APPENDIX 3

Usage agreement:

Guest LBM Webmail account

<table>
<thead>
<tr>
<th>Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organisation:</td>
</tr>
<tr>
<td>Council secure email address: <a href="mailto:Secure.schoolname@merton.gov.uk">Secure.schoolname@merton.gov.uk</a></td>
</tr>
<tr>
<td>School regular email contact address: <a href="mailto:xxxxxxxxx@schoolname.merton.sch.uk">xxxxxxxxx@schoolname.merton.sch.uk</a> (or) <a href="mailto:iseccondname.315@lgflmail.org">iseccondname.315@lgflmail.org</a></td>
</tr>
<tr>
<td>Contact phone no:</td>
</tr>
</tbody>
</table>

The London Borough of Merton has provided a council email account for my use for the following purpose(s), and I agree to use it in accordance within the conditions set out in this document and those which accompany it.

- General email messages within Merton’s mail system
- Secure exchange of CASA, and/or related personal client information, with partner agencies (children’s social care, youth justice service, health, police)

The conditions which apply to this agreement are listed overleaf, together with the good practice guidance which applies to the use of email. Additional conditions applying to this account are:

**A maximum of six agreed users can have access to this account.** The IT Service Desk must be notified of all users details using forms IT480 and IT481 at sign-up and when any changes occur.

The accompanying documents which form part of this agreement are:
- Merton Well Being Model (MWBM) 2013 – Information Sharing SECURE EXCHANGE....
- Form IT480: List of Users
- Form IT481: User Declaration (one for each User – maximum six)

1 Declaration

1.1 I agree to use the email account provided by the London Borough of Merton in accordance within the conditions set out in this document.

1.2 I understand that if I breach the conditions, the email account may be withdrawn, and further action may be taken where appropriate.

<table>
<thead>
<tr>
<th>Signature:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date:</td>
</tr>
</tbody>
</table>

NB: Merton IT Services will retain the original signed document. The email account holder will retain copy.

Please return this page of this form, with Form IT480 and set of sealed IT481s, to:
CASA Coordinator, 9th Floor, Merton Civic Centre, London Road, Morden, SM4

For any help or queries, contact CASA Coordinator on 020 8545 3234/3993 or by email at casa@merton.gov.uk
Conditions of use

2.1 You must keep the contents of all messages within the law, and in particular will not send anything which may be considered to be indecent, obscene, offensive, abusive or distasteful.

2.2 You must not download anything from an email message which contravenes the law (including software which has not been properly licensed).

2.3 You must not use the email account for either business or private messages in a way which could adversely affect the council’s reputation or the work of any member of the council’s staff.

2.4 You must not use email to send personal or sensitive information without adequately protecting that information to make it secure. In particular

- This secure.schoolname@merton.gov.uk account has been set up to allow schools to securely exchange emails with all other@merton.gov.uk account holders;
- It allows schools also to securely exchange with Police and Health by adding a suffix .cjsm.net to activate the secure platform that exists between these three agencies, i.e.
  - @met.pnn.police.uk becomes @met.pnn.police.uk.cjsm.net
  - @nhs.net becomes @nhs.net.cjsm.net
  for secure exchange with @merton.gov.uk accounts.
(See www.merton.gov.uk/mwbm-secure-exchange for further guidance)
- This secure.schoolname@merton.gov.uk account must NOT be used to securely exchange information with any other agencies or account holders: it is only secure within these three platforms.

2.5 You must not forward messages to another mail system (e.g. web-based email)

2.6 Your access to the mail account is only available through Outlook Web Access (OWA) at http://www.merton.gov.uk/webmail and not through a Merton network logon account.

If you have problems with this link (due to IT upgrade incompatibilities), try https://webmail.merton.gov.uk/owa/ via Internet Explorer.

2.7 You must change your access password regularly, and keep it secure (see section 3).

2.8 You accept that Merton Council stores a copy of all mail messages received and sent, and will access those copies when and if required for dealing with requests under the Freedom of Information Act or in the course of an investigation.

2.9 You accept that incoming mail is filtered to remove unwanted messages, and messages so identified will be deleted or marked as “possible spam”.

2.10 You accept that the council’s mail system will automatically archive older items in accordance with current policy, reducing them to a shortcut. Automatic rules will also be used to enforce housekeeping, such as deletion of items from “deleted items” folders and from the Inbox after a period of time.

3 Log in and Password renewal

3.1 A secure password is one which

- is changed regularly and whenever it may have been revealed
- has at least seven characters, which are a mix of upper and lower case, numbers and punctuation
- no-one else will be able to guess or work out, and
- is not written down.

3.2 Where a mail account has more than one user, there must be effective arrangements in place to ensure that the shared password is kept secure
when it is shared. Choose something that you can collectively easily recall, such as a former significant colleague’s name, or classroom or building name, with some numbers interspersed which you can sequentially increase to some agreed pattern when your receive your reminder to change password (~ every 28 days).

SETTING PASSWORD WHEN FIRST OPENING YOUR ACCOUNT

3.3 A generic password is provided when you FIRST OPEN your account. You must immediately change this to your own secure password by doing the following:

(a set of slide shots attached also for your convenience)

- Log on to [www.merton.gov.uk/webmail](http://www.merton.gov.uk/webmail) (or the other options in 2.6 above)
- Use the User Name and Password which will have been provided to you when you submit the set of Usage Agreement documents
- A white screen will immediately pop up asking you to change your password
- Enter the
  - Account name as (Merton\Secure Schoolname), followed by
  - Current Password (again as provided above), and then
  - YOUR OWN UNIQUE New Password twice
- Another white page will now tell you: ‘Password successfully changed’ and you will be given a link which takes you back to original blue opening page where, just one more time, you again enter you User Name followed by New Password which then launches you into your email workspace

RESETTING PASSWORD MONTHLY – ON RECEIVING PROMPT

3.4 Passwords are set to expire automatically – usually 6 weekly. You will receive a prompt to change it when it is nearing expiry. If you do not change the password at this point you can change it later (but before the expiry date) by following process (similar, but just slightly different, to 3.3. above)

- Log on to [www.merton.gov.uk/webmail](http://www.merton.gov.uk/webmail) (or the other options in 2.6 above)
- Use what has now become your routine User Name and Password
- In Outlook, select Options at the bottom left of the screen
- From the Options screen choose Change Password (it’s near the end)
- **If 5 boxes appear**, enter the Domain Name (MERTON), followed by your Username, Current Password, and then your New Password twice.
  **If 4 boxes appear**, enter Account name as Merton\Secure schoolname in the first box, and then Current Password, and then New Password twice

3.5 If you leave it too late to change your password yourself, or if you have any other problems, contact the CASA coordinator who will arrange with IT to reset the password for you if required, after which you must choose a new one and change it again as outlined in 3.4 above.

4 Email good practice

4.1 Use the “BCC” field to hide recipients’ names when sending a message to multiple people outside the council.

4.2 Use dark text on a white background, in order to ensure that the messages are readable by all recipients regardless of the quality of their eyesight.

4.3 Do not use coloured or patterned backgrounds in HTML format, as this will make the message harder to read by those with poor eyesight.

4.4 Reduce the size of attachments wherever possible, and use links instead of attachments when appropriate.
Log on to www.merton.gov.uk/webmail or https://webmail.merton.gov.uk/owa/ (or the other options in 2.6 above)

Use the User Name and Password which will have been provided to you when you submit the set of Usage Agreement documents

A white screen (as first below) may immediately pop up asking you to change your password but, if not, follow the steps in next section to anyway change password to something unique to yourselves once you HAVE logged in.

In Blue Screen, depending on whether asked for Account Name or Domain\Account Name, enter:
- Domain\Account name as (Merton\Secure Schoolname), or
  Account Name as (secure schoolname) followed by
- Password (again as provided above), and then
- Click Log On or Sign On

You will then have a second screen as below pop up: repeat the above process

Click Log On or Sign In and Viola! you have access to your account.
Screen shots to guide your PERIODIC PASSWORD CHANGE for your Secure Schoolname Account

- Log on to www.merton.gov.uk/webmail or https://webmail.merton.gov.uk/owa/ (or the other options in 2.6 above)
- Use what has now become your routine User Name and Password
- In Outlook, select Options at the bottom left of the screen

- From the Options screen choose Change Password (it’s near the end)

- A pop-up white box appears
- Enter the Domain\Account (MERTON\Secure Schoolname) - (either separately or together depending on whether single or twin boxes presenting: see 3.4 above) - Current/Old Password, and then your New Password twice.

- Another white page will now tell you: ‘Password successfully changed’ and you will be given a link which takes you back to original opening page where, just one more time, you again enter you User Name followed by New Password which then launches you into your email workspace.