

## To be read in conjunction with QUT's Information Facilities Rules [www.mopp.qut.edu.au/Appendix/append01cit.html](http://www.mopp.qut.edu.au/Appendix/append01cit.html)

QUT strongly recommends that the following email conventions (often called 'etiquette', or 'netiquette') be adopted to promote "best practice" when using email at QUT.

*Remember that the various laws relating to written, telephonic or broadcast communications apply equally to email messages. These include the laws on defamation, copyright, obscenity, sexual harassment, stalking, racial vilification, fraudulent misrepresentation, freedom of information and wrongful discrimination.*

### Composing a good email message...

**To:** Person/people who are to act on your message.

**Cc:** (carbon copy) Person/people who are sent the message for their information only.

**Subject:**

- Should be concise and meaningful.
- Should summarise the most important points of the message.
- Include phrases such as "For action" (if appropriate)

eg. **For action:** Update your details in QUT Virtual  
**For approval:** Request to attend Time Management Course  
**For comment:** 2006 Communication Plan  
**Urgent:** Need monthly report by Friday  
**Confidential:** Applicants for Admin Officer position  
**FYI:** Anne's new contact details.

- If your subject is the whole message add (End of message)

eg. *Cake in tea room 10:30 today (End of message).*

- When replying or forwarding, ensure that the subject still accurately reflects the content of your message.

**Body of message:**

- Restrict yourself to one topic per message.
- Start your message with enough context to orientate your reader.
- Keep your message short and concise (less than one page).
- Keep sentences short and their structure simple.
- Use layout to help you communicate

eg. One main idea per paragraph  
 Subheadings  
 Clearly identify (eg. number) your questions/requests.

- When sending to multiple people, clearly define what each person needs to respond to/note.
- Send replies to relevant people only, rather than use *Reply to All*.
- Re-read your message before sending it.

### Attaching files

- ✗ Do not send attachments to more than a few recipients.
- ✓ Use Fileshare (<https://fileshare.qut.edu.au/>) to store files on the Web and include the URL of the file in your message, instead of attaching large files or when sending a file to many recipients.

### Signatures

- ✓ Your signature should be brief (4 - 5 lines maximum) and informative (include a phone number).
- ✓ Include QUT's CRICOS number (CRICOS No. 00213J).
- ✗ Do not include drawings, quotations or anything non-business related in your signature.

### Housekeeping

- ✓ Delete messages you do not need!  
 eg. Trivial conversations  
 Working notes/drafts  
 Duplicate messages (eg. annotated replies)
- ✓ Learn the features of your email client to streamline your practices.  
 eg. Create rules/filters to automatically sort messages  
 Set up an orderly filing system for messages you will keep.
- ✓ Unsubscribe from all the email lists or discussion groups you are no longer reading.
- ✓ Check email at defined times during the day, so that email does not take over your day.
- ✓ Prioritise your replies according to urgency and importance.

### Interest Groups

- ✓ Send your message to the smallest possible audience, on a need-to-know basis. Email list details are available from Interest Groups in QUT Virtual (<https://qutvirtual.qut.edu.au/>).
- ✗ Do not send messages to large lists unless necessary.

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## Common courtesies...

- ✓ Reply promptly to urgent requests.
- ✓ Put your reply at the top of the message.
- ✓ Edit replies and forwarded messages so that only the relevant parts are included.
- ✓ Be tolerant of others' mistakes. Some people may not be good typists, or may accidentally delete your message and ask you to resend it.
- ✓ If you quote information received from any source, you should acknowledge it properly, just as you would in an academic essay or published work. The same applies if you reproduce information you received in email.
- ✗ Never assume that a message you have sent has been read.
- ✗ Do not label every message as high priority.
- ✗ Do not send or forward "chain letters".

## Keep out of trouble...

- ! Remember that your message can be redirected to a third party without your knowledge or consent.
- ✗ Never say anything in email about a third party that you would not say directly to that person. Defamation by email can carry the same consequences as by any other medium.
- ✗ Do not pretend you are someone else when sending email. It is fraudulent, and could lead to legal consequences.
- ✗ Do not make changes to someone else's message and pass it on without making it clear where you have made the changes. This is misrepresentation/plagiarism.
- ✗ Sending email from your university account is similar to sending a letter on university letterhead, so be aware that your communication is identified as such.

Unacceptable use of the email service is outlined in QUT's IF Rules. To report abuses of the email service send a message to [abuse@qut.edu.au](mailto:abuse@qut.edu.au).

## Tips for managing spam...

- ✓ Use junkmail filters to combat incoming spam.
- ✓ If you receive junk email, delete it.
- ✓ Most reputable web sites now have a privacy statement that generally includes how they handle your personal information. Read the privacy statement before submitting your contact details (including email address) to the web site in exchange for a service or information.
- ✓ If you need to complete a non-QUT web form that requires an email address, create a free web email account (e.g. Hotmail) and provide that email address in the web form instead of your QUT email address.
- ✗ Never reply to spam email or attempt to contact spam email sites as this often exacerbates the problem. Often by clicking the "*Click here to remove yourself from this mailing list*" only indicates to the spammer that your email address is indeed active and will increase the number of spam email being sent to you.

For more information: [www.its.qut.edu.au/assist/userguides/email/reducing\\_spam.pdf](http://www.its.qut.edu.au/assist/userguides/email/reducing_spam.pdf)

## Viruses

Viruses are common on the Internet. Although the QUT email system scans all email attachments for viruses it is recommended that you do not open attachments that come from a source you do not trust as they may contain computer viruses which can corrupt your computer.

## Away from QUT?

QUT WebMail (<http://email.qut.edu.au>) allows you to check your email from home or anywhere with an internet connection.

When you go away for an extended period, make arrangements for your email to be redirected/forwarded to another email account, or use the WebMail Autoreply facility to notify senders when you will be away.

*Note:* When you return, disable the Autoreply via WebMail so that senders no longer receive your "away" message.