Email Etiquette

TO, CC and BCC
- The TO line should include anyone who is directly affected by the email.
- The CC line is for people who you want to be aware, but there is no expectation that they respond.
- The BCC line can be used when you want to include someone as a courtesy, but you don't want others to know. You can also put group emails into BCC if you don't want everyone in the group to see all of the email addresses.
- Double check that you are sending the email to the correct address – Steve G. instead of Steve F.; Donna A. instead of Donna A.D.

Subject Line
- The subject line is very important for letting a person know the context of the email and the level of urgency.
- Always include a subject line that is clear and direct.
- Let people know if something is required of them by beginning the subject line with:
  - Response Requested: (content/topic)
  - Action Requested: (content/topic)
  - FYI: (content/topic)
- If you just have a quick question, the subject line can be the entire email:
  - Example: Where are we meeting?

Messages
- Keep your message as brief as possible, but do not sacrifice clarity.
- Reread your message before sending to be sure everything is accurate and clear.
- If requesting action or a response, include information as to when you will need the response or action and what form it should take.
- If you want to be sure a person received your email, add, "please let me know when you receive this email" to your message. Otherwise, assume your email has been received.

Replying
- Only reply to the person/people who need your response.
- Think twice before hitting "reply all." Only use this response if everyone on the email needs to see your response.
  - Example: Birthday notice – do not reply all to say happy birthday – send a separate email to the birthday person.
- If you will not be able to respond fully within a reasonable amount of time, send a quick response indicating when you will be able to respond.
- If you use an existing email chain to email someone about a different topic, change the subject line so they know the subject has changed.

- Refrain from sending "Thank you" emails – they tend to simply clutter up a mailbox.

Forwarding
- Be sure the originator of an email knows you have forwarded his or her email to someone else.
- Instead of just forwarding an email to someone who may have been left out, reply to the sender and let them know that another person needs this information. The originator can then forward the email.

Attachments
- If you have a lot of information to share, consider putting it into a document and attaching it to the email.
- If you intend to include an attachment, attach it before you write the email so you don't forget and send the email without the attachment.

Meeting Requests
- Do not send a reply if you are accepting the meeting. Only send a response if you are declining, tentative or proposing a new time (as per Kacey).