E-mail Good Practice Guidelines

The CVC Circuit Riders project provides friendly and informal workshops
on a range of information and communication technologies.
The aim of the **123-communcate** programme, one of the Circuit Rider activities,
is to assist voluntary groups and community organisations to communicate more effectively.

E-mail Good Practice Guidelines

If your group has a website it may generate enquires via e-mail or you may be using e-mail to communicate on behalf of your group:

Check your mail regularly

E-mail can play a key role in the workings of your group or organization. If an e-mail address for your group has been publicised it is important that this account is checked for correspondence. If possible all enquiries should be acknowledged.

Include a heading with your messages

When sending an e-mail it is important to include a heading in the Subject field of the message. This allows people to clearly see what your message is about when listed along with others.

What to do with your e-mail account when you are away.

If you are planning on being away for a length of time you should ensure that someone in the group has access to your account or that incoming e-mails are forwarded to another group member.

Using Distribution lists

For e-mailings to a regular set of people, it is useful to create your own distribution lists. Only send e-mail with information that is relevant and of interest to the recipient. It is all too easy to end up flooding your mail groups with unwanted messages, which can cause frustration and resentment.

Attachments

The size of attachment is important. If it is too big it may cause problems to the recipient. If a lot of information needs to be passed on, you might consider putting the material on your web page. You could then send an e-mail containing a link to the information instead.

If you wish to benefit from the programme please contact
the Circuit Rider team on 01437 771197
or email us on contact@walescvccircuitriders.org.uk

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Mail Filtering

If you are receiving unwanted messages, you can set up a filter in your mail programme to either automatically delete messages or move them to a dedicated folder where you can review and delete manually.

Confidentiality and data protection

If your group is collecting e-mail addresses for use in an e-mailing (for a newsletter for example) ensure you are sending out group e-mails without disclosing the list of addresses to each recipient. Addresses in your distribution list should be kept confidential. It is important that your group is aware of data protection. If an e-mail address has been supplied to the group, it is unacceptable to use this address for unrelated matters, or to disclose it to anyone else.

When not to rely on e-mail:

If your message is confidential

There is always a risk that your e-mails can be intercepted and read by third parties. It is possible to use encryption though this offers no guarantee of confidentiality. If your message is confidential it is better not to use e-mail.

If your message is urgent

E-mail can take time to be delivered and is not always a matter of seconds. It is possible to request automatic confirmation of delivery of an e-mail, though not all computer systems will allow this. Unless you are certain that the recipient will be regularly checking their e-mail, there are probably more direct means of getting in touch urgently (e.g. Fax or Telephone)

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