**Objective:** To assure understanding of and adherence to safe practices for email use.

Email has become one of the most commonly used methods of communication in the workplace, and many organizations’ policies include standards and requirements for email correspondence. If used incorrectly, email can harm your computer or your organization.

**Work email is for work:**

The email account provided by your employer is for use in communicating with colleagues, vendors, clients, suppliers, or other parties about work-related matters. It is not to be used for private or personal communication.

**Know what you’re sending:**

Before sending an email, allow time for a thorough review of the message to assure that the correct information, attachments, and recipients are all included. Use extreme caution when sending or discussing proprietary, confidential, or sensitive information about your organization.

**Follow your organization’s email security policy:**

Always be cautious when opening attachments or clicking links in emails, and never open an attachment or link if:

* The email is from an unknown source.
* The email is from a known source, but seems unusual or unexpected.
* The email is clearly SPAM.

 Trust your first impressions: if an email or its attachments or links seem suspicious, do not open them.

**Best practices:**

* Keep your messages clear and concise.
* Always use the subject line, and make the message’s subject meaningful.
* Check for proper spelling and grammar.
* Be mindful of your tone:
	+ Do not send emails in anger or frustration.
	+ Be careful not to be too critical without providing constructive feedback.
* Use the CC field when you want someone to see the message, but do not require any action from them.
	+ If CCing someone outside of your organization, be sure to explain their purpose in the message.
* Remember that **work email is not private**; do not send personal emails.

This form documents that the training specified above was presented to the listed participants. By signing below, each participant acknowledges receiving this training.

Organization: Date:

Trainer: Trainer’s Signature:

**Class Participants:**

Name: Signature:

Name: Signature:

Name: Signature:

Name: Signature:

Name: Signature:

Name: Signature:

Name: Signature:

Name: Signature:

Name: Signature:

Name: Signature:

Name: Signature:

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Name: Signature:

***Remember to document attendance in the Training Track application of the Risk Management Center.***