


Chapter:	Information Management	Classification:	Public Document
Subject:	Electronic Mail Use		
For:	Entire Division	 Authorized by Executive Director	

**1. Policy**

- 1.1 Correctional Services staff may only use ICTS approved applications for sending and receiving electronic mail (email), for the purpose of communicating division business in accordance with
  - 1.1.1 [Manual 300, 4.2 Electronic Mail Policy](#), and
  - 1.1.2 this policy


**2. Activating and Disabling Accounts**

- 2.1 Nova Scotia Government email accounts for new employees will be requested by the superintendent or senior probation officer or designate, through the Information Communications and Technology Services (ICTS) portal within 2 days of appointment and prior to commencement of employment. Comments should be included to have the account also added to the work site printer server, shared drives, and the Justice-Corrections group. The form is found at: [ICTS Services](#)
- 2.2 Upon a Correctional Services employee termination or extended absence from employment, e.g., long term disability, the superintendent or senior probation officer or designate, will immediately request the user's email account be disabled through Information Communications and Technology Services (ICTS) portal. The form is found at: [ICTS Services](#)
- 2.3 Upon a Correctional Services employee changing work location, the superintendent or senior probation officer or designate, will immediately request this change be reflected in the users' government email account and that the date of the change be simultaneous with the employee's date of transfer. This form is found at: [ICTS Services](#)

**3. Communication**

- 3.1 Correctional Services staff will only utilize Nova Scotia Government email accounts to conduct departmental business.

Page 1 of 2	Dated Issued: April 1, 2009 Date of Last Revision: April 27, 2010 Current Revision Date: October 25, 2019	Subject No. 3.01.00
-------------	---	---------------------

Chapter:	Information Management	Classification:	Public Document
Subject:	Electronic Mail Use		
For:	Entire Division	 Authorized by Executive Director	

3.2 Justice-Corrections group messages require the approval of the Executive Director, Correctional Services or designate.

3.3 Just "Facility" or Just "Community Corrections office" group messages require the approval of the superintendent, senior probation officer or designate.

**4. Government Email Logon**

4.1 Employees are required to manage their email account during their daily shift, all email should be read and responded to in a timely manner.

4.2 All staff will log into their email account remotely through [ICTS Remote Access](#) when working outside their normally assigned work location.

**5. Out of Office Notifications**

5.1 To be courteous to those calling Correctional Services, it is recommended that absences of one business day or more from the office will require an Out of Office Message being placed on the employee's voicemail and email.