

E-Mail Guidelines

Salutations

In a business situation, use the following guide – address the recipient of the e-mail in the same manner you would a typewritten letter. If you would open a letter with: “Dear Sir”, “Dear Mr. Smith”, or “Joe”, do the same with your e-mail. Or, omit the salutation altogether.

Signatures

Include your “signature” at the bottom of e-mail messages when communicating with people who may not know you personally or when broadcasting to a large group.

To create your GroupWise signature, select **Tools / Options** from the GroupWise menu bar and then double-click on the **Environment** icon. Select the **Signature** tab and complete the appropriate information. It is recommended that you use your full name, title, address, phone and fax numbers, and your e-mail address.

Replying to E-mail

Once an initial e-mail is sent, a response almost certainly follows. If a reply to that response is warranted, the correct response would be to reply as opposed to creating a new e-mail message. This maintains a common link (also known as a “thread”) and enables the user on both ends to easily follow the sequence of messages and events.

Privacy

E-mail is never *private*. There are security measures in place to prevent “hackers”, but no security is 100% hacker-proof. E-mail may be subpoenaed by a court. It is considered the property of the College and there are no expressed or written guarantees of privacy.

If you are uncertain whether or not to send something of a sensitive nature via BCC e-mail, either deliver it by hand or send it by regular mail.

Bulletin Boards

Three shared mail folders are supplied in GroupWise to be used as Bulletin Boards:

Announcements

Use this folder for general information. Announcements may include information regarding:

- Grants announcements
- Retirements
- Promotions

College Events

This folder is for posting information regarding current or upcoming College related events.

Marketplace

This folder is for posting information regarding the availability of furniture and or equipment, tickets to non-college events, etc.

When posting in these folders you must do so by using the discussion thread feature (on your GroupWise toolbar).

General Instructions for Using GroupWise

Please visit <http://www.broward.edu/faculty-staff/helpdesk/documents.jsp> for downloadable documentation on how to use GroupWise.