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Email Quotas and Restrictions

The following restrictions apply to faculty and staff email account:

- Individual emails cannnot 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.

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 and/or Skype for Business here: https://portal.office.com/ols/mysoftware.aspx

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.

Password Management:

- A. When a notification states your password is expired or will expire soon
- B. To change a password that has not yet expired

NOTE: If you've forgotten your password, you will need to contact the ITS Help Desk at (860)-465-4346 and select Option 1.

A. When a notification states your password is expired or will expire soon, change it by:

Option 1: 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 Article 22: Password Rules for details.

Option 2: On campus, from an ECSU MAC Computer:

- Log in to any ECSU MAC computer that is wired to Eastern's network.
- Click the button labeled Change Password on the menu that appears.
- Follow the prompts that appear.
- Refer to Article 22: Password Rules for details.

Option 3: Off-campus or non-Eastern computer:

- Using any web browser browse to http://www.easternct.edu/email and click on the Login to Eastern Office 365 Portal link
- Sign in with your Eastern email as the username and use the expired password.
- You should be prompted about changing the expired password.
- Enter the old password.
- Enter a new password. Refer to Article 22: Password Rules for details.
- Enter the new password again.
- Click Submit the changes.

B. To change a password that has not yet expired follow these steps:

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 Article 22: Password Rules for details.

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

- Using any web browser browse to http://www.easternct.edu/email and click on the Login to Eastern Office 365 Portal link
- Sign in with your Eastern email address as the username and the current password
- 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 My Account from the resulting menu.
- Click Security and Privacy.
- Click Change Your Password.
- Enter your old password.
- Enter a new password. Refer to Article 22: Password Rules for details.
- Enter the new password again.
- Click Submit.

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

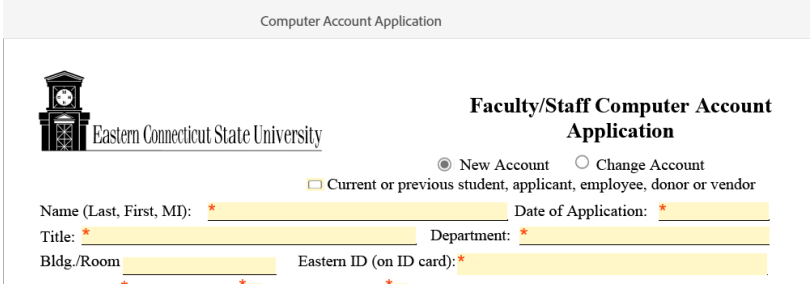
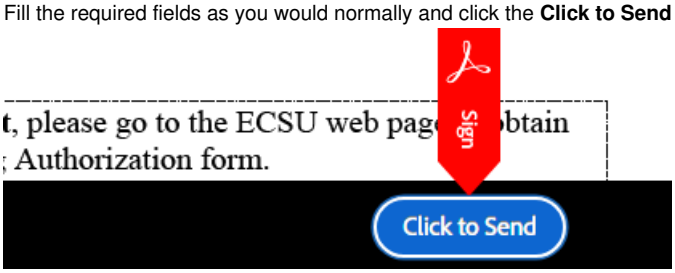
The new Adobe Sign Computer Account Request workflow is available here. The workflow can be completed by following the steps below:

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: