What are the top 10 tips for e-mail use?

1. Be careful when opening an e-mail from an unknown sender. The message could be spam or could contain a virus.

2. Use subject lines that are indicative of the content of your message and that the person who receives the e-mail can use to retrieve it.

3. Use university-sponsored e-mail systems sparingly to send or receive personal e-mail. Use discretion when mixing personal and work-related messages.

4. Take time to compose a thoughtful response before sending an e-mail. Proofread your messages for spelling, grammar, and punctuation before sending.

5. When sensitive issues need to be discussed, face-to-face conversation or a telephone call may be a better communication choice than e-mail. Remember that the security of your e-mail cannot be ensured.

6. Do not put anything in an e-mail message that you would not want to see printed in tomorrow's newspaper or displayed on a bulletin board.

7. Manage e-mail based on its content, not space quotas. Retain and dispose of e-mail messages according to established records retention guidelines.

8. Everyone receives e-mail that may pose personal or institutional risks. These e-mails should be removed from the e-mail system as soon as possible and according to law.

9. Take special care with important e-mails to make sure that they are secure, retrievable, and preserved over time.

10. E-mail does not manage itself. Be a proactive manager of your inbox and manage your messages in a way that is most effective for you. This may involve filing significant messages or a combination of filing in folders and using the inbox to store messages. See the Management FAQs for more suggestions.

Where can I receive training on using my e-mail software?

You can get basic training from co-workers or from e-mail system administrators or support staff.

Libraries, Computing & Technology offers courses in basic Outlook use. See http://train.msu.edu/ for course and registration information.

Where can I learn more about records management?

Visit the University Records Management program Web site at http://archives.msu.edu/ or call (517) 355-2330.