

Records Management Office Documentation

Email Dos and Don'ts

Version	Date of Change	Notes	Editor
2.0	21/02/2019	Reviewed, changed format, font up-dated	Maggie Peach
2.1	31/03/2021	Slight amendments to text, addition of references to corporate SharePoint	Phil Oakman

Email dos and don'ts

Email Dos

- All work related emails sent from a University account, are University records
- Use Corporate SharePoint to store business critical emails rather than leave them in the Outlook inbox
- Treat emails in the same way that you treat paper communications
- File important emails so that others can access them (e.g. on the Corporate SharePoint)
- Delete unwanted emails as soon as they are no longer required
- Set up a separate folder for your personal emails
- Use Corporate SharePoint and share links rather than sending attachments
- Use short meaningful titles/subject headings for emails
- Use 'Bcc' to protect the privacy of personal email addresses
- Set a delay to give time to identify any mistakes made when writing addresses
- Remember that email is not necessarily a secure method of communication
- Take action when an email is received:
 - *Delete/archive if no action is required*
 - *Reply then delete/archive if the response is a quick or easy one*
 - *Forward if there is a more appropriate person to deal with it*
 - *Set a reminder/add to calendar if the email requires action later*

Email Don'ts

- Keep the only copy of important emails in your inbox or sent items box
- Allow backlogs of emails that are no longer needed to accumulate in your account
- Copy emails to people unless they need to see them
- Send gratuitous 'Thanks' replies unless confirmation of receipt is required
- Reply to Spam messages
- Use email to gossip or let off steam
- Mix personal and work content in your emails
- Address more than one topic in one email
- Annotate or change the text of the original email when replying to it
- Use a non-University email account for University business
- Use symbols in the subject line
- Use the auto-populate function for adding email recipients