



User Account Policy

Document Information

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1.0	24/10/2022	Matthew Coutts		Matthew Coutts

Document Approval and Authorisation by Senior Management

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1.0 Introduction

This policy defines how network accounts, which provide access to TEG computer resources, are provisioned, and maintained for TEG's staff. These services include, but are not limited to email, Wi-Fi, VPN, and access to services such as Aspect or Tableau. The usage of these services is provided for administrative purposes and must conform to all current TEG policies and procedures.

2.0 Account Type

2.1 Employees

Employees are entitled to one account, which will provide access to email and other systems. This account is created when a new user request is logged within the Enterprise Technology Helpdesk.

Accounts for staff who have left TEG and are no longer employed will lose access to their accounts at the end of the workday of their termination date.

2.2 Contractors

Contractors who require TEG system access or a TEG email address to perform work on behalf of TEG are entitled to one account/email address. Account requests must be submitted to Technology Services (TS) by the department initiating the contract. Contractor accounts will expire every 6 months; however, extension can be requested by the department initiating the contract. Contractor's accounts will be disabled as soon as they are flagged inactive in the system or when their expiration date has passed without a request for extension.

2.3 Departmental and Organizational Accounts

Departments and Organisations can request generic accounts so that they can have a common mailbox or distribution. Account requests must be submitted to Enterprise Technology helpdesk by the Department Head or approved organisation delegate.

3.0 Email Privacy & Security

While TEG does not regularly monitor the content of electronic mail, the Company reserves the right to inspect, monitor, copy, store, or disclose the contents of electronic mail messages as it sees fit.

Users may not perform acts that waste Messaging System resources or unfairly monopolize resources to the exclusion of others. These acts include, but are not limited to, sending non-work-related mass mailings and chain letters, multiple copies of documents, creating unnecessary network traffic, or otherwise damaging TEG's reputation. TEG reserves the right to disable mailboxes that are creating system-wide problems.

Status and Details

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