
MARSHALL UNIVERSITY EMAIL PROTOCOL FOR DECEASED STUDENT, FACULTY, STAFF OR AFFILIATE

VERIFICATION OF DEATH

Verification of Death is required prior to any official University actions. Sensitivity to the grieving family is paramount so verification must be gained as tactfully as possible. Verification can be established by: a Death Certificate; a Coroner's Office Report (in the case of victimization); a City or County Recorder's Office; the local U.S. Consulate or ambassadorial office (if outside of the U.S.); or official military correspondence.

HOW IS EMAIL HANDLED FOR DECEASED STUDENTS?

In the unfortunate event that a Marshall University (MU) student should pass away, the following procedure will be used by Information Technology (IT):

1. The Dean of Students notifies Senior Vice President for Information Technology/CIO of the event. The following information is required so that IT can create an auto-reply message and to ensure that no new email is accepted.
 - o MUnet Username or MUID Number of deceased
 - o Name of deceased
 - o Date of death
2. IT will set the account for auto-reply of the deceased. Standard message (subject to change by Dean) is:

This is an automated message:

This e-mail account is no longer available. You may contact name, title, e-mail, etc., for further information and assistance

3. IT clears the password.
4. As of the date of death, the account enters the transition period. At the end of the transition period, the account is terminated.

HOW IS EMAIL HANDLED FOR DECEASED MU FACULTY, STAFF AND AFFILIATES?

In the unfortunate event that a MU faculty, staff or affiliated person should pass away, the following procedure will be used by IT:

1. Vice President of that area notifies IT of the event and IT will change the account's password. The following information is required so that IT can create an auto-reply message and to ensure that no new email is accepted.
 - o MUnet Username or MUID Number of deceased
 - o Name of deceased
 - o Date of death
 - o Responsible party in the unit to whom external correspondents can be referred, typically the manager, dept chair, dean, director, etc. For this individual we need name, title and email address.
2. In addition, Vice President tells IT who will be responsible for reviewing the email of the deceased to ensure that no official business is outstanding - the email agent. The email agent would be the person who is entrusted to go through the desk of the deceased to separate personal items from MU business materials.
3. IT will set the account for auto-reply and do-not-save-messages to the account of the deceased. Standard message (subject to change by the appropriated Vice President) is:

This is an automated message.

We are sorry to inform you that *First name Last name* passed away on *Month Day, Year*. You may contact *Responsible-First name Responsible-Last name, Responsible-Title, at responsible-email-address*.

4. IT clears password and forwards it to the person specified in step 2 above (email agent).
5. Email agent identified by department logs in as the deceased and reviews all old email to identify any unread messages that require official action/response. These are either replied to or forwarded as appropriate based on context. Upon completion of the review and handling agent can either delete all messages or ask IT to do so.

As of the date of death, the account is assessed for access, after which time the account is terminated

OTHER RELATED GUIDELINES

IT-5 [Information Systems Identity, Access, Privilege, and Content Retention Procedure](#)

Triggering Event	Wait period	Identity Status	Privilege Status	Ephemeral Content Status	Administrative, Fiscal, or General Content Status	Special Consideration
Death	Immediate	Identities archived not available	Network access suspended, email account suspended, myMU portal access suspended	Content archived for 6 months then deleted	Unchanged, Administration retains ownership	Family given access to ephemeral content if requested