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Email Quotas and Restrictions

The following restrictions apply to faculty and staff email account:

- Individual emails cannot be greater that 35 MB including attachments. Faculty and staff are restricted to less than 1000 recipient email addresses per email and 5000 recipients per day. Students are restricted to less than 300 emails a day.
- Blocked file extensions: inf, ink, scf, msp, cpl, msh2xml, msh1xml, mshxml, msh2, msh1, msh, psc2, psc1, ps2xml, ps1xml, ps1, wsh wsc, wsf, ws, jse, vbs, vb, cmd, jar, hta, msi, scr, bat, Macros, com, js, exe

If you need to email a file with one of these extensions, you must change the extension to .txt and instruct your recipient to change it back to the original once they receive it. To change a file extension refere to the following instuctions:

- Make sure you can see file exentions. If you see a period followed by two three or four letters at the end of your file name (e.g., .doc), then you can see them. If you don't see the extension you need to turn on the ability to see them. To turn this on:
  - Click on My Computer.
  - Click on the Tools menu.
  - Choose Folder Options.
  - Click on the View tab.
  - Scroll down to Hide Extensions for Known File Types
  - Uncheck Hide Extensions for Known File Types
- Locate the file you want to attach to your email.
- Select it by clicking on it once (don't open it). It should be highlighted.
- Press F2 (rename) on your keyboard.
- Move your cursor over to the file extension and change it to .txt
- Press Enter on your Keyboard

You can now safely send the attachment over email. Remember to instruct your recipient to change the extension back to the original.

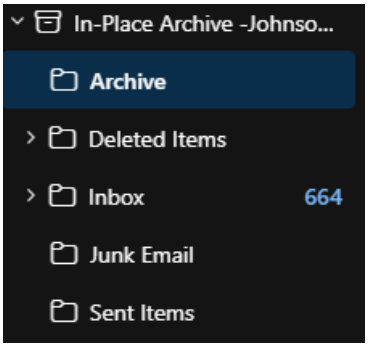
Email Archiving and Managing Storage Space

Users who email large files or have long standing accounts may eventually reach a storage limit. To address this, Outlook has an Archive feature that will free up space by archiving items older than a selected number of years. Additionally, deleted items and junk mail are automatically archived. Archived material still appears in Outlook search results.

Mailbox selection pane

To archive email, right-click any folder in Outlook, choose Assign Policy and select either the one year, three year, or five year policy. Each of these will auto-archive items within the selected folder based on their age, archiving items older than one, three or five years respectively. An Online Archive folder will contain the archived email, but will not count against your quota.

The Online Archive mailbox comes with a default capacity of 100 GB (in addition to your 50 GB main mailbox quota) and will preserve the folder structure of archived items. For example, items archived from an Inbox, Deleted Items, and Junk Mail folders that are older than five years appear in the archive folder similarly structured as shown in the image below.



When you search your mailbox using the search bar in Outlook, your Online Archive will automatically be included within the results. You can find more information about using the Online Archive mailbox folder in Outlook here: [Manage email storage with online archive mailboxes - Microsoft Support]

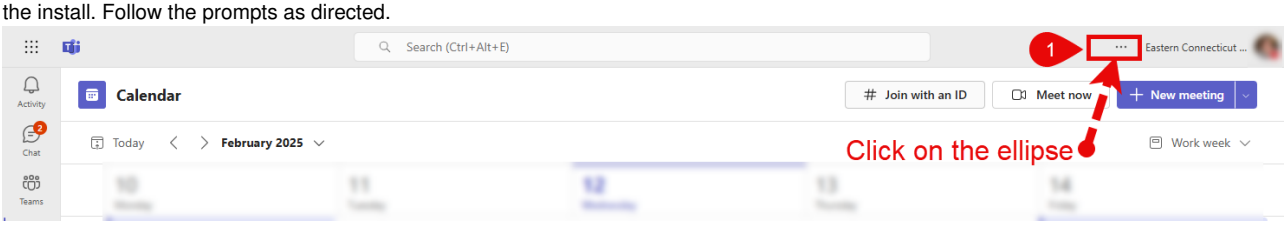
Office 365 is the standard office applications suite in use at Eastern. The package includes desktop office software (Word, Excel, PowerPoint, etc.), online access to web versions and other online tools, email, and home use software. The desktop application are installed by ITS on Eastern owned machines, whereas the home use software can be obtained by following the instructions below. Faculty and staff looking for other home use software can find instructions in Article 235: Purchasing Hardware and Software.

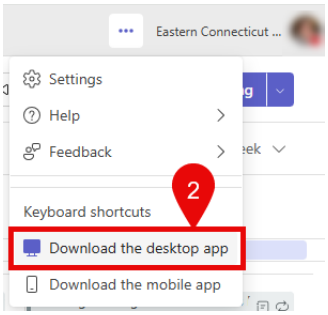
You can access the Office 365 suite from home using a web browser. You can check your Outlook email, and use a variety of applications, as well as install them on your personal machine. **NOTE: If you need to use Banner for data entry you must remote control your Office PC via the VPN.**

Eastern also provides the instructions for connecting your Mobile device to Eastern Email in Article 474: Configuring Mobile Devices for Eastern Email

Home Use Software:
All students, faculty, and staff can get versions of Office Software (Word, Excel, Powerpoint, etc.) for their personal devices by using the link below or following the instructions from their Office 365 email account. MS Access is available via this process for Windows only.

- Download Office standard applications here: https://portal.office.com/ols/mysoftware.aspx
- To download MS Teams, navigate to https://teams.microsoft.com/v2/ and (1) click on the ellipse in the upper right-hand corner next to your Office 365 avatar and select Download the desktop app. Once the download is completed, located the download file and double click to initiate the install. Follow the prompts as directed.





For all phones and tablets:

- Access the Internet from a computer.
- Download Office here: https://portal.office.com/ols/mysoftware.aspx
- Click the Phone & Tablet link on the left-hand menu. From the list of possible devices, choose your device. Follow the steps to get the Office applications.

For Chromebooks:

- Follow the instructions for other phones and tablets (above).
- After the last step, choose Android Tablet.

You will need your Eastern email (it is also your Office 365 login) and Office 365 password to sign in.
If you have trouble installing Office, the following guide may help resolve your issue, set up Office apps and email on a mobile device.

Or contact the Center for Instructional Technology at cit@easternct.edu or 860-465-1248.

To change a password that you remember, follow the steps below:

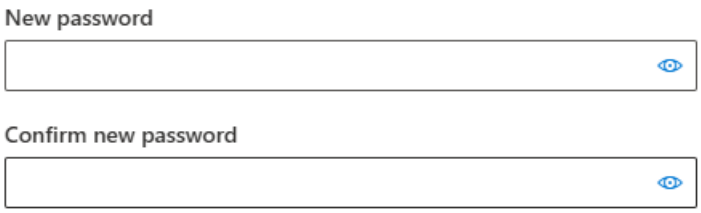
NOTE: If you've forgotten your password, you will need to contact the DTS Help Desk at **(860) 465-4346** and select **Option 1** (during operational hours) or **Option 2**. You will need to have your Eastern ID ready.

Option 1: If on campus from an ECSU Windows computer:

- Log in to any ECSU Windows computer that is wired to Eastern's network.
- Hold down CTRL ALT Delete on the keyboard.
- Click the button labeled Change Password on the menu that appears.
- Follow the prompts that appear.
- Refer to the password rules below for more details.

Option 2: If on an ECSU MAC computer or off campus:

- Using any web browser, browse to https://www.easternct.edu/email and click on the link to login to your Eastern email: **Email/Office 365**
- If needed, sign in with your Eastern email address as the username and the current password
- From the O365 portal page, navigate to Outlook (Eastern's email web app)
- Click on the Profile logo at the top right. It's a circle with either your initials in it (Last, First) or a photo you used.
- Click View Account from the resulting menu.
- On the resulting screen, click Change Password.
- Follow the prompt to change your password:
  - Enter a new password. Refer to the password rules below.
  - Confirm the new password.
  - Click Submit.



Password Rules:

- Your password must contain the following 3 elements:
  - UPPERCASE LETTER(S)
  - Lowercase letter(s)
  - Number symbols such as 1 2 3 ...etc.
- Your password must not contain any part of your username.
- Your password must be between 8 and 14 characters in length.
- The system remembers your last 8 passwords and will not allow them to be used again.

The following instructions require that you log into a Windows computer on the network at Eastern:

- Go to the start menu and click on Computer.
- Right-click on the Z-Drive if the file was in the main directory. If the file was in a subfolder, right-click the subfolder.
- Click Properties.
- Click on the Previous Versions tab, then highlight the previous version in which you wish to pull the previous document from.
- Click Open. A window will appear showing the contents of the version of that folder.
- Highlight the file you want to recover.
- Right-click the file and select Copy.
- Open a new Windows Explorer window. Find the file location in which you wish to put the copied folder.
- Right-click inside the folder and select Paste.

To verify emails *that* have gone to quarantine, go to your Quarantine page *via the following* link: https://security.microsoft.com/quarantine.

Once there, you will see a list of emails that can be sorted and filtered. For specific how-to instructions, please refer to the following links:

- **To view your quarantined emails:** https://learn.microsoft.com/en-us/microsoft-365/security/office-365-security/find-and-release-quarantined-messages-as-a-user?source=recommendations&view=o365-worldwide#view-your-quarantined-messages
- **Take action on quarantined email** https://learn.microsoft.com/en-us/microsoft-365/security/office-365-security/find-and-release-quarantined-messages-as-a-user?source=recommendations&view=o365-worldwide#take-action-on-quarantined-email

Note: Messages live in quarantine for two weeks before they're permanently deleted. Messages that have expired from quarantine are unrecoverable.

Adobe Sign Account Request Workflow

The new Adobe Sign Computer Account Request workflow is available here. The workflow can be completed by following the steps below:

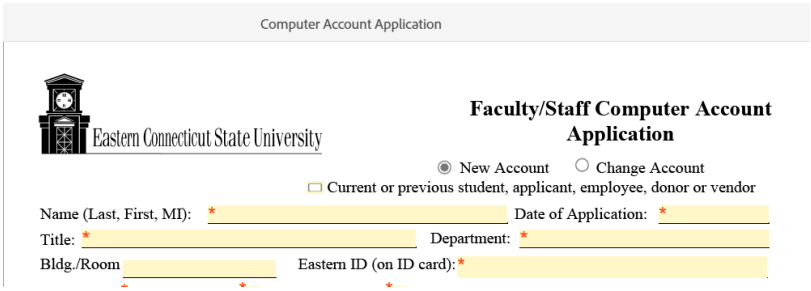
1. Enter the recipient information in the Applicant and Department Head required fields.



2. Enter a Cc'd recipient if so desired and click the **Send** button to proceed to filling the form.

   Note: No emails will be sent until the Account Request Form details are prefilled. Clicking the **Send** button does not immediately send the form for signature.

3. After clicking **Send** you will be directed to an embedded version of the typical Account Request Form:



   Fill the required fields as you would normally and click the **Click to Send** button:

