

Email Client Support Policy

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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 email clients and versions.

The Detroit Mercy email system is hosted by Microsoft Office 365. 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 the latest version of Microsoft Outlook.

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 email issues that ITS is unable to troubleshoot. ITS will recommend switching to the supported email client.

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