

Off Campus E-Mail Support Policy
Approved by ITAC February 28, 2005

Policy Statement

Access to LMU faculty and staff e-mail is made possible to all personal computing platforms from off-campus via the Microsoft Outlook Web Client via a standard web browser. The Outlook Web Client is the only e-mail client that is supported by ITS for off-campus use.

Rationale

LMU faculty and staff frequently have the need and/or occasion to access their LMU email account while away from campus, or through the use of a personally owned computer. LMU provides a web-based email client, currently Outlook Web Access, to enable such access.

It has been the case in the past that faculty and staff have used various client software programs, such as Eudora or Outlook, to gain access to their email. As time has passed, version upgrades and configuration changes have rendered these software applications unusable for some. Without knowledge of, and expertise in, these several programs, user support by ITS of such remote applications is difficult, if not impossible.

Since a fully featured web email application is now in place that can be accessed through any standard web browser, support for off-campus email use will be limited to this application, currently Outlook Web Access.

ITS will continue to support the use of Outlook and Eudora as e-mail clients for University owned machines when accessing mail from an on-campus location. Instructions for configuring the Eudora and Outlook client versions currently installed on on-campus machines will be posted on the ITS website.