



# **ITS Procedure for Mass Electronic Communications**

The number of mass email requests sent to ITS for processing has increased significantly over time. All campus announcement requests require vice presidential authorization.

## **CONDITIONS:**

- A. ITS cannot guarantee a specific target date on which a mass email will be sent out, nor does it have resources to provide same-day or next-day turnaround. While most requests can be processed within a few days, some may take longer for various reasons.
- B. Mass email requests must be submitted on the mass email request form located at: <http://www.its.msstate.edu/services/request/>. Click the **Mass Email/Announcement Request** link. Authentication with your NetID and NetPassword is required to access the form. You will need the following information:
- Name or Dept/Org requesting the mass email
  - The target audience
  - The campus distribution
  - The distribution method (portal announcement or email)
  - Requested start date
  - Authorized by (president, provost, vice president, or athletic director)
  - The text that will appear in the SUBJECT: field of the mass email
  - The message text

## **Possible target audience groups include:**

- Faculty
- Staff
- Undergraduate Students
- Graduate Students
- Deans, Directors and Department Heads
- Benefits Eligible Employees
- Affiliates
- Other



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## *Information Technology Services*

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### **Possible campus distribution groups include:**

- All Campuses
- Main Starkville Campus
- Meridian Campus
- Other

- C. Because of differing capabilities of the various email systems used by the MSU community, the message text of all mass emails must be **plain ASCII text**. No special formatting, images or attachments can be accommodated.
- D. The requesting/authorizing parties assume full responsibility for the content of the mass email and the selection of the target audience. The requesting/authorizing parties are also responsible for compliance with applicable university policies, including policies of the Institutional Review Board for the Protection of Human Subjects in Research (IRB).

#### CONTACT INFORMATION

Voice: 325-0631

Email: [helpdesk@msstate.edu](mailto:helpdesk@msstate.edu)

Web: [www.its.msstate.edu](http://www.its.msstate.edu)