



# FAQ: Personal Email and File-Sharing Application Blocks

Due to an imminent cybersecurity threat faced by hospitals and health care providers, access to personal email and file-sharing applications will be blocked on UPMC devices and the UPMC network starting Monday, November 16, 2020.

Access that will be BLOCKED	Access that will NOT be blocked
Web access to Gmail, Yahoo mail, Apple mail, AOL, etc.	Google Calendar, Google Meet, Google Voice, Google Classroom
iCloud mail	iCloud and Box file storage
Google Drive	Mail incoming to and outgoing from your UPMC email account
Dropbox	Pitt.edu
ShareFile	ISMETT.edu
	UPMC International Transfer East/West (Accellion/Kiteworks)
	Pitt REDCap, UPMC REDCap

**How will this affect users that have loaded the company portal onto their personal cellphones to access UPMC mail?**

Any time you are connected to the UPMC network, personal email and non-sanctioned online storage will not be accessible. Phones connected to UPMC Wi-Fi (CMP-EAP, CMP-Mobile, etc.) will not be able to connect to webmail services like Gmail.

**What will I see if I try to access the blocked items via a web browser?**

If you try to access these applications, you will see a message stating "The page you requested is not available. This website has been blocked per the UPMC Internet Use Policy." You can continue to access these services using your personal device or smartphone.

**Will staff be able to send messages to the personal email accounts of others (applicants, patients, etc.)?**

Yes. Email sent from or received through UPMC email will not be impacted.

**Can personal email access be provided at certain times of the day?**

No. Users should use their own personal devices to access personal email.

**Will Google Calendar or Google Workspace (formerly G-Suite) be blocked?**

No. Only Google Drive and Gmail will be blocked.

**Will Pitt email be available?**

Yes.

**Will this impact the automatic forwarding of Pitt emails to UPMC email inboxes?**

No.

**Will the new security settings affect EDUROAM Wi-Fi access?**

No. However, UPMC users will not be able to use Eduroam while in a UPMC facility.

**Will O365 be available for UPMC domains, such as: upmc.edu, upmc.it, and upmc.ie?**

Yes.

**Does this change have any effect on Microsoft Teams meetings or collaboration?**

No.

**Is this a permanent change?**

This change has been approved by executive leadership as a temporary change due to heightened security risks. It will continue to be evaluated.

**Are there exceptions for this change?**

There are no exceptions for the change to webmail accessibility. Cloud storage exceptions are processed by IMS:

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