

Community Action, Inc. of Hays, Caldwell and Blanco Counties

Email Procedures

All CAI employees will be assigned a communityaction.com email address. All staff will have access to web mail which gives them web browser access so that they can access their email account from anywhere in the world. All CAI computers will have a guest log on and password to access web mail.

Every CAI employee must check CAI email at a minimum once a week – recommend it be checked each scheduled work day.

Email accounts will be set up in Microsoft Outlook on the employees dedicated computer. Employees who don't have a dedicated computer will use web mail to access their email. Employees who are located at sites and are assigned other email address may have their communityaction.com email forwarded to their other email address upon request by supervisor and approval by technology department.

Employees will manage their mail box by going through their personal folders at a minimum once a month and delete any non-essential emails. A general rule-of-thumb is if you haven't referred to an email for two months, delete. Email is not to be used as a storage file area. Important attachments must be saved to the disk or flash drive. If you computer crashes – most likely we will not be able to retrieve your email.

Employees using web mail only to access their email must also manage their account. Webmail allows only a certain amount of space – when full, email will start bouncing back. Space available is visible on the web mail home page.

The subject line will be completed for all sent emails

Backgrounds and fancy fonts will not be used in agency email.

Confidential information will not be sent by email

Do not open attachments from unknown users and delete immediately.

Personal Use

Community Action, Inc. email addresses are for agency use only, the reasonable use of email for personal use is allowed if the guidelines below are adhered to:

- * Personal use of email should not interfere with work.
- * Personal emails must adhere to the Email Procedures
- * The forwarding of chain letters, junk mail, and executables (.exe files) is strictly forbidden.
- * Personal e-mails must not be sent to Organization wide distribution lists.
- * Employee should not expect any email message composed, received or sent using the agency email system to be for private viewing only.

Best Practices:

- * Keep messages short and to the point.
- * Be professional and careful regarding what you say about others.
- * Use sarcasm and humor with care. Without face to face communication such remarks can be easily misinterpreted.
- * Signatures should include your name, job title organization name, contact # and E-mail address.
- * Use spell checker before you send out an email.
- * Do not write emails in capitals. This appears as if you are shouting and is considered rude.
- * If you need a reply to your email by a particular date let the recipient know this and allow a reasonable time frame.
- * Only mark emails as urgent or of high importance if they really are urgent or important.
- * Emails should be treated like any other correspondence and should be answered as quickly as possible in accordance with their priority.
- * Reply to ALL if more than one person is involved in communication if response applies to all is appropriate.
- * If you forward email, state clearly what action you expect the recipient to take.
- * Use the BCC (blind carbon copy) line to maintain privacy of email addresses as appropriate