

Rules for Email Users

- 1. If you don't immediately recognise the source of an email message, DON'T open an attachment. Copy it to a disk and scan it first. NB: You can't get a virus by opening an email message. You can only get a virus if you open an attachment.**

(It's always a good idea to save any email attachment to a disk or your desktop and scan it first even when you know the source, as attachments can contain Word viruses that are a nuisance and hard to eradicate. The sender may not even realise they are sending infected messages.)

- 2. If you receive an email containing a warning about a virus, DON'T send it to everyone you know. Send a copy of the message to your IT department only.**

(While your intentions may be good, you are in fact spamming other people's mail boxes and adding to a growing problem of email hoax messages)

- 3. If you receive SPAM or UBE (Unsolicited Bulk Email), DON'T send it back to the sender. Instead, report the message by sending a copy to your ISP.**

(If you send the SPAM back to its origin, you are adding to the problem by taking up bandwidth, space and time.)

- 4. Always remember that there is another person on the end of the line.**

(Netiquette is SO important. As a form of communication, email relies on words to express feelings, emotions, tonal quality and body language. Don't write anything you wouldn't say in a face-to-face conversation.)

- 5. It is considered rude to type email messages in upper case. ONLY use upper case for emphasis.**

(Upper case text is difficult to read on screen, especially in sentences and paragraphs.)

- 6. If you receive a chain letter, even one that purports to support a good cause, DON'T send it on to other people. Support the cause in a more constructive way by contributing directly. If the message is a chain letter of the nasty variety, forward a copy of the message to your ISP.**

(By sending on the email you are creating SPAM, taking up bandwidth and sending unsolicited mail to people who may not want it or have the time to deal with it.)

- 7. Keep your emails short and concise. Don't add to the information glut.**

(Your email may be one among many. It is time consuming to read and deal with large amounts of email. If your message is too long the recipient may not take the time to consider the contents fully.)

- 8. DON'T send large attachments via email, unless there is no other way of forwarding the information.**

(Large attachments take a long time to download, they take up extra space on the ISP and clog bandwidth, making the email service slower for everyone.)

- 9. Be careful what you say – it may come back to haunt you!**

(Remember, an email is a legal document, which may be used in this capacity. Never send anything that you are not prepared to say or write in a face-to-face situation.)

- 10. DON'T send personal information in an email. Email is NOT secure.**

(Email can be intercepted and read by anyone once it leaves your computer. Although infringements are rare due to the amount of email being sent, it is a good idea not to include personal or confidential information.)