**E-MAIL ETIQUETTE**

Email is here to stay, so it’s important that

we learn to use it correctly. It’s “abuse” can

embarrass the sender and waste the time

(and patience) of the receiver.

**1. Read over your e-mail before you send it.**

An effective email message should be

well written, correctly punctuated, clear

and concise.

**2.Write descriptive subject lines.**

Many people juggle dozens, even

hundreds of emails daily. Subject lines

allow the recipient to prioritize between

“About the BBQ this weekend…” and

the “Important meeting at noon today!”

**3. Know who you are sending your**

**message to.**

Be careful when addressing email, and

extra careful when using the REPLY

feature. When replying to a message,

check who will receive the reply. Don’t

send mail to people who don’t need to

be in the loop.

**4. Acknowledge important messages**

**quickly.**

Even if you are prepared to reply to a

message, send back a quick “I received

your message, will have an answer

shortly” type of answer. Informative or

trivial messages often need no reply.

Refrain from unnecessary “Got it”

responses.

**5. Take care when forwarding messages**

Put your own comments at the top of

the message. Do not forward messages

that the original sender may not have

intended to have forwarded. Jokes,

chain letters, personal gripes have no

business in another’s mailbox.

**6. Keep your e-mail formatting plain.**

Many email programs do not have the

ability to read formatted and “HTML”

content. These programs will strip out

fancy fonts, layout and graphic

backgrounds.

**7. Check your e-mail regularly.**

If you have it people expect you to use

it! If you use it for business, check your

mailbox more than once a day. But

don’t check it too frequently as it will

break up your productivity.

**8. Don’t assume it went through.**

There are a hundred ways an email did

not reach its destination. Sometimes

you receive a “bounce back” message

telling you it wasn’t delivered, often

you hear nothing. If it was important

that it be received, look for a reply, or

try again if you are not sure.

**9. Use attachments with care.**

Some files are best sent as an

attachment, i.e. PDF format for static

documents and JPG for pictures.

Program files (EXE files) should NOT be

sent as attachments as they are prone

to contain viruses. Be cautious

opening attachments from senders you

do not know, or files you were not

expecting.

**10**. **E-mail is not private or secure.**

Your message can be read, intercepted

or forwarded in numerous way during

its travels from sender to recipient. Once

sent, you no longer control where it

will end up – dozens of others may

receive it without your knowledge.