

FAQ's - Frequently Asked Questions

How do I work my account?

If you require them, details of basic operation of your e-mail account can be found in the document 'emailop'. You can access this document by clicking on the 'Student e-mail link' on the intranet.

How will others know if I send, receive or access information that is inappropriate in a school environment

The school scans and logs all electronic access: internet sites, mail content (sent and received) etc. Information recorded can be who sent you the e-mail, what the offensive words were, when it was sent etc. When such content is noted it is recorded and a notification is electronically sent to the ICT co-ordinator for follow up and appropriate action.

What if I don't want a school e-mail account?

You are not required to have a school e-mail account but if you do not you cannot ask for special dispensation or consideration if an assignment requires use of it. If you would like your account to be removed, collect an 'E-Mail/Electronic Privilege' letter from the school office and take it home for your caregiver(s) to sign. When you return the completed form to the office your e-mail account will be closed and removed.

I can't be responsible for what others send me can I?

In the same way that you would take action if someone delivered offensive-mail to your home letter box, you are expected to take action if someone delivers offensive-mail to your school letter box. It is not acceptable to leave offensive content in your mail box nor to claim 'you were not aware it was there'. You are expected to regularly check your account and keep its contents clean.

What if inappropriate content comes into my account and I don't know it is there?

It is your responsibility to look after your account. Part of this responsibility requires you to check your account regularly - preferably daily - but at least once a week even if you are not using it. This minimum maintenance will mean you are aware of the contents - including that which is unsolicited - your account. In short, it is your responsibility to know what is in your account.

What should I do if I receive inappropriate content?

As soon as you realise you have received content that is not acceptable in a school environment you should:

- send an immediate reply to the person who sent you the e-mail informing them of the situation they are putting you in:
 - address the e-mail to the person who send you the inappropriate content
 - put ictcoordinator@aggs.school.nz into the "CC" field which will send a copy to her proving you have taken action and
 - put "**Offensive Content**" as the subject line for the message

An example of the text you might use for such a response (which you can copy and paste) might be:

Dear XXXX: You have send me an e-mail that contains offensive content and or material which is inappropriate for a school account. The content has been recorded and logged by the school and if you continue to send me such material my account will be closed and all my electronic privileges will be suspended. I would be grateful if you would not send such content again which will put me at risk of such action. The standard of content in a school is much higher than that of a personal account and someone may be offended by the material you have sent and/or the language used.

Where can I check my e-mail

A computer lab is open every lunchtime and the library is available before school, lunchtime and after school. In addition to this, providing you have the permission of the classroom teacher you are able to use any school computer to access your e-mail account. Student demand/use of e-mail will be monitored and if there is a need for greater access we will consider making it available.

Can I check my e-mail from home

Yes. Use the internet to go to the school site: www.aggs.school.nz and click on 'Student e-mail link'. The exact url is <http://mail.aggs.school.nz:800>

What can I do if I am really offended by the content of an e-mail

If you receive an e-mail that is offensive or upsetting you should send an e-mail to ictcoordinator@aggs.school.nz asking to meet with her. She will respond with an appointment time that will enable you to discuss the matter and decide on an appropriate course of action.

Who is the ICT co-ordinator at Auckland Girls' Grammar and where can I find her?

The ICT co-ordinator at Auckland Girls' Grammar is Miss Langlands. If you wish to speak with her in relation to school e-mail her address is ictcoordinator@aggs.school.nz or she can be contacted through the main school office.