

	Student Email Policy	Ver: 2.0
		Updated: 26 Jun 2018

1. INTRODUCTION

- 1.1. Sunway has adopted iMail as one of the **official channels of communication** with students. Some official information may be distributed exclusively in this form.
- 1.2. This policy applies to all iMail users. Usage of the email facility is subject to Sunway campus' policies governing students and the federal or local government laws/acts of Malaysia.

2. DEFINITIONS

- 2.1. The following definitions are used in this policy:
 - **Sunway or Sunway campuses:** Campuses managed by Sunway Education Group, e.g. Sunway University, Sunway College KL, Sunway International School, Sunway College Johor Bahru, ..etc.
 - **iMail:** Sunway student email facility and associated services referred to in this document
 - **User(s):** student(s) and other authorised user(s) of iMail

3. EMAIL ADDRESS

- 3.1. All registered Sunway students are given a formal iMail email account.
- 3.2. Students will be issued with an email address in the following convention:
<student ID number>@imail.sunway.edu.my
- 3.3. iMail email addresses are Sunway-owned. As such, Sunway has the right to publish and distribute their addresses as publicly available directory information.

4. EMAIL PASSWORD

- 4.1. Personal email account password authenticates the student to Sunway campuses and should not be disclosed and/or shared with any third party, including staff of the IT Services department. Communication from this account will be deemed as being sent by the student.
- 4.2. Users should change their email password regularly or at least twice a year. Passwords should not be written down or stored in any easily accessible area.
- 4.3. Starting from 4 Mar 2015, to reset forgotten password, users may do via "Self-Service Password Reset" portal (URL: <https://ibethink.sunway.edu.my>) or campus computer facilities to do self-reset Windows login password. The new password then will reflect in their iMail login.
- 4.4. For secure password setting, please refer to Account and Password section in Sunway campus ePolicy document.

	<h1>Student Email Policy</h1>	Ver: 2.0
		Updated: 26 Jun 2018

5. USER RESPONSIBILITIES

- 5.1. Students are encouraged to use Sunway assigned iMail email account for formal administrative and academic correspondence.
- 5.2. iMail is accepted as one of the official communication means between students and Sunway campuses. Students are expected to check their iMail messages on a regular basis.
- 5.3. Access to iMail is a privilege. Every user is expected to use good judgment when using the email facilities, users must at all time:
 - Use the email facilities in a way that is ethical and lawful, and not to affect others or the campus in a detrimental manner. Examples of misuse include but not limited to: gambling purposes, chain letters, spam, propagating virus code knowingly, creation or distribution of any offensive, intimidating, obscene, defaming, disruptive, or otherwise unlawful or inappropriate messages, including messages containing offensive comments about race, gender, age, sexual orientation, pornography, religious or political beliefs, national origin or disability.
 - Respect the privacy and personal rights of others. Take reasonable care not to infringe copyright materials, plagiarize another person's work or defame others.
 - Not to forge email messages or use another user's email address and/or password. Violations of this nature are considered very severe, and penalties may apply.

6. AUTOMATIC EMAIL FORWARDING

- 6.1. For your convenience and to ensure you read official communications from Sunway, automatic forwarding or redirection of email messages to other email addresses is possible. It is the user's responsibility to set up and make sure the forwarding address is correct and the email service used is workable and reliable.
- 6.2. Sunway will assume that the user has received and read all email messages sent to the formal student iMail email address including those messages which are forwarded to the student's preferred email address.

7. DISCLAIMER AND LIABILITY

- 7.1. All email messages created and sent through iMail shall not give the impression that they are representing Sunway unless appropriately authorised to do so.
- 7.2. Where appropriate, an explicit disclaimer shall be included unless it is clear from the context that the author is not representing Sunway.
- 7.3. All email messages composed, received, stored and forwarded using iMail are the responsibility of the individual user, including backup and archiving messages.
- 7.4. Sunway accept no responsibility for:
 - Loss or damage arising from the use of iMail.
 - Loss or damage due to unavailability of iMail services and/or loss of email messages.
 - Loss of data or interference with files arising from the Sunway effort to maintain iMail.

	Student Email Policy	Ver: 2.0
		Updated: 26 Jun 2018

- 7.5. Sunway will investigate complaints received from both internal and external sources, about any unacceptable use of iMail. IT Services department may work in conjunction with other departments and be responsible for the collation of information from a technical perspective.
- 7.6. Where there is evidence of an offence, it will be investigated in accordance with the campus disciplinary procedures. IT Services department will act immediately with the priority to prevent any possible continuation of the incident or further damage. As such, the email account involved may be blocked or suspended for a period of time.
- 7.7. In the event of a believed violation of Sunway student email policy or standards, of contractual obligations, or of federal, local or Cyber-laws of Malaysia, Sunway may consider the email messages and its associated attachments/contents to be property of the Sunway and may use them for monitoring and/or investigation without prior notice.
- 7.8. Sunway does not and will not routinely inspect, monitor, or disclose email content. However, there are circumstances under which the Registrar or Director of ITS may authorise inspection of email messages and related content without the user's consent.
- 7.9. It is known that email is not a secure form of communication, and that privacy and confidentiality are not guaranteed. Therefore, users should be aware about these issues. Sunway does not guarantee the security, privacy and confidentiality of email messages in storage or whilst transmitting over the network.
- 7.10. Below are some examples of why email confidentiality cannot be guaranteed: □
Email messages may be subject to disclosure under law.
- Backup copies of email messages may be retained for periods of time and in separate locations unknown to users.
 - In the course of investigations, monitoring, routine maintenance or troubleshooting, Sunway staff may read the content of email messages. Senders or receivers may mask their identity.
 - Email messages can be easily forwarded without permission to individuals.
 - Email messages may be intercepted during transmission through computer network. □
Forwarded email messages can be easily altered from its original.

8. TERMINATION AND TEMPORARY SUSPENSION

- 8.1. A student, who withdraws and does not complete his/her study with Sunway, will have his/her iMail email account terminated and all email messages will be removed immediately. It is the responsibility of the user to download and save a copy of any important email messages in a separate storage device to avoid loss of information.
- 8.2. Sunway reserves the right to terminate the access of any user whom it believes is not operating in accordance with this policy.

9. HELP AND FURTHER INFORMATION

- 9.1. Users may get help by referring to <https://izone.sunway.edu.my/imail>



Student Email Policy

Ver: 2.0

Updated: 26 Jun 2018

- 9.2. Users may send emails to helpdesk@sunway.edu.my (Sunway Main Campus) or jbhelpdesk@sunway.edu.my (Sunway College JB) for further guidance and/or enquiry about information provided in this policy.

Notes

1. This policy is in effect from the date of issue until further notice. Policy Effective Date: 9 July 2010
2. The Student Email Policy is correct at the time of printing. This policy will be reviewed as needed by the IT Services department.
3. The most recent copy of this policy is available at <https://izone.sunway.edu.my/imap/doc/StudentEmailPolicy.pdf>. It is the responsibility of users to ensure that they are informed of the latest policy by referring to the website from time to time.