

## **Pittsburgh Public Schools**

### **Guidelines for Using School District Email Accounts**

#### **May 25, 2005**

These guidelines are intended for use by all authorized account owners who access email accounts provided by the School District of Pittsburgh.

#### **Do:**

- use the District's email system in a professional, ethical and legal manner.
- use the email system for educational and professional activities only.
- check your inbox frequently.
- immediately report any message you receive that is inappropriate or makes you feel uncomfortable.
- delete or archive old messages, especially those with large attachments, to keep your mailbox size under limitations.
- ensure that you have a relevant "Subject" line.
- create a brief signature for your email messages to help recipients identify you.
- be polite. Tarseness can be misinterpreted.
- include the original message when replying.
- remember to check 'reply to all' (when applicable) when responding to messages sent to more than one recipient.
- be careful when replying to mailing list messages, or to messages sent to many recipients. Are you sure you want to reply to the whole list?

#### **Don't:**

- provide personal identification information (full name, home address, telephone number, etc.) about yourself or other users in email messages.
- 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.
- conduct arguments in public, for example on a mailing list.
- "flame" people by sending them abusive email messages.
- type in CAPITALS as you are considered to be SHOUTING. This is rude.
- make personal remarks about third parties. You are responsible for the content of all messages you send.
- criticize people's spelling. It is considered petty.
- over-use punctuation such as exclamation marks ("!") as these should be used for emphasis.
- send excessive multiple postings to people who have no interest in the content. This is known as "spamming" and is not appropriate.
- send chain letters or any unsolicited mail.
- send large attachments without checking with the recipient first.
- use an overly elaborate signature on your email messages.
- mark messages as Urgent unless they really are.
- copy an entire, long message just to add a line or two of text such as "I agree."
- post your email address on web sites and other public parts of the Internet. This will result in your account being deluged with spam.