

PURBECK PC SERVICES

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A few hints on E-MAIL ETIQUETTE

Please, no long lists of addresses in the To field!

Many people when writing an email place all the addresses in the To field. There are two main drawbacks to this practice.

1. You are letting the recipient know that you have sent the same e-mail to a number of people.

2. You are publicising someone else's e-mail address without their permission.

While this isn't always a problem; if you are e-mailing a group of people who all know each other, for example, sometimes it is less appropriate.

For instance, if you are running a business, it would be quite unprofessional to e-mail newsletters or adverts to your other clients, where everyone's e-mail addresses are available for all

to see, not to mention a breach of the Data Protection Act. It is quite possible this practice could cost you a few of the more web-savvy clients!

Avoiding these faux-pas is very simple.

Use the Bcc field.

Add your own e-mail address into the To field and then as many email addresses as you like into the Bcc field.

Bcc stands for "Blind Carbon Copy". This means that the other recipients in the Bcc field cannot see any other address in the list.

To **forward** an e-mail to other people, without disclosing the other recipients' addresses, is exactly the same procedure.

Subject field.

Remember to use one - if you

forget, your message may be marked as junk and not found!

Large Attachments.

Large e-mail attachments are more commonly sent since the broadband has been established but do consider your audience, as some are still using dial up.

As a rule-of-thumb a 10Mb attachment is big enough for anyone, and way too big for a dial-up user!

I tend to let someone know in advance if I intend to e-mail a large document, so they know it's coming and don't worry that their email software has stopped responding.

This is intended as a starting point, not a comprehensive guide.

If you would like any further advice, please call Andy on 07816 483448.