

Request to Access a Network Account without Consent

Applicant

Name: _____ Date: _____
UCID: _____ Position: _____ Dept: _____
Relationship to person whose account you want access to: _____

Access

Name of person whose account you want access to: _____
UCID: _____ Position: _____ Dept: _____
Is the person an alumnus and/or current student? Select all that apply ☐ alumnus ☐ current student ☐ faculty
Description of access required: _____

Asset tag no. (if applicable): _____

Note: Unless otherwise specified, the account will be available to the applicant for 2 weeks from the date the request is processed.

Reasons for Access:

- ☐ to investigate an allegation of a breach of policy, procedure, or code of conduct;
- ☐ to investigate an allegation of illegal behaviour;
- ☐ to sustain the routine operation of the unit; or
- ☐ to comply with a request that is required, permitted, or authorized under law.

Is access without consent necessary?

- ☐ person no longer works at the University;
- ☐ person is on a leave of absence; or
- ☐ other: _____

Viable alternative measures?

- ☐ Yes
- ☐ No

Note: When a leave of absence is planned, the account holder should set up delegate access in advance, as appropriate.

Approval

Name of Approval Authority (SLT/ELT): _____ Date: _____
Signature: _____

FOR OFFICE USE ONLY

Name: _____ Date: _____
Signature: _____

How to Complete this Form

Instructions for completing and submitting this form

1. Submit the completed form to your Approval Authority for signature. The Approval Authority must be a Senior Leadership Team or Executive Leadership Team member.
2. Submit the signed form to accessandprivacy@ucalgary.ca for approval by University Legal Services. Once approved, it will be signed and returned to you by email.
3. Once the form has been signed and returned to you by University Legal Services, please forward it to itsupport@ucalgary.ca. Please note that it is your responsibility to submit the form to IT.
4. Once processed and approved by IT, the Applicant (named on the form) will be granted access to the account.
5. Access to the account will be granted for a period of two (2) weeks.

Instructions once access has been granted

1. Create an automatic reply on the account. The reply should not contain any personal information, including the reason for the automatic reply, i.e. person is on sick leave, maternity leave, termination etc. The following is a sample automatic reply.

This message was sent to an email account which is not active. This account is not being monitored and messages will not be read. Please address your inquiry to [insert appropriate contact information].

See Knowledge Base article KB0032942, [Office 365 - How to set up Automatic Replies \(Shared account\)](#), for more detailed information on automatic replies.

2. Determine what records need to be removed from the account for business continuity purposes. Depending on the volume of records, you may want to accomplish this in one of two ways:
 - a. During the 2 week access period, review the account and remove any appropriate records to a shared drive; or
 - b. Save all records in the account as a PDF document or PST file for review at a later date.

For more detailed information on accessing a mailbox via:

- MS Outlook, [Office 365 - How to add a Shared Mailbox to Outlook 2013/2016 for PC](#)
- Outlook Web, [Office 365 - How to add a Shared Mailbox in OWA](#)

Also see [O365 - How to Export or "backup" email content to CSV, PDF or PST files](#) for more detailed information on saving all records in a mailbox.

3. Once you have finished with the account, send an email to IT at itsupport@ucalgary.ca advising that access is no longer required. Once processed by IT, access to the account will be removed.