

University Computing Support Services (UCSS) maintains the official university email system. A user's official email address is assigned by UCSS and may not be chosen or modified by the user. The email system allows additional email addresses to be assigned to a user's email account. These additional email addresses are called aliases and provide an alternate email address. Any email sent to an alias is delivered to the user's account. UCSS is responsible for the assignment and removal of these aliases.

The purpose of this policy is to describe the process for requesting email aliases and the rules which will be used to either approve or deny such requests. Email aliases are useful tools which can be used to make it easier for constituents, both internal and external to the university, to communicate with university personnel. In addition email aliases can be taken to infer some official role of the recipient. As such it is beneficial to exercise some control over the assignment of aliases to email accounts.

The process of requesting an email alias is initiated by filling out an online form. Information concerning how to access this form may be found at <http://helpdesk.louisiana.edu/alias>.

The following guidelines will be used to determine if a request for an email alias will be granted.

- Requests for aliases which contain names of offices and/or departments, or abbreviations of same, will not be granted except with the permission of the head of that office/department.
- Requests for aliases which contain titles, or abbreviations of titles (president, secretary, prez, MathClubPrez, HistorySecretary, DeanOfStudents, etc.) will not be granted except with the permission of the senior officer of the organization being referenced in the alias. If the requested alias is a bare title or abbreviation or a title with no particular organization being referenced (indicating that the title is a university-wide title) the alias will have to be approved by the university council.
- Requested aliases will not be granted if said alias does not have any relation to the requesting user's name (i.e. a nickname) or to some official affiliation the user has with the university.
- Since any alias assigned to an official university email account will be a public identifier, and will be used for official communication with university affiliates, any request for an alias which is deemed to be vulgar, profane, or otherwise inappropriate for public use will be denied.

Employees whose request for an alias is denied may appeal such decisions to the university council.

Students whose request for an alias is denied may appeal such decisions to the university ombudsman.

Alias requests from other affiliates should alert the office/department sponsoring their affiliation. If necessary the head of that office/department may then appeal the decision to the university council.

The Responsible Executive for this policy is the Chief Information Officer (CIO). The Responsible Officer is the Director of University Computing Support Services (UCSS). UCSS is responsible for the implementation and administration of this policy.

Online Resources:

- [Online Alias Request Form](#)
- [UL Lafayette Computer & Network Policy](#)
- [Information Technology Policy](#)
- [Basic Help for University Email Accounts](#)