



Introduction

Thankyou for downloading this resource.

I have put a lot of time into it to help you out so please observe the conditions of use.

This maybe copied freely for use within the school but please do not pass onto any other school/ teacher. Tell or give them the WWW address of our site instead.

Have a great time on your Learning Journey

Warren Grieve



E-Mail Etiquette

Depending on the person you are writing to, adapt tone and standards of writing/grammar. Don't expect an immediate answer. Just because you don't get an answer from someone in ten minutes does not mean that he or she is ignoring you, and is no cause for offence. Electronic mail is all about dealing with your communications when you are able to do so.

Subject Heading – Always use it

If you want your email read, use a comprehensive, specific subject line. Cutesy is fine for a good friend and but it may be better to be more formal for a business memo.

Forwarding/Replying

Delete parts of messages not required. Quote back only the smallest amount you need to make your context clear. Remember that Electronic Mail is not as immediate as a telephone conversation and the recipient may not recall the contents of the original message, especially if he or she receives many messages each day. Including the relevant section from the original message helps the recipient to place your reply in context. Include only the minimum you need from the original message. One of the most annoying things you can encounter in e-mail is to have your original 5-page message quoted back at you in its entirety with a brief 'yes' at the bottom.

Sending Email to many Addresses

Put one in the "To" field and all others in the "Bcc" field so that e-mail addresses are kept secret.

Attached Files

If sending attached files say what they are and what program made them if applicable
Zip up any pictures or save them in a compressed format (i.e. JPEG)

Personal Information

- ❖ Be careful of giving out too much information
- ❖ No credit card info etc
- ❖ There is no such thing as a secure mail system so it is unwise to send very personal or sensitive information by e-mail unless you encrypt it. You and others could be embarrassed if a delicate message falls into the wrong hands. Avoid sending ANY confidential or sensitive information via email. Remember, it's very easy for someone else to forward your messages.

Hotmail

Use a filter to cut out unwanted spam (mail sent to you without your registration)

Do use emotions if appropriate

Those helpful ASCII characters that symbolize a smile or frown or other expressions. Here are a few:

:) or :-) - smile

;) or ;-) wink

:P Sticking out your tongue (only to close friends!)

:(or :-(frown or sad face

@>-> Kudos or congratulations (a rose or flower)

Remember

That all laws governing copyright, defamation, discrimination and other forms of written communication also apply to email.