



E-mail Etiquette

Use this document to format your emails the Rush Way. Rush Staff, practice the following on email interactions and communications:

1. Address your email return with the appropriate level of formality and make sure you spelled their name correctly. Mr., Doctor, Madame, etc.
2. Never send rude crude emails of any sorts, even amongst staff.
3. Spell-check your emails. Use proper sentence structure. Type in complete sentences. Random phrases or cryptic thoughts do not lend to clear communication. Emails going to large groups must be proofed by another Rush Staff member.
4. Acknowledge emails in 24 business hours as best you can. No email should go beyond 48 hours without a response.
5. Subject line field should reflect the content of your email. Don't leave this subject line blank
6. End your emails with "Thank you," "Sincerely," "Best regards", etc.
7. "Zip" large attachments.
8. When gone for long periods of time, vacation, etc., post an out of office reply.
9. Never open an attachment from someone you don't know.
10. Be careful when using the TO: and CC: fields. Include in the TO: all recipients that you require action from. Make sure to be clear in your message body and address all the recipients that are listed in the TO: and advise them if action is required from all of them or not.
11. Include addresses in the Cc: field for those who you are just including in the message.
12. Make sure your name is displayed properly in the From: field.
13. Think about your motives when adding addresses to To:, CC:, BCC. Use your discretion. Make sure when using BCC: that your intentions are proper.
14. When forwarding an email, add a personal comment.
15. If you must forward to more than one person, put your email address in the TO: field and all the others you are sending to in the BCC: field to protect their email address from being published to those they do not know. This is a serious privacy issue!
16. Caution on forwarding email on political or controversial issues.
17. Do not forward an email when notice informs you not to.
18. When there is a misunderstanding by email, don't hesitate to call.
19. If you cannot respond to an email promptly, email back confirming your receipt and when the sender can expect your response.
20. Assume a high level of formality with new email contacts until the relationship develops. Refrain from getting too informal too soon in your email communications.
21. All SPI staff must adhere to the [Rush Email Signature protocol](#). For Colorado Rush staff, please refer to the [Colorado Rush Email Signature protocol](#).
22. Rush has the right to confiscate and search Rush appointed computers upon request.



Improper E-mail Etiquette:

1. Don't reply to an email message when angry, as you may regret it later. Once the message has been sent, you will not be able to recover it. Take a deep breath & count to 10 before sending an email when upset.
2. Don't use UPPERCASE or **RED** color letters. This is considered as SHOUTING and angry.
3. Don't reply to internal emails with noted / ok ... unless you were asked by the sender for confirmation.
4. Don't use the "read receipts" or "delivery notification" feature. Request a confirmation of receipt in the text of your message when needed.
5. Don't copy a message or attachment without permission. Documents you receive are maybe confidential or copyrighted.
6. Don't send unnecessary attachments.
7. Don't mark things as urgent if they aren't, because then when you really do have an urgent message it may not be treated in the way it deserves.
8. Don't make personal, libelous, defamatory and offensive remarks about third parties. Email messages can come back to haunt you.
9. Avoid using humor and irony. Humor to some might be offensive to others.
10. Avoid using emoticons such as smiley :) or :(to indicate facial expressions unless you are sure that the recipient understands such symbols. Be careful when using abbreviation and emoticons.
11. Avoid creating email filters that re-direct email to trash or to a folder that you will never read. Review the current filters and identify email where you currently receive and you never read since they are not relevant to your duties.