

Lutheran Church of Australia

GUIDELINES FOR USE OF EMAIL

Prepared by the LCA ICT Committee July 2007 Page 1 of 2

Use email effectively

Please observe the following etiquette:

Netiquette:

The Internet has its own etiquette and codes of behaviour. A number of Web sites set out "Netiquette" guidelines.

A comprehensive site may be found at: www.fau.edu/irm/about/netiquette.php.

The 32 points for email etiquette available at www.emailreplies.com are very helpful.

Be polite:

- *All capitals is SHOUTING* - At least that is the way many people interpret the use of all capitals in electronic mail.
- *Say Please and Thank you* - While conciseness is good, it should never be at the expense of common courtesy.
- *Review before Sending* - Proof reading messages before sending will not only reveal spelling and grammatical mistakes, but will detect whether the message is sensible and is going to be well received and understood.

Use email as a business work tool

- *Confine Messages to Business Matters*
email is not provided to distribute chain letters, no matter how innocent or appealing their content. These are a serious waste of resources.
- *Treat email as a Permanent, Official Record*
What is written can be used in evidence for or against users. This should be considered before sending mail.

Signoff messages:

- Putting a name at the end of a message is courteous. Your sign off message should convey business card type information in a professional manner. Use of colour, graphical backgrounds, pictures and unusual fonts should be avoided.

Tips for Efficiency

When creating a message it is important not to overload recipients with information they do not really want or need.

- Be concise, but not at the expense of normal courtesy.
- Don't attach a document with letterhead and logo when a short message would suffice.
- Reduce size of graphics before attaching to emails
- Travelling staff may be using a slow connection to download their email, so don't send attached documents that may take a long time to receive.

Numerous Web sites and online services ask you to provide your Email addresses for various purposes. Be

aware that doing so may result in you receiving unwanted email, sometimes in large quantities.

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Email Confidentiality

Protecting your organisation's confidential information is the shared responsibility of all employees.

If you

have any doubt whatsoever about whether any written or verbal information can be sent or communicated

to a person external to your organisation, please contact your supervisor.

Use of the BCC: field

In certain circumstances use of BCC: address field can be useful, eg when sending an email to multiple

recipients. You can hide people's email addresses from each other for security purposes. This is a sensible

privacy and anti-spam precaution because it avoids making a long list of email addresses available to all the

recipients (which is what happens if you put everyone's address in the TO: or CC: fields). For this reason, it

often makes sense to use the BCC: field for mailing lists.

Use of disclaimers

Individual users are not required to include any disclaimer. Staff are to be informed of the authorised use of

any applicable organisational disclaimer.

Report email abuse

If the content of a message is offensive, the message appropriate should be immediately brought to the attention of their supervisor.