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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.

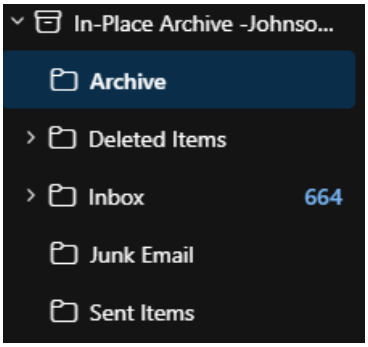
Email Archiving and Managing Storage Space

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

All university-owned Windows computers have the main Adobe Creative Cloud application installed, which manages the individual Adobe applications. However, due to the size, the standard Eastern package only includes some of the individual applications. If the application you need is not on your machine, you may download and install it from the Adobe Creative Cloud Application using the steps below.

Adobe Applications include the following:

- Acrobat DC
- Aero (Beta)
- After Effects
- Animate
- Audition
- Bridge
- Camera Raw
- Character Animator
- Dimension
- Dreamweaver
- Ilustrator
- InCopy
- InDesign
- Lightroom
- Lightroom Classic
- Media Encoder
- Prelude
- Premiere Rush
- XD
- Photoshop
- Premiere Pro

Installing the Main Creative Cloud Application for Home Use Installation

If you are trying to get Adobe applications for home use, you will first need to download and install the main Creative Cloud Application from the following link and then follow the rest of the instructions:

NOTE: These products are provided to faculty and staff at no cost to them. If during the process, you are prompted to pay for anything, then you have made an error.

Link to download the main Creative Cloud Application (Home Use Installation Only): https://creativecloud.adobe.com/apps/download/creative-cloud

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Instructions for Eastern-owned machines or home use machines after installing the main Creative Cloud Application:

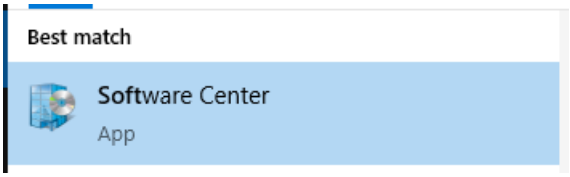
1. Launch the Creative Cloud Application from your Start Menu
2. Enter your email address and choose **Company or School Account** when prompted
3. Enter your email address as the username and your Eastern Email password whenever prompted.
4. Click on Apps to see the list of Apps you can download and install.

NOTE: These instructions are only for Eastern owned PC desktops and Mac products. If you have an Eastern owned PC laptop, please fill out the Software Request Form in **Article 221: Requesting Software Purchases and Installations in Offices, Computer Labs, and Classrooms**

The Software Center is a program on your PC that allows you to receive software and updates from ITS. It enables us to keep you up to date and allows you to install certain software yourself. Mac users have a different application for this purpose called Self Service.

On a PC:

- Click the search icon on the Windows search bar 
- Start typing the words: Software Center
- Click on Software Center



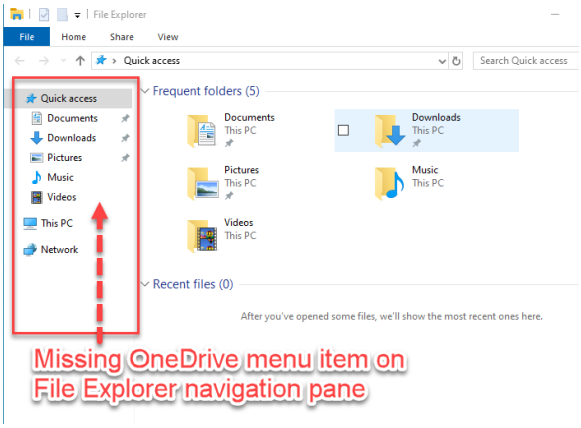
- Select the application you would like to install from the list, and then click the Install button
- The status will change to Installed once the installation is completed. You can now use your program

On a Mac and iOS:

- Using the search tool  in the upper right corner, search for the **Self Service** application. From the search result, click the Self Service icon to launch the application.
- If prompted, enter your **username** and **password**. *Your username is the part of your Eastern email before the @easternct.edu, not your full email.*
- Locate or search for the application you want to install.
- Click Install under the logo for the application
- The status will change to reinstall when the installation is completed. You can now use the application.

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.

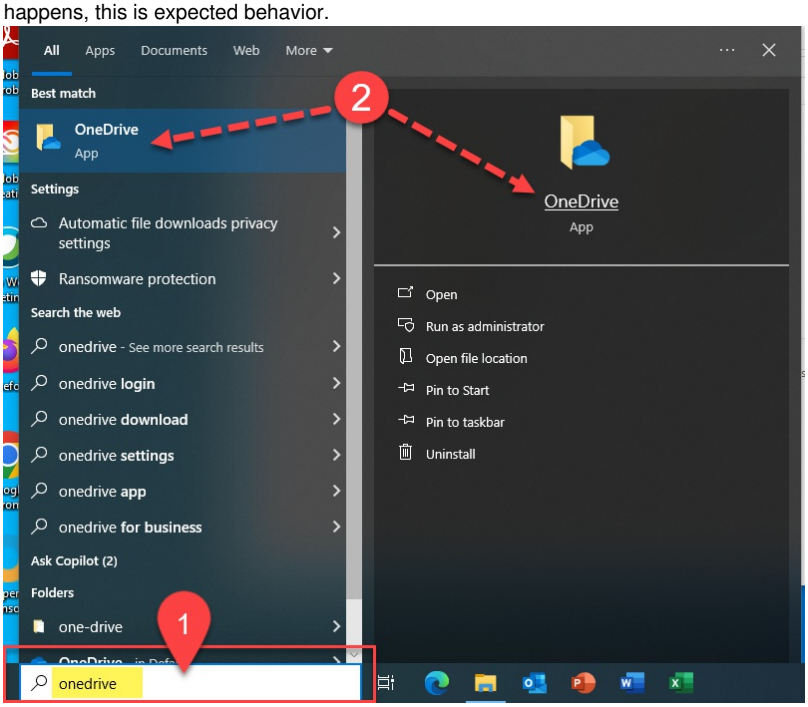


Thank you to those who reported the missing OneDrive link on the lectern computers. We are actively working to identify the source of the issue and implement a resolution.

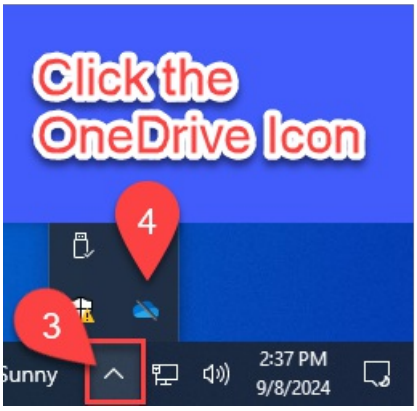
Workaround Steps

We've identified a workaround. Here are those steps.

1) Locate the Search tool in the toolbar in bottom left hand of your screen. Start typing OneDrive.
2) Once the results start populating, find the OneDrive application icon. Click the icon to launch the OneDrive application. It might seem like nothing happens, this is expected behavior.



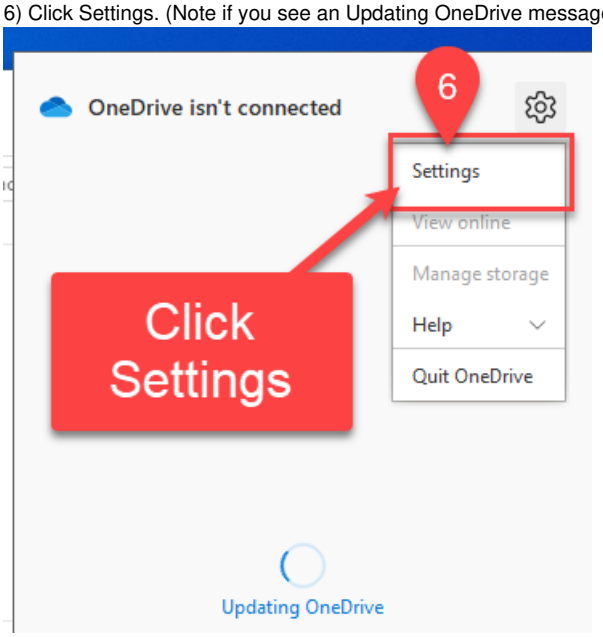
3) On the toolbar in the bottom right of the screen, locate the system tray chevron. Click to expand and access the system tray.
4) Once you've expanded the system tray, click the blue cloud OneDrive icon.



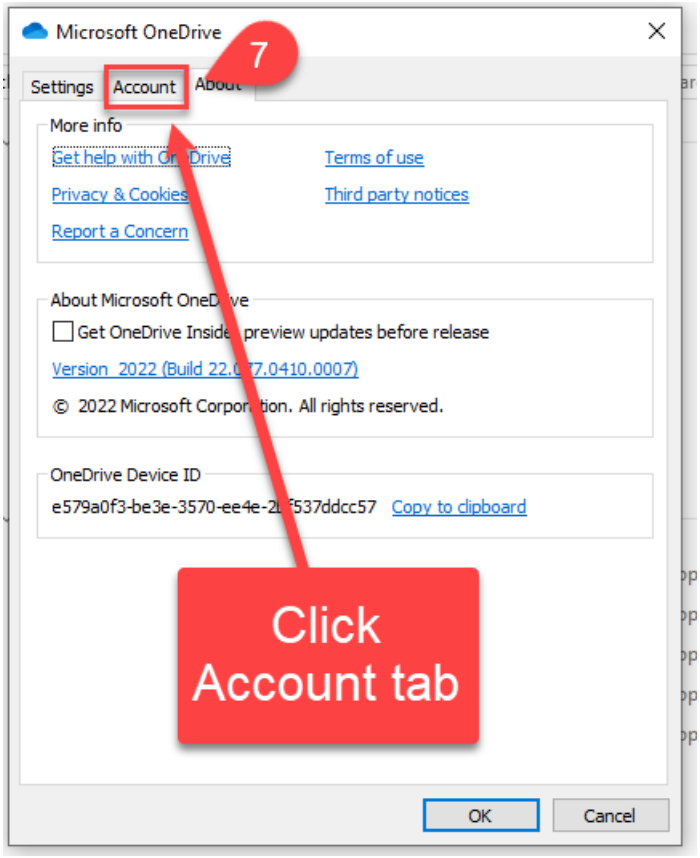
5) On the resulting window, click the help and setting cog in the upper right hand corner.



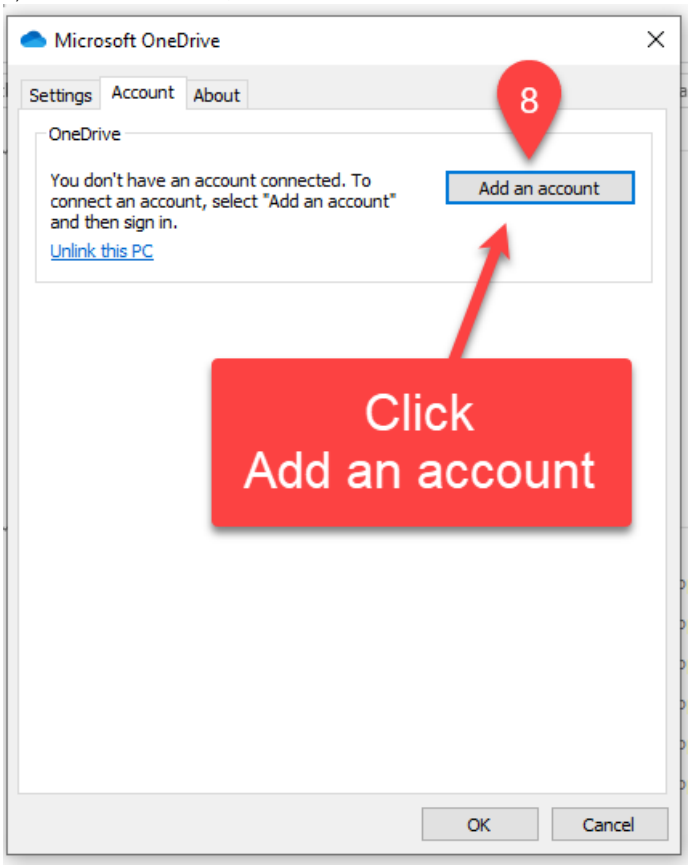
6) Click Settings. (Note if you see an Updating OneDrive message, ignore it and continue with these steps)



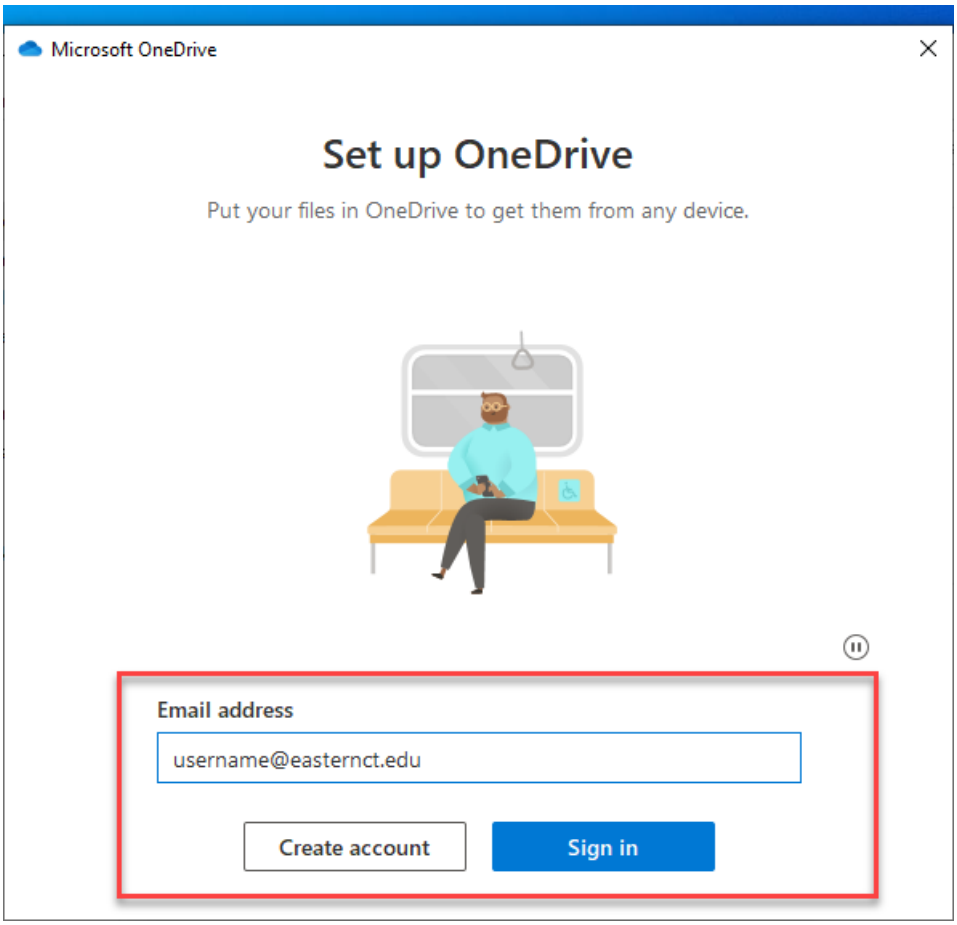
7) On the resulting window, click the Account tab.



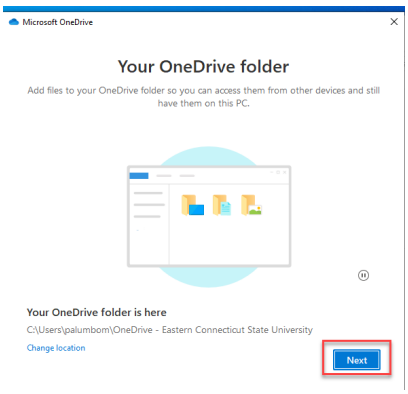
8) From the Account tab, Click Add an account.

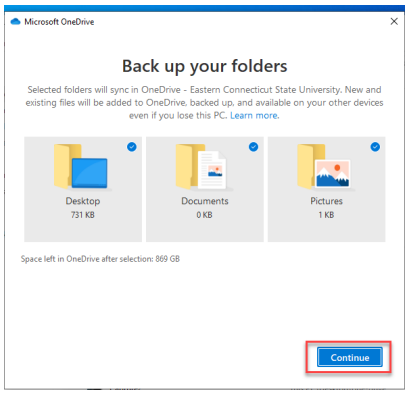


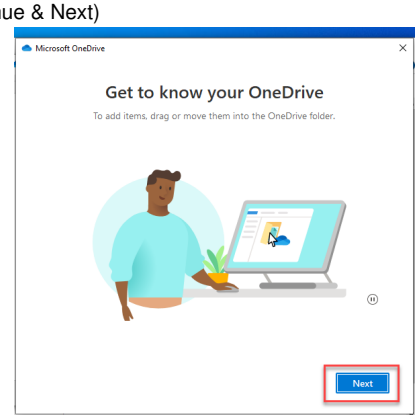
9) Proceed with to Set up OneDrive by authenticating with your Eastern credentials. Click Sign In.



Follow the prompts and click the blue buttons to progress through the setup. (Next, Continue & Next)







Once the process is complete, you should be able to access your OneDrive from the File Explorer navigation pane.

