



Generic E-Mail Addresses

Generic E-Mail Addresses are simply externally facing e-mail addresses based on the name of a unit, activity or a project, e.g.:

student.awards@kent.gov.uk
recruitment.line@kent.gov.uk
kent.highways@kent.gov.uk



Because these boxes can be looked after by a group who are given access, they are compulsory for the website contact fields and public consultation exercises.



Frequently Asked Questions

When should we use a generic e-mail address?

Generic e-mail addresses are very useful when:

- The address is being used to attract responses on a specific topic or of a specific type, e.g. admissions.consultation@kent.gov.uk;
- The address is used to send out messages where it is important that they are not seen as coming from one particular individual;
- There is a reason why messages should not be addressed to a named person in KCC; or
- It is more efficient for a number of people to have access to a shared mailbox, e.g. So a mailbox is managed even when people in a team or undertaking a project work part time, job share or are on leave.



How do I set up a Generic E-Mail Address?

The list owner should complete the form available through the following link: <http://knet2:8080/isg/service-requests/service/FLS040 - Generic Mailbox Request.doc>

Notes on completing the form

- **Proposed Mailbox Name:** This should be short and easily recognisable, e.g. CFE_Complaints
- **Proposed SMTP Address:** This is the name of the box as it appears to external customers. As with the mailbox name this should be short and easily recognisable, e.g. cfe.complaints@kent.gov.uk

Once completed, the form should be sent to the Communications & Information Governance Team for authorisation.

