

techtips

TWELVE GOLDEN RULES OF EMAIL USE

By Tim Moline

Email has become an important means of communication that is used by people at work and at home around the world. I have collected the following Golden Rules of email use with some help from fellow emailers. These tips will help you avoid misunderstandings and get the most out of this powerful medium.

ALWAYS ...

- include a clear and specific subject line.
- read your email message (some say three times!) before sending it. Remember, you can't always call it back.
- edit any quoted text down to the minimum you need.
- check who will be receiving your message and, particularly when you use the "Reply to All" function, ensure that you are only sending it to people who need or want to receive it.
- think about how the recipient of your email might react to your message.
- check your spelling and grammar (and/or use spelling and grammar check tools if they are included with your email application).
- if in doubt, save your message overnight and reread it the next day before sending it. Performing this small exercise can save you anguish, embarrassment, and more!

NEVER ...

- curse, flame, spam, or use all capital letters in your email. Using all caps in an email message is equivalent to yelling!
- forward chain letters. Chain email letters often are mediums for the spread of computer viruses and scams.
- use email for any illegal or unethical purpose.
- rely on the privacy of email, especially from work. It is wisest to assume anyone, anywhere can gain access to your message.
- forward anything to others that you find hateful or disgusting to receive.

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