

EMAIL ETIQUETTE

Your email address is often the first "e-contact" you make with a person/organization. It should be short and professional. (Do not use addresses such as gangboy911@xxxx.com, sexygirl86@xxxx.com, etc.). These are unacceptable.

E-mails are electronic communications between people and should be written in good style, with correct grammar and punctuation.

E-mail is not private. Even though it is treated confidentially, it is monitored and logged.
The subject line of your e-mail should contain a short statement pertaining to the content of your message. The recipients of your e-mail will be able to better organize and save their incoming e-mails. Subject lines will also help administrators combat spam mail and help spam filters to identify legitimate mail from spam mail.

The body of the message should state the problem or question clearly. It should be written without internet short-hand.

Always include your full name when communicating via email, preferably at the end of the message. You should include your name, address and telephone number on each email as a formatted ending.

Spell check is a good thing. You can set your e-mail options to automatically spell check each email before sending.

You should always re-read your messages before sending. Don't be too hasty to send an email. With the convenience of e-mail, people are quick to send e-mails or reply in a hurry; however, some responses need thought and some time, and you may regret a hasty response. E-mails are communications in writing, and, as such, are documents that may contain information that you decide you don't want to have in writing. In this respect, an email is more like a letter than a telephone call.

Write with professionalism. High standards are appreciated in all aspects of life.

TIPS:

- Be concise and to the point.
- Answer all questions, and try not to answer with another question.
- Use proper spelling, grammar & punctuation.
- Respond quickly to emails you receive.
- Do not attach unnecessary files.
- Do not overuse the high priority option.
- Do not write in CAPITALS.
- Read the email again before you send it.
- Do not overuse Reply to All.
- Use abbreviations and symbols sparingly.
- Do not forward chain letters.
- Do not use email to discuss confidential information.
- Avoid long sentences.
- Don't send or forward emails containing libelous, defamatory, offensive, racist or obscene remarks.
- Don't forward virus hoaxes and chain letters.
- Keep your language gender neutral.
- Don't reply to spam.
- Use cc: field sparingly.