BINEGAR PARISH COUNCIL

Email etiquette

1. Target your email appropriately by sending it only to those people who really need to read it or to take action because of its content.

2. Be concise and to the point and structure your message so that it is easy to understand.

3. Always add a subject and make sure that it is meaningful so that people immediately know what the message is about.

4. Always use a signature at the bottom of your message (you can do this for replies as well as new emails). The person you are contacting may find it easier to telephone you and they are more likely to do this if your number is instantly available.

5. Be polite and respectful and beware of using all capital letters- it can seem as if you are shouting.

6. Never include an active link to a website that asks for a password. Many emails like this are spam and could be phishing for your username and password.

7. Be careful with the Reply to All function- do all the recipients of the original message really need to read your response?

8. Be careful with the cc function – while it is useful to be able to copy others into a message, only do this when the content is relevant to them. Never use 'cc' as a means of coercion.

9. Be careful with attachments – if they are too big then simply email the link rather than the file itself.

10. Do consider using the out of office assistant when you will be out of contact for a period of time.

11. Use proper spelling, grammar and punctuation– emails with no punctuation are difficult to read and can sometimes even change the meaning of the text.

12. Do not overuse the high priority option – if you do, it will lose its purpose when you really need it.

13. Read the email before your send it – this helps to ensure that your message is effective and may avoid potential misunderstandings later.

14. Re-read the email through the eyes of the recipient to help you send a more effective message and avoid misunderstandings and inappropriate comments.

15. Take care with abbreviations and emoticons. In business emails, try not to use abbreviations such as BTW (by the way) and LOL (laugh out loud). The recipient might not know their meaning and in business emails they are generally inappropriate. The same goes for emoticons, such as the smiley. If you are unsure whether your recipient knows what it means, do not to use it.

16. Don't forward virus hoaxes and chain letters. If you receive an email warning of a new virus that will immediately delete everything from your computer, it is probably a hoax. By forwarding hoaxes you use valuable bandwidth and sometimes hoaxes contain viruses themselves.   The same goes for chain letters that promise incredible riches or ask for your help for a charitable cause. Even if the content seems 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.

Adopted October 2014