



United Nations  
Educational, Scientific and  
Cultural Organization

## Assistant Director-General for External Relations and Cooperation

To all Permanent Delegations and  
Permanent Observer Missions to  
UNESCO

16 March 2009

Ref.: ADG/ERC/08/M.32

Subject: **Information technologies facilities provided by UNESCO to  
Permanent Delegations and Permanent Observer Missions to  
UNESCO:  
E-mail services**

Madam/Sir,

Following the adoption by the Headquarters Committee of document 169 COM/SIEGE/4, all Permanent Delegations have been informed about the new contractual framework related to Information Technologies facilities (letter ADG/ERC/08/M.88 of 3 December 2008).

As foreseen by the above-mentioned contractual framework, I have now the pleasure to inform you of the rules and procedures related to E-mail services provided to Permanent Delegations (copy attached; also available on <http://erc.unesco.org/websitetoolkit/>).

My colleagues and I remain, of course, at your disposal for any related information and I am sure that we can rely on your cooperation in the application of the new procedures.

Please accept, Madam/Sir, the assurances of my highest consideration.

A handwritten signature in blue ink, appearing to read 'Ahmed Sayyad'.

Ahmed Sayyad

# Rules and procedures related to E-mail services provided by UNESCO to Permanent Delegations and Permanent Observer Missions to UNESCO

## User Accounts

- Permanent Delegations and Permanent Observer Missions who wish to have access to a UNESCO resource (an office, a telephone, an e-mail, access to Intranet, etc.) must have an account in UNESDIR (the UNESCO directory).

- These accounts are nominative.

- Requests for the creation, modification, or deletion of an entry must be made by the Permanent Delegation or the Permanent Observer Mission concerned either by fax, e-mail, or a *note verbale* addressed to ERC/PRO :

The Chief of Protocol

Sector for External Relations and Cooperation

UNESCO

7, place de Fontenoy

75352 Paris 07 SP

E-mail : [jl.chane-won-in@unesco.org](mailto:jl.chane-won-in@unesco.org)

- Requests for the creation of an account must include the following information:

- Surname
- First name
- Title
- Function
- Length of mandate (the account will be valid for two years, renewable)
- Telephone
- Office number or town for delegations with offices outside UNESCO Headquarters

- Entries in the directory are all nominative (surname, first name, e-mail, etc.) and follow UNESCO's standard naming rules.

- Network accounts have an automatic expiration date (two years subsequent to their creation). For security reasons, Permanent Delegations and Permanent Observer Missions shall keep ERC/PRO informed about colleagues leaving so as to block unwanted network access. Expired accounts will be automatically blocked (see below "Deactivate an account").

## E-mail

- Each user receiving a network account is automatically given an e-mail account (and related e-mail box) on UNESCO's main central e-mail system.

- E-mail accounts are nominative (like the network accounts).

- E-mail accounts follow the same expiration rules as network (user) accounts.

- **Two generic addresses are accepted** for each Permanent Delegation or Permanent Observer Mission including the name of the Permanent Delegation or of the Permanent Observer Mission in English and in French (English is the language by default). Non-conform entries will be corrected. Generic accounts are also subject to expiration.

- For example, the Permanent Delegation of Morocco:

- o Name : DELEGATION OF MOROCCO/DELEGATION DU MAROC
- o Principal e-mail in English : [dl.morocco@unesco-delegations.org](mailto:dl.morocco@unesco-delegations.org)
- o Second e-mail in French : [dl.maroc@unesco-delegations.org](mailto:dl.maroc@unesco-delegations.org)

- **The domain name** for a Permanent Delegation or Permanent Observer Mission e-mail address is **@unesco-delegations.org**, and the current addresses will gradually be updated in accordance with the rules of procedure. Please note that the current e-mail address with the user name **@unesco.org** will remain valid for a period of 6 months during the transition.

- The migration to the new domain name will take effect on **Monday, 30 March 2009**.

- A member of a Permanent Delegation or of a Permanent Observer Mission is identified by the country's two letter "ISO" code preceded by the letters "DL". For example, Morocco:

- o Country: DL/MA
- o The rules for naming will permit one to identify, through an e-mail address, who is a member of which delegation.
- o For example, the e-mail address of Jean Dupont of the Permanent Delegation of France to UNESCO would read:

▪ [j.dupont.fr@unesco-delegations.org](mailto:j.dupont.fr@unesco-delegations.org)

- UNESCO's standard e-mail client is MS Outlook (ADM/DIT/SAS can provide proper configuration information if needed).

- UNESCO standard e-mail services include anti-virus and anti-spam filtering.

- E-mail boxes are accessed through the UNESCO network (for equipment installed in UNESCO premises) or via Internet (from outside UNESCO premises) through the UNESCO web mail service (<https://mail.unesco.org>) using normal login credentials or through MS Outlook (ADM/DIT/SAS can provide proper configuration information).

- It is understood that all e-mail users must observe the standards governing the use of those technologies and facilitate optimum network administration (reference: the Administrative Circular No. 2204 of 22 March 2004: Directives for the Use of Information and Communication Technologies in UNESCO).

- In this regard, messages exchanged among Permanent Delegations or Permanent Observer Missions and between them and the Secretariat must be guided above all by the principles of care and discretion, to avoid making the Organization legally accountable to third parties for information disseminated through its network for which the issuing delegation alone is responsible.

- Messages must be consistent with the Organization's ideals: that is the guarantee of the respect that the States' representatives owe each other.

- These principles must particularly apply to messages that a delegation sends simultaneously to a large number of UNESCO users (distribution lists). The content should relate to the Organization's action, the Member States' activities in the Organization's fields of competence or activities carried out within the purview of the Organization by representatives of Member States.

- Care must be taken to ensure that messages for dispatch are compatible (length, format, number of simultaneous addressees, etc.) with the Secretariat's technical capacity, as messages overloading the network cannot be processed.

## Distribution list

- Registration to the general distribution list (Liste.Delegations) is automatic. A user can be removed from the list by sending a request to: [p.ikouna@unesco.org](mailto:p.ikouna@unesco.org).

## Deactivate an account

- At the expiration date of the period of validity of the account and after a period of 14 days, if the owner of the account has not renewed the account, the account will automatically deactivate. The owner of the mailbox will receive one month before the expiration date, an e-mail that will inform him/her of the deactivation of the account at the end of that month. Two possibilities are proposed:

- o Either activate the out of office mode (the owner of the mailbox writes the message that he wants to send to others while he is out)
  - o Or activate the automatic transfer of e-mails to a private e-mail address
- Three months after the expiration date, the account is cancelled.
- This procedure will be operational **from 1 June 2009**.

## Support (HelpDesk) Services

- UNESCO provides user and network support services during standard working hours (Paris time). The Helpdesk can be contacted through telephone by dialling 11 or through e-mail: [helpdesk@unesco.org](mailto:helpdesk@unesco.org).