



IT  
GUIDELINES AND  
PROCEDURES

September 2017

Date for Policy Review – September 2018

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## **1. UST PORTAL**

UST portal page has access to our email, Union Cloud, library. These can all be accessed at [www.ust.ac.uk/students/student-portal](http://www.ust.ac.uk/students/student-portal)

## **2. EMAIL**

E-mail facilities are provided for all students for the duration of studies at the School and afterwards. Your e-mail address will be: 'your-name'@UST.ac.uk. E.g. jamesjones@ust.ac.uk.

UST staff will use your e-mail address to contact you regarding your studies and any matters relevant to you. You must therefore check your UST mailbox daily.

Whilst using the e-mail facilities please remember to do so in a manner that will not bring disrespect to UST. Do not attempt to send e-mail in anyone else's name or to send mail which is abusive, threatening or contains bad language.

## **3. UNION CLOUD**

Union cloud username and password will give access to UST's course management system, Union Cloud. Resources and vital information for programmes are provided on Union Cloud, as well as regular messages to give you new information, updates and reminders. This is an important means of communicating with you, especially if you study at a distance, and it is your responsibility to log into Union Cloud at least once a week during term-time to check for programme information. Failure to access the Union Cloud will not be accepted as an excuse for not meeting deadlines or any other requirements of the programme which have been explained via Union Cloud.

## **4. COMPUTERS**

There are laptops available for loan from the Site Services they must be returned by 5pm. These laptops will only work in the main library.

## **5. WIRELESS ACCESS**

UST operates a wireless network that is monitored. All network traffic is monitored. UST operates an acceptable use of internet policy that applies to all that use UST's Services.

To access the wireless network please use the details below

Access point name   Access code

**User account details**

Cloud Username

Password

UST emails username



## ACCEPTABLE USE OF THE INTERNET POLICY

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#### 1. ACCEPTABLE USE OF THE INTERNET POLICY

This Acceptable Use of the Internet Policy (AUI) applies to all Union School of Theology (UST) staff (including temporary staff), visitors, students and contractors of UST and to all others using the school's IT resources. For the purposes of this document the 'Internet' is defined as; web services, chat rooms, bulletin boards, newsgroups, peer-to-peer file sharing, Virtual Private Networks, Instant Messaging systems, Weblogs ("Blogs") and Social Networking or Social

Media sites using company facilities. This policy should be considered part of the Conditions of Use for Computers and Networks at UST.

## **2. INTERNET**

### **2.1 Internet use**

- Use of the Internet by UST staff is permitted and encouraged where such use supports the goals and objectives of the school.
- Internet access is to be used in a manner that is consistent with the school's standards of conduct and as part of the normal execution of an employee's job responsibility.
- Use of the Internet and other facilities is a privilege not a right, and may be withdrawn if deemed appropriate.
- Use of the Internet is monitored for legitimate security and network management reasons. Users may also be subject to limitations on their use of such resources.
- The use of computing resources is subject to UK law and any improper or illegal use will be dealt with appropriately. Legal authorities can have a right of access to electronic data in pursuit of a suspected crime.

### **2.2 Users should never:**

- Visit Internet sites that contain racist, obscene, hateful or other objectionable materials or encourage others to do so on their behalf. They should not visit sites that promote terrorism, or incite others to commit acts of terrorism. (See UST's Prevent Policy on its website [www.ust.ac.uk](http://www.ust.ac.uk)). Where legitimate academic research requires any person (staff, volunteer, student) to access any sites that could potentially contain any such material, they must first follow UST's Research Ethics Policy, complete the required forms, and obtain the requisite permissions before they do so. If the Programme Leader or Supervisor who is approving such research has any Prevent-related concerns about the type of material being researched they should contact the UST Prevent Co-ordinator, who may refer such requests

to UST's DfE contact for guidance on their implications for Prevent-related concerns.

- Make or post indecent remarks, proposals or materials on the Internet including racist, obscene, hateful or sexist jokes and defamatory comments or encourage others to do so on their behalf. It is illegal to use social media to draw others into terrorism or incite others to commit a crime.
- Upload, download or otherwise transmit commercial software or any copyrighted materials belonging to the school or other third parties, unless this download is covered or permitted under an agreement.
- Intentionally interfere with any implemented anti-virus, anti-spy ware, anti-phishing, anti-pharming, firewall or other security protection measures
- Download any software without the express permission of the Resources Manager, or without using appropriate security measures.
- Intentionally interfere with the normal operation of the network, including the propagation of computer viruses and sustained high volume network traffic that substantially hinders others in their use of the facilities.
- Use another person's PC to carry out any of the above.

### **2.3 Users should:**

- Make the Resources Manager aware if you find that there has been unauthorised access to your computer.
- Record any instances where you have accessed inappropriate sites by accident. For example this may be through mistyping an address or a "Spam" email link.
- Log out of the computer when you have finished working and lock the terminal if you leave the desk.

UST reserves the right to block or restrict access to certain types of web sites or specific web addresses or domains.

### 3. EMAIL

#### 3.1 Use of email

- Email is to be used in a manner that is consistent with UST's standards of business conduct.
- Use of email is a privilege not a right, and may be withdrawn if deemed appropriate.
- UST will directly access staff/students email accounts in the pursuit of an appropriately authorised legal or disciplinary investigation. Legal authorities can have a right of access to electronic data in pursuit of a suspected crime.
- Use of email may be subject to monitoring for legitimate security and / or network management reasons. Users may also be subject to limitations on their use of such resources
- The distribution of any information through UST's network is subject to the scrutiny of UST. UST reserves the right to determine the suitability of this information.
- The use of computing resources is subject to UK law and any illegal use will be dealt with appropriately.

UST reserves the right (for legitimate operational purposes) to redirect the email of staff who leave. UST may also block incoming mail from certain addresses or domains.

#### 3.2 Users should never:

- Send or receive any material that is racist, hateful, obscene or defamatory or which is intended to annoy, harass or intimidate another person or encourage others to do so on their behalf, or promote terrorism or incite others to commit a terrorist act.
- Represent personal opinions as those of UST.
- Upload, download or otherwise transmit software or any copyrighted materials belonging to UST or to parties outside of UST.

- Reveal or publicise confidential or proprietary information, which includes but is not limited to financial information, databases and the information contained therein, computer network access codes, patent information and business relationships.
- Reply to “Spam” mail
- Overuse the "URGENT" flag as it will lose its value
- “Spoof” the email address to conceal the sender’s identity

### 3.3 Users should:

- Keep emails brief and use meaningful subject lines
- Re-read messages before sending to check for clarity and to make sure that they contain nothing that will embarrass UST.
- Understand how to use – and don't mismanage – CC and BCC: only CC in people that really need to receive the email.
- Use file compression techniques for large documents or send them using an alternative method.
- Archive effectively – use folders and delete any messages you no longer need.
- Inform the Resources Manager if you receive large quantities of Unsolicited Commercial Email (“Spam”).
- Avoid using email for sensitive or emotional messages or offensive content.
- Take care in drafting emails, taking into account any form of discrimination, harassment, UST's representation, and defamation.
- Users should be careful when replying to emails previously sent to a group to prevent excessive mail posting (“Spews”).
- Log out of the computer when you have finished working and lock the terminal if you leave the desk.

## 4. MONITORING

The School accepts that the use of the Internet and email facilities, are an integral to work and studies. However, misuse of such a facility can have a detrimental effect on other users and potentially the school’s public profile. As a result, UST monitors:

- The volume of Internet, network and email traffic.
- The domain names and / or IP addresses of Internet sites visited and domain and / or IP addresses of email received.
- The specific content of any transactions will not be monitored unless there is a suspicion of improper use.
- If any misuse of the School's branding on social media accounts is discovered, then action will be taken in accordance with the terms and conditions of the relevant platform.
- We are obliged to monitor to fulfil our responsibilities with regard to UK law. Action as deemed appropriate by the Resources Manager and the Executive Director may be taken. We consider it unacceptable for our IT networks to be used in any way that supports, promotes or facilitates terrorism. Any concerns will be reported to the appropriate person, as set out in the UST Prevent Policy (see [www.ust.ac.uk](http://www.ust.ac.uk)).

#### 5. UST DOWNLOAD/UPLOAD LIMITS.

All users of the UST wifi network are subject to download limits as follows

Type of user	Download limit (per month)	Consequence
Residential user	50GB	1st month - verbal warning 2nd month - dropped to a 1mbps download speed 3rd month - dropped to 56kbps download speed 4th month - 1 week ban from internet usage
Campus student (not living on site)	10GB	1st month - verbal warning 2nd month - dropped to a 1mbps download speed 3rd month - dropped to 56kbps download speed 4th month - 1 week ban from internet usage

Others	5GB	1st month - verbal warning 2nd month - dropped to a 1mbps download speed 3rd month - dropped to 56kbps download speed 4th month - 1 week ban from internet usage
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