



## E-Mail Client Support Policy

Applies To: All  
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### Policy

ITS is committed to providing support for software packages that are essential to University operations. This includes assistance with software installations, usage and problem resolution.

To ensure ITS is able to provide an effective level of support, it is necessary to streamline the list of supported third-party e-mail clients and versions.

The UDM e-mail system consists of TitanConnect E-mail, Communigate and Exchange. ITS strongly encourages the use of the native web-based solution as opposed to the use of third-party client software.

For those users who insist on a third-party client, the only application supported by ITS is **Microsoft Outlook 2003 and the Macintosh equivalent of Microsoft Entourage.**

All other third-party clients and all older versions of Microsoft Outlook must be self-supported by the end-user.

Individuals should be aware that the use of some programs (or non-supported versions of programs) may result in e-mail issues that ITS is unable to troubleshoot. ITS will recommend switching to the supported e-mail client.

ITS provides very limited support for the use of mobile based e-mail clients as documented in ITS Policy ITS-0002 Cell Phone and PDA Support Policy.