Email Security

An Approach to Email Security at Oakland University
Overview

- Email Attachments
- Email Headers
- Anti-Virus Software
- Email Service Level Agreement
- Unsolicited Email (Spam)
- OU Email Privacy Statement
Email Attachments

- Know or investigate the email sender.
- Do not open an attachment if you do not know the sender.
- If you receive an attachment from someone you know but you have concerns contact the sender or the UTS Helpdesk
Email Headers

- Blue = Non-editable OU server stamps
- Yellow = Non-editable sender server stamps
- Orange = Editable by sender
- The areas in blue are the areas that are hard to forge. This area is where OU’s servers stamp their information.

- The areas in yellow are also hard to forge but sometimes can be. This area is where the senders server stamps their information, in this case Apple. Sometimes in this area you may see the words “may be forged” in parenthesis in place of where it says (scv1.apple.com) above.

- The areas in orange color are areas that the senders can easily forge.
Anti-Virus Software

- Email servers check for updated definition files twice a day.
- All email coming in, going out, or sent internally are scanned for viruses.
- If a virus is detected the email will be deleted.
- Don’t open suspicious email – there can be a lag time for anti-virus definitions to be updated.
Email Service Level Agreement

- Check out the document on the UTS website (Handout).
- Security and privacy of email are not guaranteed.
- Email may travel over many networks and through many systems.
- Think “Internet Postcard”
Freedom of Information Act

- Email created or received for public business reasons on university technology resources may be subject to the Freedom of Information Act or other laws or court orders.
- Delete any unnecessary email immediately after reading.
Protecting Important Email

- University Technology Services does not keep a backup of email or folders.
- You should keep important email on your desktop, where you make a personal backup to a CD or flash drive.
- You should print important email and file it.
Avoid Accidental Sharing of Information

- Be sure to double check the TO: and CC: fields before sending email.
- Information sent in email may be read, filed, stored, responded to or printed by the recipient.
- Email may be forwarded to a person other than the originally intended recipient.
Avoid Accidental Sharing of Information

- Do not include personal or private information in an email, such as:
  - Full student or Social Security numbers — use only the last 4 digits, only if absolutely necessary.
  - Credit card numbers
  - Passwords
  - Vacation or child home alone messages
  - Medical information
Quality of Message

- Email message text should be considered front-page newspaper worthy.
- Don’t question values, ethics, decisions in email.
- Avoid lengthy exchanges.
SPAM Email

- Unsolicited email is also known as **SPAM**
- **SPAM** is very difficult to eliminate
- **SPAM** may contain obscene and offensive language and material
- **SPAM** may also contain viruses and spyware
Reducing SPAM

- Discard **SPAM** immediately
- Using **SPAM** Filters
- Avoid entering information on websites
- Avoid indiscriminate sharing of email addresses
- Create an email just for when you sign up for newsletters (Yahoo!, Gmail, AIM, etc)
- Read Privacy Statements
- Suggestions for reducing **SPAM** can be found at can [www.oakland.edu/uts](http://www.oakland.edu/uts) by clicking on the Email Services link, document Email Filtering/Dealing with Unwanted email.
The OU Email Privacy Statement

- Information sent in email to Oakland University employees may be read, filed, stored, forwarded, responded to or printed by the recipient or by others in receipt of the email.
- Email may be forwarded to a person other than the originally intended recipient.
- Email typically includes a return email address or the address of the sender; this email address may be kept and used for future communications.
More on the Privacy Statement

- If the sender of Email includes personally identifiable information in the Email, this information may be used to address issues specified in the Email, and may be included in return or forwarded Email text.

- The university may be required by law to disclose information contained in Email.

- Email messages may be used to provide insight about Oakland University services and may be used to improve services.
More on the Privacy Statement

- The Federal Educational Rights and Privacy Act governs student data and information, and usage of Email and information about email must comply with this law.

- Email sent to the university is subject to all of the risks previously identified.
Conclusion

- Know or investigate email senders.
- All email coming in, going out, or sent internally are scanned for viruses.
- Security and privacy of email are not guaranteed.
- Discard SPAM immediately.
- Any questions contact the UTS Helpdesk at (248)-370-4357 or email helpdesk@oakland.edu.