

Raianna Chavez

From: Raianna Chavez
Sent: Wednesday, September 7, 2022 2:00 PM
To: Keith Tuominen; Charlotte Glass
Cc: Brianne Ford; Ray Fabro; Cassie Parham
Subject: RE: Email block

I don't know if I understand the process that we are going to setup in the back end. Maybe Ray could give me a call to bring me up to speed. We previously added language to the auto response to clarify that the Board was still receiving her emails because she still received an auto response even when the emails were going through. I made a few suggested edits below.

Ray, I'm here all day, give me a call when you have a free sec.

Thanks,

Raianna Chavez

Executive Assistant
Tel: 949-936-5251



From: Keith Tuominen <KeithTuominen@iusd.org>
Sent: Wednesday, September 7, 2022 1:45 PM
To: Raianna Chavez <RaiannaChavez@iusd.org>; Charlotte Glass <CharlotteGlass@iusd.org>
Cc: Brianne Ford <BrianneFord@iusd.org>; Ray Fabro <RayFabro@iusd.org>; Cassie Parham <CassieParham@iusd.org>
Subject: RE: Email block

Raianna and others, what do you think about the following...

Beginning on Monday, September 12th, we are wanting to change the protocol to also allow Chris Krebs and Raianna Chavez to receive emails directly.

As before, the School Board members will continue to receive your emails; however, all other emails directed to IUSD staff, other than those address to Chris Krebs and Raianna Chavez, will not be received.

The message for all other emails could read as follows:

Please contact the following for assistance:

For IEP related questions - Peter Sansom, Peter@sansomedlaw.com, (760) 439-2936

For school related questions - Chris Krebs, ChristopherKrebs@iusd.org, (949) 936-7805

For District related questions - Raianna Chavez, RaiannaChavez@iusd.org, (949) 936-5251

Please note that emails will not be received or responded to by other District staff; however, emails sent to the IUSD Board of Education, and the staff identified above will be received.

Keith Tuominen, Ed.D.

Executive Director, Secondary Education
Irvine Unified School District / (949) 936-5047



From: Raianna Chavez <RaiannaChavez@iusd.org>
Sent: Wednesday, September 7, 2022 1:34 PM
To: Charlotte Glass <CharlotteGlass@iusd.org>; Keith Tuominen <KeithTuominen@iusd.org>
Cc: Brianne Ford <BrianneFord@iusd.org>; Ray Fabro <RayFabro@iusd.org>; Cassie Parham <CassieParham@iusd.org>
Subject: RE: Email block

We turned off the automatic response to Kamm, because it was causing her stress that she emailed the Board and still received a bounce back.

Raianna Chavez

Executive Assistant
Tel: 949-936-5251



From: Charlotte Glass <CharlotteGlass@iusd.org>
Sent: Wednesday, September 7, 2022 1:28 PM
To: Keith Tuominen <KeithTuominen@iusd.org>
Cc: Brianne Ford <BrianneFord@iusd.org>; Ray Fabro <RayFabro@iusd.org>; Cassie Parham <CassieParham@iusd.org>; Raianna Chavez <RaiannaChavez@iusd.org>
Subject: Re: Email block

I am adding Raianna to this email as well.

Charlotte Glass

Confidential Assistant

Education Services

949-936-5053

From: Keith Tuominen <KeithTuominen@iusd.org>
Sent: Wednesday, September 7, 2022 12:43 PM
To: Ray Fabro <RayFabro@iusd.org>; Cassie Parham <CassieParham@iusd.org>
Cc: Charlotte Glass <CharlotteGlass@iusd.org>; Brianne Ford <BrianneFord@iusd.org>
Subject: RE: Email block

Ray,
Thanks for you help last spring with setting up an email protocol for this parent. Beginning on Monday, September 12th, we are wanting to change the protocol to also allow Chris Krebs to receive emails directly. The School Board members would continue to be allowed and all other emails would go to the mailbox, IUSDSecondaryEdNoReply@iusd.org.
I believe I see in the email protocol below that the Board is copied on all emails that are sent by the parent. Is it possible to only have those directly addressed to the Board go to them?
If the parent is asking Chris about a graduation question or a minimum day schedule, the Board wouldn't need to see that.

The message for all other emails could read as follows:

Please contact the following for assistance:
For IEP related questions - Peter Sansom, Peter@sansomedlaw.com, (760) 439-2936
For school related questions - Chris Krebs, ChristopherKrebs@iusd.org, (949) 936-7805

Please note that emails will not be received or responded to by other District staff.

Keith Tuominen, Ed.D.

Executive Director, Secondary Education
Irvine Unified School District / (949) 936-5047



From: Ray Fabro <RayFabro@iusd.org>
Sent: Wednesday, March 9, 2022 11:35 AM
To: Cassie Parham <CassieParham@iusd.org>
Cc: Charlotte Glass <CharlotteGlass@iusd.org>; Keith Tuominen <KeithTuominen@iusd.org>
Subject: RE: Email block

Hi Cassie,

Sorry, I thought Chris was the only access needed. I added your and Keith. Give the system a few minutes to apply the permission, then close your Outlook and reopen it. You should see IUSD Secondary Education in your folder list in Outlook.

Also, I'm finalizing testing on getting the emails and auto replies processed as initially wanted. Auto replies unfortunately, only send out 1 time to a particular email address. So, the **parents** would only get 1 auto reply initially, and none afterwards, unless the auto reply feature was turned off and then on again. I had to setup an outside automated process, in combination to mail rules on the admin side and in the account, in order to redirect the emails to the holding email account, send an auto reply to each incoming message so that the information is consistent, and forward emails to Board members, if they were email directly.

I will have all of that in place this afternoon.

Thanks for your patience on this one. Because of the limitations of the email mail rules, it turned out not to be as cut and dry as I initially thought.

Thanks,

Ray Fabro
Specialist IV: Systems Admin

From: Cassie Parham
Sent: Wednesday, March 9, 2022 11:17 AM
To: Ray Fabro <RayFabro@iusd.org>
Cc: Charlotte Glass <CharlotteGlass@iusd.org>; Keith Tuominen <KeithTuominen@iusd.org>
Subject: RE: **Email block**

Hi Ray:

Do Keith and I also have access to the shared mailbox? I don't see it listed in Outlook. Please let us know. Thanks!

Sincerely,

Cassie Parham

Assistant Superintendent
Education Services
Irvine Unified School District
(949) 936-5061



From: Ray Fabro <RayFabro@iusd.org>
Sent: Tuesday, March 8, 2022 4:21 PM
To: Cassie Parham <CassieParham@iusd.org>
Cc: Charlotte Glass <CharlotteGlass@iusd.org>; Keith Tuominen <KeithTuominen@iusd.org>
Subject: RE: **Email block**

Hi Cassie,

I'm working through different configurations to try to get it to work. In my testing today, I can get the email delivered to a Board member if it was sent directly to them. However, a copy isn't being sent to the Secondary mailbox and there is

no auto reply sent. If an email is sent to a Board member and another person, the email is copied to the Secondary mailbox, but there is no auto reply for some reason.

I'll continue working on this while the other rule is still active and let you know.

Thanks,

Ray Fabro
Specialist IV: Systems Admin

From: Cassie Parham
Sent: Tuesday, March 8, 2022 4:05 PM
To: Ray Fabro <RayFabro@iusd.org>
Cc: Charlotte Glass <CharlotteGlass@iusd.org>; Keith Tuominen <KeithTuominen@iusd.org>
Subject: RE: Email block

Hi Ray:

I'm talking with Terry now. If there is any way to find a work around so that the Board still receives any emails sent directly to them, that would be ideal. If not, we'll scan the secondary mailbox and forward any sent to them. Could you just let us know if the first option is possible because we'll need to notify the Board. Thank you SO much for your help!!!

Sincerely,

Cassie Parham

**Assistant Superintendent
Education Services**

Irvine Unified School District
(949) 936-5061



From: Ray Fabro <RayFabro@iusd.org>
Sent: Tuesday, March 8, 2022 3:38 PM
To: Keith Tuominen <KeithTuominen@iusd.org>; Cassie Parham <CassieParham@iusd.org>; Brianne Ford <BrianneFord@iusd.org>
Cc: Christopher Krebs <ChristopherKrebs@iusd.org>; Elena Guerena <ElenaGuerena@iusd.org>; Charlotte Glass <CharlotteGlass@iusd.org>
Subject: RE: Email block

Hi all,

After speaking with Charlotte, I've removed the Board members for the time being while I see if it is possible to have the rule active and Board members only receive emails if they are the intended recipient.

The mail rule will turn on with all emails directed to the mailbox with the autoreply.

I'll update you all if I'm able to get the updated mail rule working correctly.

Thanks,

Ray Fabro
Specialist IV: Systems Admin

From: Ray Fabro
Sent: Tuesday, March 8, 2022 3:26 PM
To: Keith Tuominen <KeithTuominen@iusd.org>; Cassie Parham <CassieParham@iusd.org>; Brianne Ford <BrianneFord@iusd.org>
Cc: Christopher Krebs <ChristopherKrebs@iusd.org>; Elena Guerena <ElenaGuerena@iusd.org>; Charlotte Glass <CharlotteGlass@iusd.org>
Subject: RE: Email block

Hi all,

The email account and autoreply has been set up and will be enabled at 3:45PM. Microsoft has been a little slow applying rules today, so enabling it at 3:45 will give it time to fully turn on.

For future reference, the following are some details of the mail rule and email account autoreply –

- Any email received by IUSD from the parents will be forward to the following email addresses –
 - IUSDSecondaryEdNoReply@iusd.org
 - IraGlasky@iusd.org
 - LaurenBrooks@iusd.org
 - PaulBokota@iusd.org
 - SharonWallin@iusd.org
 - CyrilYu@iusd.org
- The forwarded email will show the original recipient of the email. For example, if an email was sent to RayFabro@iusd.org by the parents, each member listed above will see the message as "To: RayFabro@iusd.org" in their mailbox.
- The IUSD Secondary No Reply email has an autoreply message set, which was provided by Keith.
- The IUSDSecondaryEdNoReply@iusd.org is configured as a Shared mailbox. Copies of all emails will be in the mailbox. Chris Krebs has access to the account.
- Here are guides on how to access the shared mailbox either through the Web or the desktop client. There is no password needed. Access is done through direct membership.
 - [Open and use a shared mailbox in Outlook on the web](#)
 - [Open and use a shared mailbox in Outlook](#)
- If anyone else needs access, let me know and I can add the account.

If there are any other questions, please feel free to let me know.

Thanks,

Ray Fabro
Specialist IV: Systems Admin

From: Keith Tuominen
Sent: Tuesday, March 8, 2022 12:26 PM
To: Ray Fabro <RayFabro@iusd.org>; Cassie Parham <CassieParham@iusd.org>; Brianne Ford <BrianneFord@iusd.org>

Cc: Christopher Krebs <ChristopherKrebs@iusd.org>; Elena Guerena <ElenaGuerena@iusd.org>; Charlotte Glass <CharlotteGlass@iusd.org>

Subject: RE: Email block

Thanks Ray.

How about something like, "IUSD Secondary Education No Reply"?

Keith Tuominen, Ed.D.

Executive Director, Secondary Education

Irvine Unified School District / (949) 936-5047



From: Ray Fabro

Sent: Tuesday, March 8, 2022 12:22 PM

To: Cassie Parham <CassieParham@iusd.org>; Keith Tuominen <KeithTuominen@iusd.org>; Brianne Ford <BrianneFord@iusd.org>

Cc: Christopher Krebs <ChristopherKrebs@iusd.org>; Elena Guerena <ElenaGuerena@iusd.org>; Charlotte Glass <CharlotteGlass@iusd.org>

Subject: RE: Email block

The email reply will come from an IUSD email address that I will setup. This email address will hold all the emails that Chris can review. Is there a specific address/name you would like to use?

Thanks,

Ray Fabro

Specialist IV: Systems Admin

From: Cassie Parham

Sent: Tuesday, March 8, 2022 12:06 PM

To: Keith Tuominen <KeithTuominen@iusd.org>; Brianne Ford <BrianneFord@iusd.org>; Ray Fabro <RayFabro@iusd.org>

Cc: Christopher Krebs <ChristopherKrebs@iusd.org>; Elena Guerena <ElenaGuerena@iusd.org>; Charlotte Glass <CharlotteGlass@iusd.org>

Subject: RE: Email block

Also, I just want Chris to be aware that she won't know that her messages are going through to him. She will get an automated reply so he shouldn't respond.

Sincerely,

Cassie Parham

**Assistant Superintendent
Education Services**

Irvine Unified School District

(949) 936-5061



From: Keith Tuominen <KeithTuominen@iusd.org>
Sent: Tuesday, March 8, 2022 12:00 PM
To: Brianne Ford <BrianneFord@iusd.org>; Ray Fabro <RayFabro@iusd.org>
Cc: Cassie Parham <CassieParham@iusd.org>; Christopher Krebs <ChristopherKrebs@iusd.org>; Elena Guerena <ElenaGuerena@iusd.org>; Charlotte Glass <CharlotteGlass@iusd.org>
Subject: RE: Email block

The Noon timeline is much too soon. Sorry about that.
How about by 4 p.m. today?

Keith Tuominen, Ed.D.

Executive Director, Secondary Education
Irvine Unified School District / (949) 936-5047



From: Keith Tuominen
Sent: Tuesday, March 8, 2022 11:36 AM
To: Brianne Ford <BrianneFord@iusd.org>; Ray Fabro <RayFabro@iusd.org>
Cc: Cassie Parham <CassieParham@iusd.org>; Christopher Krebs <ChristopherKrebs@iusd.org>; Elena Guerena <ElenaGuerena@iusd.org>; Charlotte Glass <CharlotteGlass@iusd.org>
Subject: RE: Email block

Writing this all down to see if we have it all figured out and are in agreement. Please respond to all with any questions or edits. Many thanks for your help.

1. Block everyone from receiving emails except Chris Krebs and the Board
2. Auto response message with every email received from parents (see the two parent email addresses below)

Message:

Please note that emails will not be received or responded to by District staff.

Please contact the following for assistance:

For IEP related questions - Peter Sansom, Peter@sansomedlaw.com, (760) 439-2936

For all other questions or requests - Alefia E. Mithaiwala, Alefia.Mithaiwala@aalrr.com, (949) 536-2232

For emergencies, please contact Principal Chris Krebs by phone at (949) 936-7805

3. Copy of emails in a folder that Keith can view if needed
4. Plan to send the letter and start the block at Noon (if possible).

Keith Tuominen, Ed.D.

Executive Director, Secondary Education
Irvine Unified School District / (949) 936-5047



From: Keith Tuominen
Sent: Tuesday, March 8, 2022 9:19 AM
To: Brianne Ford <BrianneFord@iusd.org>; Ray Fabro <RayFabro@iusd.org>

Cc: Cassie Parham <CassieParham@iusd.org>

Subject: RE: Email block

Thank you! I figured you were dealing with other emergencies.

The only emails not to block would be to the Board and with that I think Raianna as well, but I will check.

We will have to time things right. I would like to send a letter to the parent first and then have the block go into effect.

Auto-response message:

Please contact the following for assistance:

For IEP related questions - Peter Sansom, Peter@sansomedlaw.com, (760) 439-2936

For all other questions or requests - Alefia E. Mithaiwala, Alefia.Mithaiwala@aalrr.com, (949) 536-2232

With thanks,

Keith Tuominen, Ed.D.

Executive Director, Secondary Education

Irvine Unified School District / (949) 936-5047



From: Brianne Ford

Sent: Tuesday, March 8, 2022 9:11 AM

To: Ray Fabro <RayFabro@iusd.org>

Cc: Keith Tuominen <KeithTuominen@iusd.org>

Subject: FW: Email block

Importance: High

Hi Ray,

Can you work with Keith on this request ASAP? The emails listed below should be blocked from sending to all IUSD email addresses (domain-wide).

Keith,

I'm sorry that I didn't get to this yesterday... we were triaging a few issues. Could you let Ray know what auto-response you would like when/if an email is received/blocked?

Thanks,

Brie

Brianne Ford

Assistant Superintendent, Information Technology

949-936-5160 | BrianneFord@iusd.org



From: Keith Tuominen <KeithTuominen@iusd.org>

Sent: Monday, March 7, 2022 11:28 AM

To: Martin Danko <MartinDanko@iusd.org>; Brianne Ford <BrianneFord@iusd.org>

Cc: Cassie Parham <CassieParham@iusd.org>; Charlotte Glass <CharlotteGlass@iusd.org>; Elena Guerena

<ElenaGuerena@iusd.org>; Alefia E. Mithaiwala <Alefia.Mithaiwala@aalrr.com>

Subject: Email block

