



Good Email Practice & Safe Netiquette

Do you really know how to send and forward e-mails correctly? Do you wonder why you get viruses, spam or junk mail?

When sending emails to more than one person, it is important to send in a format that protects the recipients from having their email address collected and used for spam or more serious 'phishing' activity (rogue operators that attempt to steal your money).

Sending email to a group

- To protect the group's email addresses, it is good practice to place the names in the bcc address box.

Nb The people in the bcc address box will be unaware of the others who also received this email.

The screenshot shows the 'Message' ribbon in an email client. The ribbon includes tabs for File, Message, Insert, Options, Format Text, Review, Help, Dictation, and a search bar 'Tell me what you want to do'. The ribbon is divided into several groups: Clipboard (Cut, Copy, Paste, Format Painter), Basic Text (font face: Calibri (Bod), size: 11, bold, italic, underline, text color, background color, bulleted list, numbered list, decrease indent, increase indent), Names (Address Book, Check Names), Include (Attach File, Attach Item, Signature), Tags (Follow Up, High Importance, Low Importance), Voice (Dictate), and Dictate (Start). Below the ribbon is the 'Send' dialog box. It has a 'Send' button on the left and a 'From' dropdown set to 'Dennis Original'. The 'To...' field contains 'Ann Black'. The 'Cc...' field is empty. The 'Bcc...' field contains 'Jack Brown; Mary Short; Jill White'. The 'Subject' field is empty.

Forwarding an email

- Every time you forward an e-mail there is often information left over from the people who got the message before you, namely their e-mail addresses and names. As the messages get forwarded from one person to the next, the list of addresses builds, and builds, and builds, and is stored by each computer. You will see all those names in the body of the email forwarded to you.

All it takes is for someone down the road to get a virus, and his or her computer can send that virus to every e-mail address now stored by his computer (which includes the addresses in the headings of these emails he has received, as well as those in his address and contacts' lists).

As well as that, web crawler software can take all of those addresses and sell them, or send junk mail to them in the hopes that you will go to a particular site, and he will make five or more cents for each hit.

How do you stop it? The answer is simple.

When you forward an e-mail, DELETE all of the extra lists of addresses that appear in the body of the message. That's right, highlight and DELETE them. It only takes a second (see below).

However before deleting, if you intend that some of those listed should receive this follow up email, you can copy all the addresses and paste them into the bcc address box



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