Effective Date: April 15, 2015

I. OVERVIEW

This document provides guidance and acceptable circumstances for providing lifetime UCR email access to retired staff.

Computing & Communications (C&C) and the UCR Retirees’ Association (UCRRA) have collaborated to develop the following guidelines/processes with regards to maintaining UCR email access for retired staff. Currently, the standard email account retention policy for staff is 30 days following retirement.

The University of California, Riverside and long standing UCR staff employees mutually benefit from a continued relationship after employees retire. This relationship is strengthened by formal communications and tools for interacting, and because of this, UCR has decided to make lifetime email access available to staff that meet the eligibility requirements below.

III. GLOSSARY OF TERMS

Future UCR Staff Retiree – a current UCR staff member, who has an active UCR email address, and intends to retire in the near future.

Current UCR Staff Retiree – a staff member who has been retired from UCR for 30 days or more.

III. GUIDELINES

A. Eligibility Requirements: All of the following four (4) conditions are required to obtain a lifetime UCR email account.

1. Retiring employee must have 15 years of service with UC and retire from UC Riverside; AND
2. Retire at an age greater than or equal to 50; AND
3. Retiring employee is in good standing; AND
4. The retiree must become a full member of the UCR Retirees’ Association.

B. Acceptable Use

1. The retiree’s use of the campus email system is subject to all policy requirements, acceptable use, and procedural guidelines that are in place for UCR employees,
most importantly UCR’s Electronic Communications Policy, that includes the following requirements:

1. Commercial use of UC’s electronic systems is not allowed.
2. Principles of civility must be maintained.
3. Users of UC’s electronic systems must avoid making representations, either implicit or explicit, that imply endorsement by the University of California.

2. Any violations of the campus policies, practices and procedures may result in disabling the email account.

IV. PROCEDURES

A. Retiree Access

It is the responsibility of the UCR Retiree Association, Schools/Colleges, Departments, UCR Retirement Advisors to inform current and future staff retirees that lifetime email is an option and to present the policies and procedures noted below. Lifetime email is not automatic; is subject to the eligibility requirements noted above; and if not requested as outlined below, staff retiree email will only be retained, as per UCR policy, for 30 days following retirement.

1. Future Staff Retirees

Staff retirees who meet the criteria listed above can request lifetime UCR email access by completing the Affiliate Request Form (see Appendix C) and either scan and email it to email4retirees@ucr.edu or drop it off in person to the UCR Retiree Association. Within five (5) business days, the UC Retiree Association will inform both Computing & Communications and the retiree of their decision regarding the request (see Appendix D). **All retiree email requests must be made at least two months prior to the employee’s PPS retirement date.**

As a condition to granting lifetime UCR email access, retirees must agree to implement an Out-of-Office auto-reply for a 120-day period immediately upon retirement (PPS retirement date). This auto-reply will inform senders that their emails have been delivered but that the UC employee is now retired from UCR. The Out-of-Office reply will include the name of an alternate business contact, phone, and email address. Coordination and verification of the Out-of-Office reply should be made with the retiree’s supervisor.

2. Current Staff Retiree

Beginning April 15, 2015, current retirees, if members of UCR’s Retirees’ Association, can request lifetime email access by following the procedures outlined below. Within five (5) business days, the UCR Retirees’ Association will inform both Computing & Communications and the retiree of their decision regarding the request (see Appendix D). An email only affiliate account will be created for the retiree using their former UCR email address but no historical messages will be recovered.
The current retiree is not required to implement an Out-of-Office auto reply because it is assumed that they have been retired for 30 days or more.

3. Rehiring of Retirees with Lifetime Email Access

If a retiree is rehired by UCR their email and access will be restored to a normal employee status, it is the responsibility of the retiree to complete the Affiliate Request Form (see Appendix C) and scan and email it to email4retirees@ucr.edu or drop it off in person to the UCR Retiree Association approximately two months prior to the end of their employment. Please indicate on the form that the request is a reinstatement of their lifetime email (e.g. the retiree is returning to a non-expiring affiliate status). Within five (5) business days, the UC Retiree Association will inform both Computing & Communications and the retiree of their decision regarding the request (see Appendix D).

The retiree must agree to implement an Out-of-Office auto-reply for a 60-day period immediately upon leaving employment (PPS separation date). This auto-reply will inform senders that their emails have been delivered but that the UC employee is now retired from UCR. The Out-of-Office reply will include the name of an alternate business contact, phone, and email address. Coordination of the Out-of-Office reply should be made with the retiree’s supervisor.

If the retiree does not request reinstatement through UCR’s Retirees’ Association as noted above, the staff retiree’s email will only be retained, as per policy, for 30 days following separation from the University.

**DETAILED PROCEDURES**

Future Staff Retirees Lifetime Email Requests:

1. UCR staff employee meeting criteria noted above will complete the Affiliate Request Form (see Appendix C) and scan and email it to email4retirees@ucr.edu or drop it off in person to the UCR Retiree Association.

2. Upon approval, the UCR Retiree Association will scan and email the Affiliate Request Form (see Appendix C) to retireeemailrequests@ucr.edu.

3. C&C will create an email-only affiliate entry (retirees will not be provided access to campus systems) for the retiree within 14 days after their PPS retirement date. This affiliate entry will be non-expiring.

4. Upon the establishment of the affiliate account, C&C will notify (via email) both the UCR Retirees’ Association and the retiree that lifetime email access has been granted (see Appendix A).

Current Staff Retirees Lifetime Email Requests
1. UCR staff employee meeting criteria noted above will complete the Affiliate Request Form (see Appendix C) and drop it off in person to the UCR Retiree Association located in Alumni & Constituent Relations (Hinderaker Hall).

2. Upon receipt of the Affiliate Request Form, the UCR Retiree Association will verify, in person, the retiree’s ID via a passport, driver’s license, official identification card (as per UC and UCR policy) and complete the following form:
   a. UCR NetID & Temporary Password Application Form (see Appendix B)

   Once ID has been verified, the UCR Retiree Association will scan and email both the completed Affiliate Request Form (see Appendix C) and UCR NetID & Temporary Password Application Form (see Appendix B) to retireeemailrequests@ucr.edu.

3. C&C will create an email-only affiliate entry (retirees will not be provided access to campus systems) for the retiree within 96 hours. This affiliate entry will be non-expiring.

4. Upon the establishment of the affiliate account, C&C will fax back the UCR Net ID & Temporary Password Form to the UCR Retiree Association (specifically the individual that verified the retiree’s identity) that will include the UCR NetID and temporary password for the retiree. It is the responsibility of UCR’s Retirees’ Association to contact the retiree and inform them of their UCR NetID and temporary password.

5. The retiree must visit http://password.ucr.edu/ within 7 days of the creation of the account to establish a permanent password.

Retiree Rehire – Reestablishment of Lifetime Email Access:

1. Two months prior to the end of their employment, the UCR retiree will complete the Affiliate Request Form (see Appendix C) and scan and email it to email4retirees@ucr.edu or drop it off in person to the UCR Retiree Association. Please be sure to indicate on the form that this is a reestablishment request.

2. Upon approval, UCR Retiree Association will scan and email the Affiliate Request Form (see Appendix C) to retireeemailrequests@ucr.edu.

3. C&C will reinstate an email-only affiliate entry (retirees will not be provided access to campus systems) for the retiree within 14 days after their PPS separation date. This affiliate entry will be non-expiring.

4. Upon the establishment of the affiliate account, C&C will email both the UCR Retirees’ Association and the retiree (see Appendix A).

   Once a retiree becomes a full member of the UCR’s Retiree Association, the retiree’s email access will not be inactivated unless there is a violation of law or policy or the retiree passes away.
C&C will email UCR’s Retiree Association with a listing of all staff retiree lifetime email participants upon request.
Staff Retiree Lifetime Email Guidelines  
Effective Date: April 15, 2015

APPENDIX A

Future Staff Retiree – Establishment of Lifetime Email Access:

Dear Retiree (or ENTER NAME)

cc: UCR’s Retiree Association

I hope you’re enjoying the initial days of your retirement. Thank you for your many years of service to the University of California, Riverside.

Your email access has been updated and you now have lifetime access. As noted in a previous communication from UCR’s Retiree Association, the update is seamless and there is nothing that needs to be done on your part. You can continue to use your current UCR NetID and password to access your UCR email following retirement.

In the future, if you would like to change your password, please visit http://password.ucr.edu/ and follow the instructions.

Future technical questions regarding your email access should be directed to UCR’s Helpdesk (951) 827-3555.

Sincerely,

ENTER NAME
ENTER TITLE

***************************************************************************

Rehired Staff Retiree – Approval of Lifetime Email Access:

Dear (ENTER NAME):

cc: UCR’s Retiree Association

Thank you for you willingness to return to UCR after retirement. I understand that your employment with UCR has now concluded.

Your request to reestablish your lifetime email access has been completed. As noted in a previous communication from UCR’s Retiree Association, the update is seamless and there is nothing that needs to be done on your part. You can continue to use your current UCR NetID and password to access your UCR email following retirement.

In the future, if you would like to change your password, please visit http://password.ucr.edu/ and follow the instructions.

Future technical questions regarding your email access should be directed to UCR’s Helpdesk (951) 827-3555.
Staff Retiree Lifetime Email Guidelines
Effective Date: April 15, 2015

Sincerely,

ENTER NAME
ENTER TITLE
# Staff Retiree UCR Net ID & Temporary Password Application Form

**To be completed by the Retiree:**

<table>
<thead>
<tr>
<th>Date of Request:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Current Retiree:</td>
</tr>
<tr>
<td>Former UCR NetID (if known):</td>
</tr>
<tr>
<td>Former UCR Email Address (if known):</td>
</tr>
</tbody>
</table>

**To be completed by the UCR Retirees Association:**

**ID Verification**

<table>
<thead>
<tr>
<th>Type of Valid Picture ID: (Driver's License, Passport, State ID)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID verified by:</td>
</tr>
<tr>
<td>Print Name</td>
</tr>
<tr>
<td>Signature</td>
</tr>
<tr>
<td>Title</td>
</tr>
</tbody>
</table>

**To be completed by Computing & Communications (C&C):**

<table>
<thead>
<tr>
<th>UCR NetID:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temporary Password:</td>
</tr>
</tbody>
</table>

**Instructions:**
- Retiree completes first section and UCR Retirees Association completes second section.
- UCR Retirees Association emails completed application to retireeemailrequests@ucr.edu.
- C&C establishes UCR NetID and temporary password and returns form to the UCR Retirees Association.
- UCR Retirees Association communicates UCR NetID and Temporary Password to Retiree and instructs the Retiree to visit http://password.ucr.edu as soon as possible to establish a permanent password. The temporary password will expire seven days after it was created by C&C.
University of California, Riverside

Application for Staff Retiree Lifetime Email Access
(Affiliate Status with No End Date)

Retiree: Please complete the following:

Eligibility Criteria for Lifetime Email Access (please check all that apply):

_____ A full member of the UCR Retirement Assoc.  
_____ Retired at age 50 or above.  
_____ 15 years or more UC service at time of retirement.  
_____ Retired in good standing from UCR.

Date of Request: ________________________________

Name of Current or Future Retiree: ________________________________  
Last, First, Middle

UCR Department Retired From: ________________________________

Retirement Date: ________________________________

Years of Service: ________________________________

Home Phone: ________________________________

Cell Phone: ________________________________

Alternate Email Address (non-UCR email address): ________________________________

Current or Former UCR NetID (if known): ________________________________

Current or Former UCR Email Address (if known): ________________________________

Is this a reestablishment request (e.g. retiree was rehired and has completed work)?  

Y or N

ACCEPTANCE: I understand that I am being granted ongoing access to electronic resources at UCR. I agree that I will be bound by relevant federal, state, and local law, as well as University policies and procedures governing electronic access. I acknowledge that this access is for my own personal use only and I agree that I will not allow others to use my password or identity, nor will I use UCR electronic resources for commercial purposes. I understand that I am granted this privilege at the sole discretion of the University, and that such access may be revoked at any time, for any reason. For more information on University policies regarding electronic access, see: http://cnc.ucr.edu/policies.html.

Retiree Signature ________________________________  Date ________________

UCR Retirees Association: Please complete the following:

Approvals:

Print Name ________________________________  Date ________________

Signature ________________________________  Phone ________________

Instructions:

Retiree: Complete designated portion of form and scan and email to email4retirees@ucr.edu or drop off form with the UCR Retirees Association.

Retiree Association: Complete designated portion of form, scan and email to retireeemailrequests@ucr.edu.
APPENDIX D

Future Staff Retiree – Approval of Lifetime Email Access:

Dear Future Staff Retiree (or ENTER NAME):

First of all, congratulations on your impending retirement!

Your request for lifetime email access has been approved. The Retiree Association has forwarded your request on to Computing & Communications for processing. Your email account will be updated with lifetime access within 14 days after your official PPS retirement date. Computing & Communications will contact you and let you know when the update has been made. The update is seamless and there is nothing that needs to be done on your part. You can continue to use your current UCR NetID and password to access your UCR email following retirement.

If you have any questions, please feel free to contact me at (ENTER EMAIL ADDRESS) or 951-827-______.

Sincerely,
(ENTER NAME)
(ENTER TITLE)
UCR Retirees Association

Future Staff Retiree – Rejection of Lifetime Email:

Dear Future Staff Retiree (or ENTER NAME):

First of all, congratulations on your impending retirement!

Unfortunately, your request for lifetime email access was not approved. One or more of the eligibility criteria noted below was not met.

______ 15 or more years of service with the University of California system.
______ Must be 50 years or older at the time of retirement.
______ Retired in good standing.
______ Member of the UCR Retiree Association.

If you have any questions or you feel the information above is in error, please feel free to contact (ENTER NAME) at (ENTER EMAIL ADDRESS) or 951-827-______.

Sincerely,
(ENTER NAME)
Title
UCR Retirees Association
Current Staff Retiree – Approval of Lifetime Email Access:

Dear Current Staff Retiree (or ENTER NAME):

First of all, congratulations on your impending retirement!

Your request for lifetime email access has been approved; however, in order to initiate your lifetime email access, the Retiree Association must verify your identity (as per UC/UCR policy). Please stop by the Retiree Association office with either your passport, driver’s license, or official state identification card during the following office hours (ENTER SCHEDULE – e.g. M-F 8 a.m. – 12 p.m.).

Once your identity has been verified, your request will be forwarded to Computing & Communications (C&C) for processing. C&C will establish your lifetime email access within 96 hours (4 days) of receiving the request. C&C will contact the Retiree Association once your access has been granted and we will contact you with your UCR NetID and temporary password. Once you receive your temporary password, you must visit http://password.ucr.edu/ as soon as possible to establish your permanent password. Your temporary password will expire seven days from the time it was established by C&C.

If you have any questions, please feel free to contact me at (ENTER EMAIL ADDRESS) or 951-827-_____.

Sincerely,

(ENTER NAME)

(ENTER TITLE)

UCR Retirees Association

Current Staff Retiree – Rejection of Lifetime Email:

Dear Current Staff Retiree (or ENTER NAME):

First of all, congratulations on your impending retirement!

Unfortunately, your request for lifetime email access was not approved. One or more of the eligibility criteria noted below was not met.

_____ 15 or more years of service with the University of California system.

_____ Must be 50 years or older at the time of retirement.

_____ Retired in good standing.

_____ Member of the UCR Retiree Association.

If you have any questions or you feel the information above is in error, please feel free to contact (ENTER NAME) at (ENTER EMAIL ADDRESS) or 951-827-______.

Sincerely,
Rehired Staff Retiree – Approval of Lifetime Email Access:

Dear (ENTER NAME):

Your request to reestablish your lifetime email access has been approved. The Retiree Association has forwarded your request on to Computing & Communications for processing. Your email account will be updated with lifetime access within 14 days after your official PPS separation date. Computing & Communications will contact you and let you know when the update has been made. The update is seamless and there is nothing that needs to be done on your part. You can continue to use your current UCR NetID and password to access your UCR email following retirement.

If you have any questions, please feel free to contact me at (ENTER EMAIL ADDRESS) or 951-827-_____.

Sincerely,

(ENTER NAME)
(ENTER TITLE)
UCR Retirees Association

Rehired Staff Retiree – Rejection of Lifetime Email:

Dear (ENTER NAME):

Unfortunately, your request to reestablish your lifetime email access was not approved. One or more of the eligibility criteria noted below was not met.

_____ 15 or more years of service with the University of California system.

_____ Must be 50 years or older at the time of retirement.

_____ Retired in good standing.

_____ Member of the UCR Retiree Association.

If you have any questions or you feel the information above is in error, please feel free to contact (ENTER NAME) at (ENTER EMAIL ADDRESS) or 951-827-_____.

Sincerely,

(ENTER NAME)
(ENTER TITLE)
UCR Retirees Association