

# E-MAIL ETIQUETTE DOs & DON'Ts

## Good

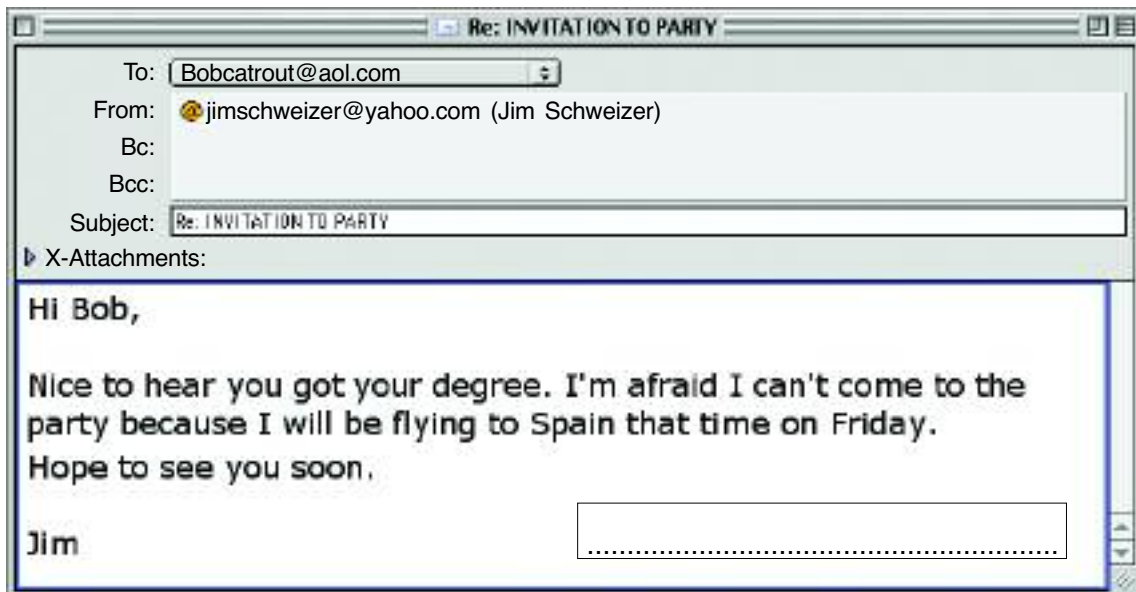
- **Do** try to think about the message **content** before you send it out.
- **Do** make sure that the content is **relevant** to the recipients. Nobody likes to receive junk email.
- **Do** be **polite**. **Terseness** can be misinterpreted.
- **Do** **trim** any quoted message down as much as possible.
- **Do** try to use humour and irony **sparingly**. You can use smileys such as :) or :( to indicate facial expressions, but make sure that the recipient understands what they mean.
- **Do** include a brief **signature** on your email messages to help the recipient understand who it is from, especially if you are dealing with someone you do not know very well.
- **Do** be **careful** when replying to mailing list messages, or to messages sent to many recipients. Are you sure you want to reply to the whole list?
- **Do** remember to **delete** anything that is not needed or is **trivial**.
- **Do** tell your correspondent if you **forward** a message to somebody else to deal with, so they know who to expect a reply from.
- **Do** use **emphasis** where it is useful to do so. If your email system doesn't allow **bold** or *italics* then a common convention is to use a \*star\* either side of the word you want to stress.

## Bad

- **Don't** reply to an email message when **angry**, as you may regret it later. Once the message has been sent, you will not be able **to recover** it.
- **Don't** copy out an **entire, long** message just to add a line or two of text such as "I agree".
- **Don't** type in **CAPITALS** as this is considered to be **SHOUTING**. This is one of the rudest things you can do.
- **Don't** over-use punctuation such as **exclamation marks** ("!") as these are meant to be for emphasis. In particular avoid more than one exclamation mark ("!!!"), especially if your email is quite formal. Also, over-use of the dots (e.g. "...") can make a message difficult to read.
- **Don't** send large **attachments** without checking with the recipient first.
- **Don't** send **excessive multiple postings** to people who have no interest. This is known as "spamming" and is considered to be ignorant, and may lead to serious trouble with your Internet Service Provider (ISP) or IT department.
- **Don't** conduct **arguments** in public, for example on a mailing list.
- **Don't** use an **over-elaborate** signature on your email message. Never use scanned images in a signature as these tend to be very large.
- **Don't** mark things as **urgent** if they are not, because then when you really do have an urgent message it may not be treated in the way it **deserves**.
- **Don't** post your e-mail address on web sites and other public parts of the Internet unless you want to be **deluged** with **spam**.

*This is an e-mail message. Answer the following questions.*

- Where are these parts of the mail? (write in the spaces provided)
  - the header
  - the message
- Who sent this e-mail? .....
- Who received it? .....
- What is the mail about? .....



## The unofficial smiley dictionary

- :-) your basic smiley. This smiley is used to inflect a sarcastic or joking statement since we can't hear voice inflection over a network.
- ;-) **winky** smiley. User just made a flirtatious and/or sarcastic remark.
- :-( **frowning** smiley. User did not like that last statement or is upset or depressed about something.
- :-I indifferent smiley. Better than a frowning smiley but not quite as good as a happy smiley.
- :-> user just made a really **biting** sarcastic remark. Worse than a :-).
- ;-> winky and devil combined. A very **lewd** remark was just made.
- :-)> smiley face **sticking its tongue out**.



## ... and other common abbreviations

**IMHO** in my humble opinion  
**FYI** for your information  
**FAQ** frequently asked questions  
**BTW** by the way  
**RTFM** read the fine manual!\*

**FWIW** for what is worth  
**ASAP** as soon as possible  
**TTYL** talk to you later  
**LOL** laughing out loud  
**ROFL** rolling on the floor laughing

\* sarcastic