

# Enhance Your Emails

For further details, see 'Guidance on managing emails' on the [Records Management Service](#) webpage.

## Do I really need to send an email?

- Would it be more effective to **call, visit or use Teams** instead?
- Who needs to receive the email? **Don't 'reply all'** if you don't need to!
- Think before you reply. **Plan** how regularly you check your inbox and decide on your response times.
- Should the email be sent from a **shared mailbox**? This enables your team to access conversations when necessary.



When out of the office, set your auto-reply, stating when you can respond and if someone else should be contacted.

## Create

### How do I write the best email?

- **Short and clear description** in the subject line.
- Don't mix matters – start a **new conversation for new subjects**.
- Use **bullets or numbering** to clearly identify your questions, requests and actions – it makes responding easier too.
- Include **dates for actions**.
- Proofread and **avoid informal language** to prevent misunderstandings.
- Include your **signature** with your name, job title and contact details.
- Make sure your email is **accessible to all** using [this guide](#).



To get the best out of Outlook, try the '[Outlook: The Useful Bits](#)' staff development session, or speak to Digital Skills.

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## How do I protect personal data and maintain security?

- Don't share personal data without the person's **consent**.
- Personal data should always be **relevant, accurate and not excessive**.
- When forwarding or adding recipients, **remove anything confidential** or sensitive in the conversation thread first.
- Don't share email addresses without permission - **use Bcc**.
- Share information (especially personal data) by **linking directly to it** (eg in Wisdom, SharePoint, OneDrive) – don't put personal data in the email itself. (If you have to use an attachment, **password protect it**.)
- Beware **spam and phishing** – don't open attachments or links from unknown senders and contact IT Support if concerned.

## Comply



Learn more about [Data Protection](#) and [Information Security](#).

## Control & Capture



Talk to the [Records Management Service](#) about applying the retention schedule or where to save emails.

## How do I keep on top of my emails?

- Set a **regular time to clear out** your inbox and folders, especially at the **end of projects and tasks** – don't keep emails longer than you need them.
- **Save emails** (sent and received) into shared Outlook folders, Topdesk, or other shared spaces so that your **team can access** them when needed.
- Don't forget to review your **Sent and Deleted** folders too.
- The University's [retention and disposal schedule](#) applies to emails – check the **retention period** for the emails you generate and ensure you **capture or delete** as required.