

L. C. A. C. E.

**Lake County Area
Computer Enthusiast**



E-mail Etiquette



Created For
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by
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What Is E-mail Etiquette?

- E-mail etiquette refers to a set of dos and don'ts that are recommended by business and communication experts in response to the growing concern that people are not using their E-mail effectively or appropriately.

Word your E-mails thoughtfully.



- E-mail lacks visual and sound cues.
- Tone and intent are easily misinterpreted and remarks can be misunderstood.

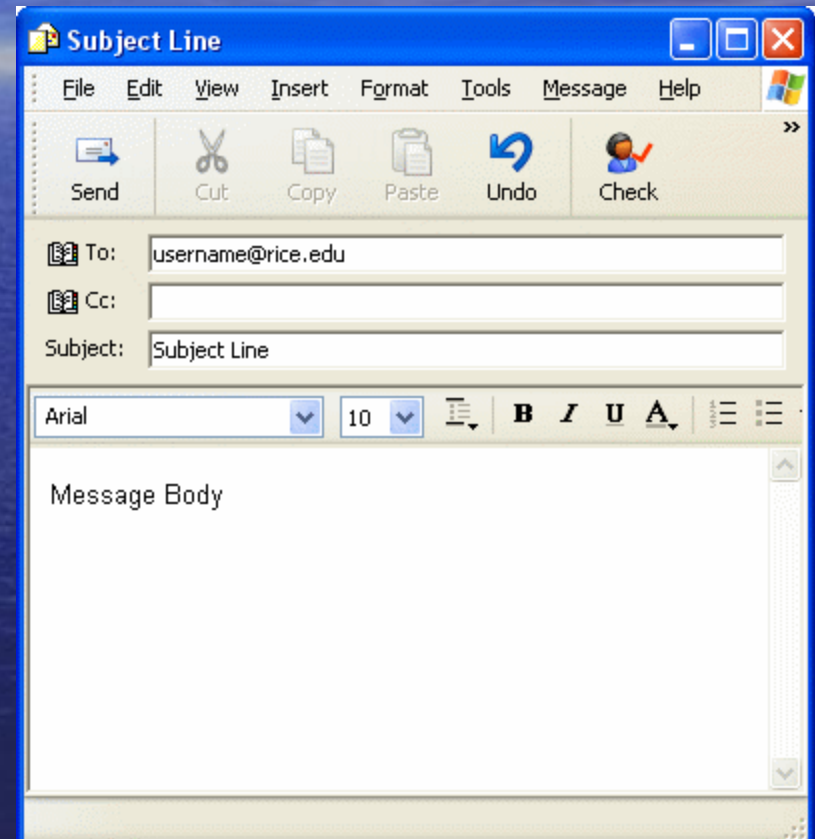
Check spelling and grammar with care.



- Spelling and grammatical mistakes distract from the content and leave your recipients with the impression that you rushed your message.

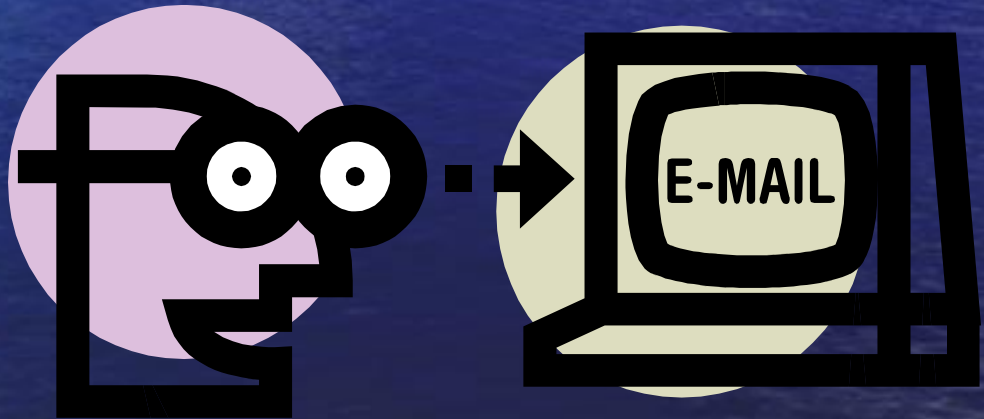
Choose your subject line carefully.

- A well chosen Subject Line makes it easier to find the E-mail days or weeks later when you have forgotten the sender but remember the subject.



Change the subject line when the subject changes.

- An E-mail can be easily found if the subject line accurately describes the topic.



Use "Bcc" – Blind Carbon Copy when E-mailing groups of people.

- Everyone's address in the "To:" & "Cc:" lines can be seen by all that the mail is addressed to.



- This shows everyone the recipients interest and affiliations, which might not be appreciate.
- With today's concern with security and identity theft , a lot of people do not want to broadcast their personal E-mail address.

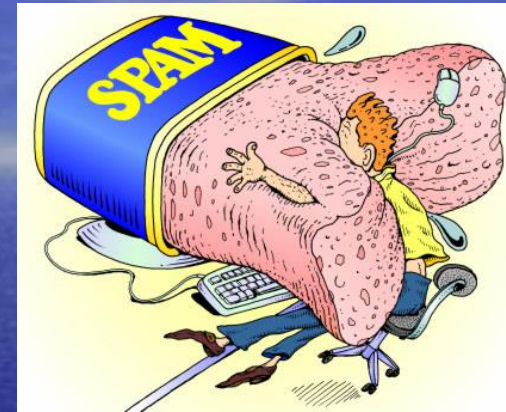
When writing E-mails do not use all CAPITALS.

- Using all Capital letters is considered **YELLING** at someone. No one likes to be yelled at.



Respect the Privacy of Others

- Careless use of others E-mail address results in them getting SPAMMED !



E-mail spam - involves sending nearly identical messages to thousands (or millions) of recipients by E-mail. Perpetrators of such spam ("spammers") often harvest addresses of prospective recipients from Usenet postings or from web pages, obtain them from databases, or simply guess them by using common names and domains. By popular definition, spam occurs without the permission of the recipients.

Don't be a Joker

- Know whom you are forwarding your jokes to. Never send jokes to **Everyone** in your address book, as some jokes will not be appreciated by some recipients and may be inappropriate to others.



Check your E-mail Regularly



- Ignoring a mail message is discourteous and confusing to the sender. You could also miss something important.

Always Reply to E-Mail

- Even if a brief acknowledgment is all you can manage.
- There is still sufficient unreliability about E-mail transmissions to create doubt in the mind of the sender that you ever received it.



Forwarding Messages



- If you must, clean it up.
- **Remove all >>>>!**
- **Remove all the Envelopes!**
- Don't change the contents without permission from the author.



Do Not Request Delivery and Read Receipts.



- This will almost always annoy your recipient before he or she has even read your message. Besides, it usually does not work anyway since the recipient could have blocked that function, or his/her software might not support it, so what is the use of using it?
- If you want to know whether an E-mail was received it is better to ask the recipient to let you know if it was received.

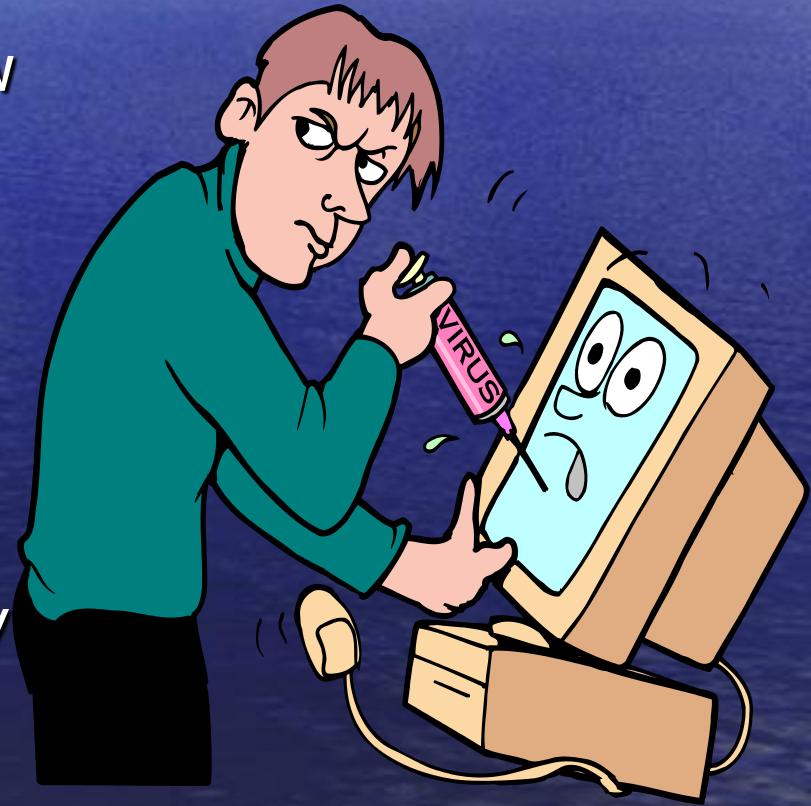
Do Not Copy a Message or Attachment Without Permission.

- Do not copy a message or attachment belonging to another user without permission of the originator. If you do not ask permission first, you might be infringing on copyright laws.



Don't forward virus hoaxes and chain letters.

- If you receive an E-mail message warning you of a new unstoppable virus that will immediately delete everything from your computer, this is most probably a hoax. By forwarding hoaxes you use valuable bandwidth and sometimes virus hoaxes contain viruses themselves, by attaching a so-called file that will stop the dangerous virus.



Don't forward virus hoaxes and chain letters.

- The same goes for chain letters that promise incredible riches or ask your help for a charitable cause. 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 E-mail address is 'live'. Confirming this will only generate even more spam. Therefore, just hit the delete button or use E-mail software to remove spam automatically.

Do not overuse the high priority option.

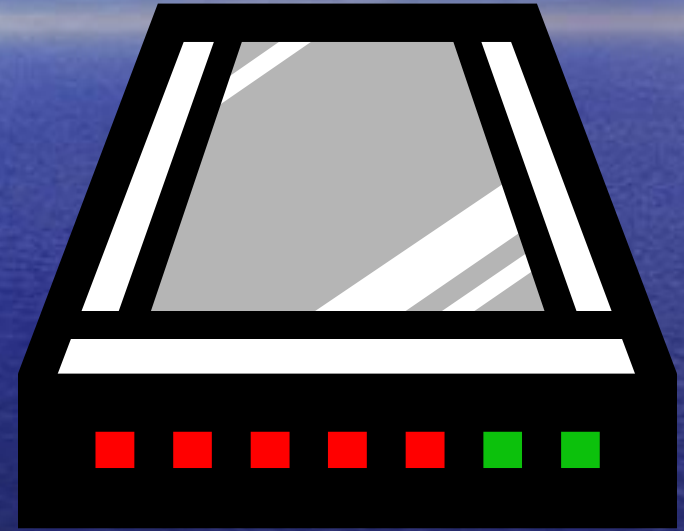
Even if a mail has high priority, the boy who cried wolf. If your message will come across as slightly aggressive if you flag it as high priority, it will lose its function when you really need it.



Do not attach unnecessary files.



- By sending large attachments you can annoy customers/friends and even bring down their e-mail system. Wherever possible try to compress attachments and only send attachments when they are productive. Moreover, you need to have a good virus scanner in place since your customers/friends will not be very happy if you send them documents full of viruses!



Special Thanks

E-mail Best Practices

www.loricamail.com

Corrine Mc Enery

Proof Reading

Pegasus Enterprises

For use of Equipment

&

CD Duplicating Services

“MEMBERS HELPING MEMBERS”



Last but Not Least

