

## DELAWARE DEPARTMENT OF TECHNOLOGY & INFORMATION



### DTI eSecurity Newsletter — Email Etiquette Refresher

#### Pitfalls & Perils

Email has become a primary means of communication in business today, but it has its share of pitfalls and perils. Email doesn't have an "undo" button and recalling a message only works if the person hasn't opened the email yet.

Slow down for a moment. Double check what you are sending and to whom before hitting the send button. With the help of [SANS' Ouch newsletter](#), here are a few email etiquette reminders to help you start off the New Year.

#### Autocomplete & Distribution Lists



Autocomplete helps so you only have to remember names, not email addresses. Your email software automatically selects the email address for you as you type in the name of a person in an address field. **But be careful, a problem can**

**occur when you have contacts who share similar names.** If you meant to send that financial information to "Fred Smith" in finance, and autocomplete selects "Fred Johnson" in a different department, you will wind up sending sensitive information to unauthorized people.

Distribution lists are a collection of email address represented by a single email address. When you send an email to a distribution list, remember that everyone in the group will get the email (which could be hundreds of people). Be very careful when replying to an email sent using a distribution list. Never choose "Reply To All" if the response is only meant for the sender, and not to everyone on the list.

#### Questions or comments?

E-mail us at [eSecurity@state.de.us](mailto:eSecurity@state.de.us)

Visit the [eSecurity Extranet website](#) for previous issues of  
**eSecurity Newsletters**

#### Who Are You Copying?



"Cc" stands for "Carbon copy". This is used to help keep everyone informed. When someone sends you an email, decide if everyone who was copied on the original email should receive the reply; if not, or if the information is sensitive, you may want to send a reply only to the sender instead of using "Reply All".

"Bcc" means "Blind carbon copy". This still keeps everyone informed; however, no one can see the people you have blind copied.

#### Emotions

Never send an email when you are emotionally charged. **Leave the address field blank, write the email, then walk away from your computer for a few minutes.** When you return, delete the email and start over again when you are calmer. Better yet, pick up the phone and talk to the person.

#### Privacy

Finally, remember that traditional email has few privacy protections. **Anyone who gains access to your email software on your computer can read all of your messages.**

In addition, unlike a phone call or a personal conversation, you no longer have control over an email once you send it. Your email can easily be forwarded to others or posted on public forums - remaining accessible on the Internet forever.

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