University of Nottingham Students' Union

About your new UONSU email account

Introduction

Due to a change in IT systems at the Students' Union, we have issued all active student groups with a new email account at the domain uonsu.com. This is the first time in Union history that all groups have been given a bespoke mailbox and these have been issued for the following reasons:

1) To enable the new communications module in SUMS to work correctly
2) To give consistency with what we provide to all student groups as part of their handovers and to create easy administrative processes for SU staff.
3) To enable easy and secure administration of your group's data

The following guide gives you some details about your new accounts, a few clear expectations about the group's use of the email accounts and some technical details about how to log in and resolve password issues.

What is provided

- Each and every group, regardless of type, will be issued with a single email account on the domain uonsu.com (which is owned by the SU). This is being administered through Google's G Suite.
- This mailbox has already been set-up and has been aligned with the URL of your group on the website. Your new mailbox has also been pre-set in the SUMS system.
- Included with each mailbox is 30GB of storage. Access to Google Drive, Google Docs and a Google Calendar for your group is also available.

What isn't provided

- Unfortunately we cannot offer more than one email box per group, or bespoke emails for specific committee members.
- Some functions of the Google G Suite, including chat are not currently enabled.
- We are unable to allow you to change the default mailbox in SUMS as it will result in mail not being delivered correctly.

How the system works with SUMS

- Within the SUMS member dashboard there is a 'Communications Module' which will allow you to send emails to members of your group.
- When you send an email from SUMS, the email will be delivered from your uonsu.com account.
- Members of your group should be able to respond directly to that account: we would ask that you monitor and respond to these emails (it is up to you if you allow more than one committee member to use the account, or if you share responsibilities across more than one person).
- Students might also be able to find your group's uonsu.com account on the SU website and contact you directly. If you would prefer that this isn't allowed, then please tell a member of support staff.
- You are free to use pre-existing mailboxes at other domains- unfortunately these will not be usable in the member dashboard.

How to log in to your account

- You should receive the initial password from a member of staff that supports your group.
- Please head to mail.google.com to log in to your account: you will be able to login with your group's account name (i.e. [USERNAME]@uonsu.com) and the password provided. This is as simple as logging into your gmail account!
- On first login, you will be prompted to change the default password on the account: please make a note of that password when you change it and keep it safe.
- After one year your group's password will expire: it is recommended that you change the password when your group hands over.

What to do if you can't log in

- The ability to recover your own account is not currently enabled
- If you need someone to reset your password you will need to talk to a member of staff that supports you. They can set a temporary password for you.

What we expect from you

- Using your group's resources in accordance with the SU's Code of Conduct.
- To monitor your mailbox and respond to students who get in touch with you.
- To take care of data and use personal data in accordance with the Union's data protection agreements.
- To take care of passwords and to keep your account secure, and to tell us if there is a chance that your account has been breached.
- To regularly reset your passwords, with at a minimum, a password change when your committee hands over.

What you can expect from us

- Continued hosting of your mailbox at uonsu.com and dealing with technical issues in relation to hosting
- Prompt service if you forget a password and need it reset temporarily.
- Dealing with any network issues, including if your mail is put into student junk folders.
- To change your group's URL and email address if necessary