
DON'T

Make or encourage inappropriate use

Don't send junk mail

There is nothing more annoying than having to wade through loads of messages that have absolutely no relevance to you. Only copy people into a message if it is absolutely necessary and don't click on 'Reply to All'.

Avoid 'Flame Wars'

Don't respond to an e-mail in anger. If a message affects you emotionally, wait until you have cooled down to respond or make an appointment and sort out your differences face-to-face.

Don't send e-mails of an abusive, sexual or racist nature

Equally, if you receive something like this, don't respond but pass it to your manager. Senders of such e-mails may be subject to disciplinary action.

Be careful about virus warnings

Many of these are hoaxes and it can take IT support almost as long to deal with all the traffic caused by forwarding virus warnings as solving the real thing. Don't forward these on to everyone – simply send them (on paper) to the CYPS IT Helpdesk with an explanatory message.

Don't forward jokes and chain mail notes

If a friend sends you a joke or chain mail letter, remind them that your council e-mail address is for business use only and don't forward it on.

Think before opening attachments

Files attached to e-mail messages could contain a virus. Think carefully before opening an attachment, especially if it comes from an unknown source.

DON'T

Forget about housekeeping

Check your messages each day

If you are on GroupWise people expect you to receive a message the same day – just as if they'd faxed you. Get into the habit of quickly checking your mailbox at least once a day.

Don't go on leave and let your messages pile up

For absences of 1 day or over, either set up an 'I am away from the office' message or use a proxy so that someone deals with your mail when you are away.

Don't leave your PC logged in and unlocked

If you do, anyone can read your messages, or send a message pretending to be you. Either log out or lock your PC. You **should** also set up a password on GroupWise.

Clear out old messages

These take up valuable disk space. When you have read something either save it, print it, or delete it. Remember, you need to delete from both your In and Out boxes, and Archives, and then finally clear out your Trash Can.

Don't print messages unnecessarily

Using e-mail should make us Greener. Don't automatically print off everything – only those you wish to keep/take somewhere.

Contacts

For more information contact:

CYPS IT Helpdesk **0117 90 37 999**
Corporate ICT Service Desk **0117 92 23 456**

GroupWise GUIDELINES



Children and Young People's Services IT
(CYPS IT)
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Overview

GroupWise is an e-mail system that provides many options for communicating with other GroupWise users as well as users of other e-mail systems. You can attach files to messages, as well as reply to, forward, track and retract messages. You can read the messages of others, send messages on their behalf and have others send messages on your behalf. GroupWise also provides alternatives for managing your mailbox, such as creating folders and archiving messages. Step-by-step guidance on common tasks can be found on the CYPS Intranet.

GroupWise is increasingly used as an efficient form of communication. It reaches the intended recipient quickly and easily and enables the sender to check the status of internal messages – for instance has the message been opened?

But, because of its ease of use, people sometimes treat it as a very casual form of communication – similar to the telephone – and forget that they are potentially committing themselves in writing. Therefore, it is vital to remember the importance of: **presentation** – this document is representing both you and the City Council
content – is what you are saying politically sensitive, is it defamatory, and is it accurate?
housekeeping – checking and clearing out your messages regularly
appropriate use – GroupWise is not a vehicle for sending angry messages or advertising your car sale to the whole of the council

The Code of Conduct 2001 clearly sets out your responsibilities in relation to the use of email, and what is considered acceptable use. Please make sure you have read and understood the code – you can be disciplined for unacceptable use of GroupWise.

DO

Take Care with PRESENTATION

Read your message through quickly before sending it

Have you missed out any words, does it make sense?

Use the Spell Checker

This will pick up spelling mistakes and typos and will avoid a 'sloppy' appearance.

Is GroupWise the best medium for the job

If your message is very long, type it (or have it professionally typed), in Word, and e-mail it as an attachment.

Carefully Consider CONTENT

Ensure your message is neither defamatory nor untrue

Remember, your e-mails (even internal) can be used in a court of law as evidence.

Avoid negotiating contracts or purchases by e-mail

Be aware that your message may be contractually binding on the council.

Ensure you have the authority to respond to an enquiry

It's too easy to respond quickly to an e-mail. Do you need to check with your manager first? They may have information you are unaware of.

Don't assume privacy

The council monitors e-mail usage and if there is a need – e.g. you are on sick leave – your e-mail account may be accessed by your manager.

DO

Maintain PERSONAL INFORMATION

Keep your GroupWise Address Book details up to date

Many people use this as their main directory. Notify the CYPS IT Helpdesk promptly if you or anyone else's phone or employment details are out-of-date.

Keep your GroupWise diary up-to-date. Make sure you know how to do a 'busy search' and send appointments. If your diary is empty, people will think you are available for meetings.

Send messages EFFICIENTLY

Create 'Groups' for regular recipients

If you e-mail groups of people frequently, set up a named group and then you will only have to click on the group name each time as opposed to all the individuals' names.

Ensure you send your e-mail to the correct person

If you receive a message forwarded to you by another person, it is very easy to reply by mistake to the first message as opposed to the person who forwarded it to you. Always check that the correct name is in the 'To' box before clicking on send.

Get the priority right

Messages are not always processed instantly. If you have an urgent message, ensure it is delivered immediately by marking it 'Urgent'. This also flags it up as high priority on the recipient's screen as it appears in red.