

Lingnan University
Information Services Technology Centre
Policy of Assigning E-mail Accounts to Users with Multiple Identities

Existing Practice from 2015 onwards

The Banner System (Banner), which is the University's ERP System, was launched in 2002. **Since then, the e-mail type code "LUEM" has been adopted to identify the official e-mail provided by the University.** Initially, all staff and student e-mails were using @LN.edu.hk as the e-mail domain. Starting from 1 January 2015, the University adopted a new policy to provide a life-long e-mail for students and alumni. **The student e-mail domain was changed to @LN.hk, while the staff e-mail domain remained unchanged at @LN.edu.hk.** When a student becomes an alumnus, the student can keep using the same e-mail address. At the same time, LUEM was also changed to store the Lingnan University default e-mail address. An individual with one staff role will be assigned staff e-mail address as the default e-mail address. Those with the student role only will be allocated student e-mail as the default e-mail address.

In the situation where an individual holds both an active staff role and an active student role simultaneously, **the principle in assigning the default e-mail address is to allow the staff role to take precedence over the student role**. Students employed as student helpers will not be assigned any staff e-mail account. For example, the following user, Nicholas Cage, has multiple identities in the Banner System as he just enrolled in the Part-Time TPg Master Programme. The LUEM now becomes that staff's e-mail address.

E-mail Type	E-mail Type Code	E-mail Address
Staff E-mail	STAF	nicholascage@LN.edu.hk
Student E-mail	STUD	nicholascage@LN.hk
Lingnan's Default E-mail	LUEM	nicholascage@LN.edu.hk

New Assignment Policy of E-mail Accounts

To ensure all members of the University are fully aware of the e-mail accounts they are granted, and no wrong postings of e-mails to different e-mail accounts, it was approved by the Information Services Management Board in its meeting on 4 March 2024 to enhance the assignment of the default e-mail address with the following arrangements.

1. E-mail notification and User's Acknowledgement:

Whenever the Banner System detects that there is a new user with multiple identities

and hence multiple addresses, an e-mail notification will be triggered to both of his / her staff and student e-mail addresses. This notification will inform these individuals of their multiple e-mail addresses and which e-mail address has been selected as the default. They will have to acknowledge their default e-mail has been chosen. The notification will be sent daily until they have acknowledged it. This is to ensure users are aware of the existence of multiple e-mail addresses whenever they have a new or changed identity in the University.

2. Sending e-mail notification based on the nature of the application:

Under this policy, all applications related to students will be sent to the student e-mail account (@ln.hk), while those related to staff will be sent to the staff e-mail account (@ln.edu.hk). Alumni will receive e-mails in their alumni e-mail account (@ln.hk). For applications that cannot be defined explicitly as student or staff-related, they will be sent to both e-mail accounts. Those applications shown in Table 1 below that only support a single e-mail address, the default e-mail address will be used. For example, the Course Registration System in Banner and Moodle eLearning System support only a single e-mail address for each user, so the default e-mail address will be used. This means that a Full-Time staff member who is currently a TPg student will still receive e-mails from the Moodle System in his / her staff e-mail account.

Table 1: Major Applications managed by ITSC which can only support Lingnan's Default E-mail Address (LUEM)

Applications
Courses Registration System
Helpdesk System
Plagiarism – iThenticate
Moodle System
Panopto
Room Booking System

Dated: March 2024