

## Outline – Email Etiquette

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- Do not use reply to all, when not needed
- Include subject line
- Don't forward chain emails ever
- Be brief
- Don't leave out the message thread
- Delete unnecessary information
- Answer questions completely
- Separate questions
- Links instead of attachments
- Smiley faces are OK
- Use upper AND lower case
- No extras (backgrounds)
- Do not overuse high priority
- Do not overuse receipts
- Use disclaimers
- Sign your emails
- Re-read emails
- Spell check/correct meaning
- Use the Bcc to send mass email
- Write as if it will be printed in the DM Register
- To/cc/bcc