



STATE OF NEW HAMPSHIRE
DEPT OF INFORMATION TECHNOLOGY
TECHNICAL SUPPORT SERVICES
DIVISION

USER CONTACT INFORMATION
FORMAT POLICY

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1. PURPOSE

The purpose of this document is to establish a common, uniform policy for the use and formatting of user contact information for all authorized users of state email systems. The formatting requirements listed below apply to an individual's Outlook account.

2. POLICY

All authorized users have the option of managing some of their own user contact information which includes phone numbers, address, and photo. Users who choose to manage their contact information must adhere to the below requirements and must keep their contact information up to date.

The below fields for user contact information are available for employee input in Outlook Web Access (OWA) under Options | General | My Account; all other fields are locked to administrators. Any requests to change locked information must be submitted to the Help Desk.

Phone – Work phone, Fax, Home phone, Mobile phone
Address – Street, City, State, Zip, Country, Office

All authorized users shall ensure that their profile photos are limited to headshots similar to a Passport/Driver's license photo. All headshots must adhere to the following:

Format – The photo must be .jpg, .gif or .png format
Size – Approximately 1" x 1 ½ "; system will adjust to fit
Style – Headshot only

If an authorized user elects not to include a photo, the default Microsoft silhouette must remain in place. No other photos or graphics are permitted.

Note: Images will not be populated to external domains. The contact card will contain the photo if shared with others. The photo is not increasing the size of the email as the image is added to the AD object only.

3. ACCOUNTABILITY

It is the responsibility of all agency heads or their designee to enforce this policy. Employees who do not comply with this policy shall be subject to disciplinary action as outlined in the Administrative Rules of the Division of Personnel.

4. DESCRIPTION

This policy ensures consistency when optional contact information is included on state email systems.

5. REFERENCE

None