Chapter:	Information Technology		
Title:	Email Removal Procedure		
Policy: ☐ Procedure: ☒ Page: 1 of 1	Review Cycle: Biennial Author: Chief Information Officer	Adopted Date: 05.13.2025 Review Date:	Related Policies:

Purpose

This document outlines the procedure for managing inactive email accounts.

Procedure

The following procedures shall be utilized to manage inactive email accounts.

1) Effective with the last day of employment for an employee,
   - Information Technology (IT) staff will add an automated response that indicates the employee no longer works for Mid-State Health Network (MSHN) and include the supervisor's name and contact information.
   - The supervisor will receive permission to access the inactive email account.
2) After the replacement employee has been hired, the supervisor may request IT update the automatic response to indicate the new staff person's contact information.
3) Once the email has been inactive for 6 months,
   - IT will reach out to the supervisor to check if there is a need to continue to hold the account in the same state or make any adjustments to how it is functioning including discussion to remove the account.
4) After one year, IT will create a copy of the email file and remove the old email.

Applies to

☒ All Mid-State Health Network Staff

☐ Selected MSHN Staff, as follows:

☐ MSHN's CMHSP Participants: ☐Policy Only ☐Policy and Procedure

☐ Other: Sub-contract Providers

Definitions

IT: Information Technology
MSHN: Mid-State Health Network

Other Related Materials

N/A

References/Legal Authority

N/A

Change Log:

Date of Change	Description of Change	Responsible Party
02.01.2025	New Procedure	Chief Information Officer