

# Ideas for Proper Email Etiquette

## **Sending Emails:**

### **Be concise and to the point.**

Do not make an e-mail longer than it needs to be. Remember that reading an e-mail is harder than reading printed communications and a long e-mail can be very discouraging to read. Avoid long sentences. Email is meant to be a quick medium.

### **Read the email before you send it.**

Always read your email before they send it out, to check for spelling and grammar mistakes. Never write in capital letters – it can be interpreted as if you are shouting. Reading your email through the eyes of the recipient will help you send a more effective message and avoid misunderstandings and inappropriate comments.

### **Use a meaningful and specific subject.**

Try to use a subject that is meaningful to the recipient as well as yourself. Never leave the subject line blank!

### **Attaching documents to your emails.**

Do not send large attachments. Large attachments may not be able to be opened by some users or could interrupt email services. Send attachments only when they are necessary.

Our email system will allow for attachments no larger than 5mgs.

Remember to always add extensions to your attachments to ensure the recipient will be able to open it.

### **Do not use email to discuss confidential information?**

Sending an email is like sending a postcard. If you don't want your email to be displayed on a "bulletin board", don't send it. Never make any libelous, sexist or racially discriminating comments in emails, even if they are meant to be a joke.

## **Responding to Emails.**

### **Answer Swiftly and Clearly:**

People send an e-mail because they wish to receive a quick response. Therefore, each e-mail should be replied to within at least 24 hours.

When you reply to an email, you should include the original mail in your reply, in other words click 'Reply', instead of 'New Mail'. This will help to clarify what response is in reference to.

Only use Reply to All if you really need your message to be seen by each person who received the original message. Be conscious of who will receive the reply

### **Don't forward virus hoaxes and chain letters.**

If you receive an email message warning you of a new unstoppable virus that will immediately delete everything from your computer, this is most probably a hoax. Even if the content seems to be bona fide, the senders are usually not. Since it is impossible to find out whether a chain letter is real or not, the best place for it is the recycle bin.

### **Don't reply to spam.**

By replying to spam or by unsubscribing, you are confirming that your email address is 'live'. Confirming this will only generate even more spam. Therefore, just hit the delete button or use email software to remove spam automatically.

**Never open an email or an attachment from someone you do not know regardless of the subject line!**

**If you ever have any questions or concerns please call the Helpdesk for assistance. (4357)**