Email Etiquette

Learn best practices for using email, including how to properly use subject lines, send attachments, and reply to messages.

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Presentation Overview

- Composing an email

- Replying to emails

- Attachments

- Professionalism

- Learning Resources

- Questions?

Composing a Message

Recipients' email addresses can be entered in three fields:

1. To
2. CC (Carbon Copy)
3. BCC (Blind Carbon Copy)

To and CC are functionally the same. All recipients will see all the email addresses entered in the To and CC fields. It is a matter of

etiquette to choose between them. The recipients in the To field are who the email is directly intended for. CC is for those who are receiving the email additionally. Generally, if you are CC'd on an email you are not expected to reply.

BCC is if you would like to include a recipient on an email but you don't want their email address to be listed along with the other recipients. For example, if you're sending an email to a large number of clients/customers you wouldn't want them to see everyone else's email that you included.

New Message	_ ⤢ ✕
To	
Cc	
Bcc	
Subject	

Send ▾   A 📎 🔗 ☺ △ 🖼 🕓 ✒ ⋮   🗑
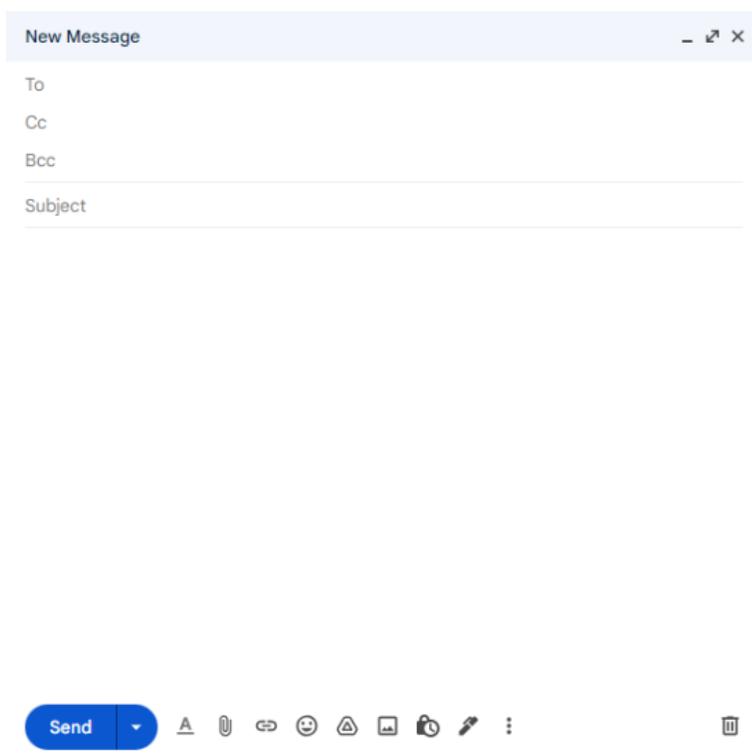
Subject Line
Include a direct and clear subject line. The title of your email should immediately communicate what the message is about. This also makes it easier for your recipient to keep track of the email.

Body of Message
If it's a professional email, use a professional greeting. Hi and Hey lean casual, a good replacement would be Hello.

Don't use excessive exclamation points. Using too many can

make you sound over eager and immature.

Be cautious when using humor. Sometimes things that are obviously a joke in person don't read that same way in text. Including a joke in any professional email is a risk. When in doubt just don't include the joke.

Always proofread before sending. An easy way to avoid sending out an email full of typos is don't add the recipient's email address until after you've finished writing and proofreading your email.

Email Signature

An email signature is a good thing to include especially in professional emails. It should include;

your full name
title
company name
contact information.

Some email clients let you include a picture as well, you if your company has a logo this would be the place to put it.

Keep your font, size and color the same as the rest of your email.
Example:

Ethan Herdrich (He/Him)
Digital Services Associate
Wilmette Public Library
eherdrich@wilmettelibrary.info

Wilmette Public Library

Replying to Email

Reply to Sender vs. Reply All

Be very cautious about using reply all. It will send an email to everyone who received the original email. Reply all can be useful if you are participating in an email chain with multiple people.

Acknowledging receipt of email

Try to reply to all your emails, even if just to acknowledge you received it.

Forwarding

Besides replying and reply all you also have the option to forward an email to a new recipient. This will send the email to the new recipient exactly as it appeared in your inbox.

You have the option of adding a comment on the top of the message, this is can be useful to explain why you are forwarding the email to your new recipient.

You may also want to clean up the subject line, remove excessive 'Fw:Fw:Fw:' for example.

Attachments

How to attach a file:

Click on the attach button usually found near the bottom of your email draft window. Often it is a paper clip icon. Then choose the file to attach.

Best practices for naming files

File names should be short but descriptive. Avoid using special characters or spaces. Use capital letters and underscores instead of periods, spaces or slashes. If you are dating a file use YYYYMMDD format. Try to keep your file naming consistent.

File Types - PDF, JPG, DOC, etc.

Be mindful of the fact that your recipient needs to be able to open the file you are sending. Avoid sending file types that require specific software.

Size Limits

There is a limit to how big of a file you can attach to an email. If you need to send a lot of files, try to break them up into separate emails.

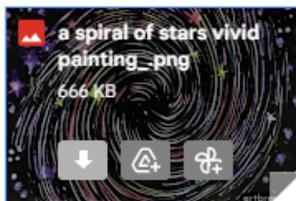### How to open, save, and print an attachment
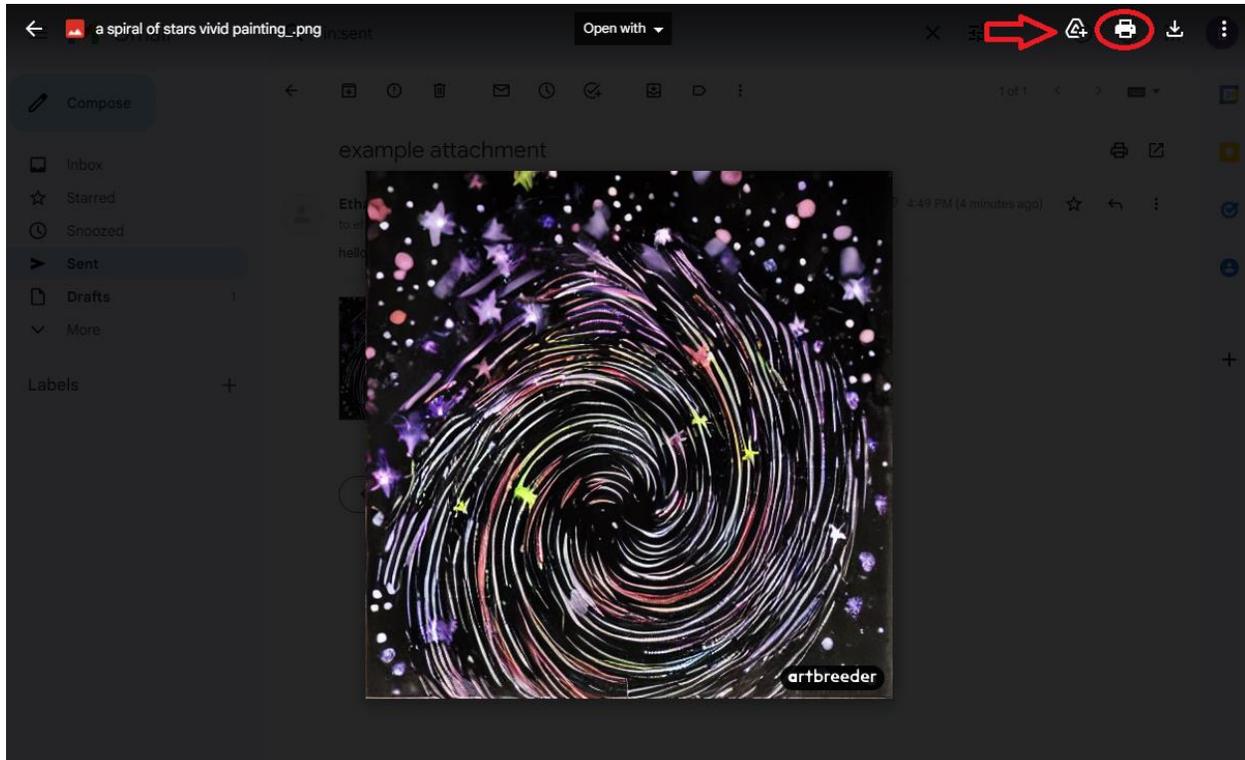
In Gmail an attachment will appear under the body of a message. Clicking on it will open it in browser, but you can click on the downward arrow to download the attachment.

With your file open in browser click on the printer icon to print your file.

Professionalism

Send and reply to emails in a timely and professional manner.

Use proper grammar, punctuation and structure in the body of your email.

And always remember to be polite and respectful.

Further Learning

Digital Learn

digitallearn.org

Simple tool for Computer Basics

Video courses for all skill levels

Courses include: Intro to Email, Using a PC, Navigating a Website

Linkedin Learning

linkedin.com/learning

We offer linked in learning as a resource to cardholders of the library.

There are more than17,000 courses available in 7 languages.

Add certificates to your LinkedIn Profile

Work at your own pace