commission, or Board, the Human Resources Department, or City Clerk's Office representative with questions or concerns.

This guide is about your e-mail account and how to use it. It is aimed at how to use the resources at a high level. Some discussion of things you need to know is included, but cannot replace training provided by the City to members.

#### E-Mail Use

E-Mail is a method of communication provided to you for expediting your work. It is not to be considered a record keeping medium of your time on the Council, Commission, Committee, or Board (hereafter CCCB). Formal record keeping will be done per the rules associated with the Council or your Commission, Committee, or Board (hereafter CCB).

You will have a City E-Mail address. All CCCB related e-mail communication should be done through this medium rather than a personal account. This is so that discovery, if called for by a court of jurisdiction, can be done by the City. If you use your personal account it will become subject to discovery as well as expose your personal address to the public.

E-Mail addresses are of the form: "[firstname.lastname@culvercity.org](mailto:firstname.lastname@culvercity.org)".

User Names for login to the Microsoft Office 365 Portal (Portal) use the same convention: "firstname.lastname@culvercity.org".

#### Passwords

Passwords protect your access to the mail resources and any other resources provided to you by the City.

Passwords must be:

- Complex: any three of the following four:
  - CAPITAL LETTERS
  - lowercase letters
  - Numbers (0-9)
  - Special characters (!, @, #, \$, %, &, \*, etc.)
- A minimum of eight characters in length



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Passwords expire every 90 days. Since you work offsite your only warning will be an e-mail generated roughly two weeks, one week, and one day before the password expires. Some people find it useful to make an appointment in their calendar to remind them to change their password.

If you allow your password to expire you will not be able to login to your e-mail until after you contact your Council liaison or your CCB's Secretary or City Clerk's representative and have Information Technology (IT) reset your password. They will then have to get in contact with you to give you the temporary password.

Passwords can only be changed from a City workstation or the City's service portal. A password can only be changed at a workstation or the service portal if it has *not* expired. Embedded in Office 365 is a feature that allows password changes. However, it is not enabled at this time and will give an error if you activate it.

You will receive your initial password from the Council liaison or your CCB's Secretary or City Clerk's representative once the account is setup along with training materials.

#### **Space Use of E-Mail**

Your City e-mail box has limits in the amount of mail messages it will hold. The Inbox and related folders will hold 100 GBs of mail items.

You have a second folder set called "In Place Archive –Lastname, Firstname". This part of your mailbox will hold 100 GB of mail messages.

#### **E-Mail Retention Policy**

Items held in your Inbox will be held there from the date of receipt or sending for two years. After that time they will automatically be moved to your In Place Archive folder for an additional five years before they are purged from the system. If you leave your CCCB and City service when your account is deleted all mail will go with it. So it is very important that any communications or records be handled in accordance with the record keeping procedures of your CCCB.

#### **Forwarding E-Mail to Personal Accounts**

City e-mail will *not* be automatically forwarded to personal accounts. This past practice will be discontinued to align the City with best business practice and to conform to litigation discovery policies for public records. If you have questions about this please direct them to the appropriate Commission Contact, Department or Division Head, and/or the City Attorney.

#### **Limitation on Attachments and Embedded Graphics in E-Mail Messages**

The City's e-mail system has a hard limit on the size of each message allowed to pass through the system. Any incoming or outgoing message is limited to 25 MB of space. That is inclusive of all attachments, embedded



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graphics, text, headers, signature blocks, etc. that make up the message. Please be aware of this limit since it may stop you from receiving or sending a message if the limit is exceeded.

#### Office 365 Portal Access vs. Active Sync

From offsite you can access your City e-mail box in two ways.

- Microsoft Office 365 Portal (Portal). This is typically done with a home PC, laptop, or tablet. A browser is required and there is no special setup or permissions needed to access your account. You should be supplied with a separate document on using this product.

The link is: <https://outlook.office.com/culvercity.org>

The following will also work: <https://portal.microsoftonline.com> or <https://portal.office.com>

- Active Sync. Active Sync is a separate utility that allows mail to be delivered to a smart phone or tablet. The phone or tablet will have a client and login information on the City's systems will be entered into it. This tool pushes mail to your tablet or phone as it comes in. You will fill out the paperwork for this as part of the signup process for your account. Since it is not mandatory to have a smart phone or device it is not required that you use this to access your mail.

#### Point of Contact with the City of Culver City

Your Council liaison or CCB Secretary is your normal point of contact for any issues related to information flowing to or from you using the e-mail system. If they can't answer your question they will document the question or concern and raise it with the appropriate person(s) at the City and get back to you.

#### Spam, Junk Mail, and Malware Messages

The City receives thousands of messages each day. Unfortunately, the majority are junk mail of one kind or another. A minority contain malware or directly violate City policies. The City utilizes Microsoft's filtering system to test incoming messages to determine if they should be delivered to your mailbox. The worst offenders are dropped or not allowed to be sent in. Others are judged questionable and placed in the "Junk Mail" folder in your account. Those with no obvious problems are allowed through to your Inbox.

No system is foolproof so exercise caution in opening e-mail and in clicking on links in messages. If you have questions about a message, contact your CCCB point of contact.