

# Seven Tips for Managing Emails

**Email has become one of the main forms of business communication.** Important decisions, key communications and crucial information are regularly shared by email. Yet, people often do not think of emails as records, or they view emails as having short term or no business value, and therefore not required to be kept. These tips are adapted from 8 Tips for Managing Emails issued by the Office of the Information and Privacy Commissioner of Alberta ([oipc.ab.ca](http://oipc.ab.ca)).

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## The Complete Story

It is essential to retain emails to ensure that the university's records capture the "complete story".

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## Keep Personal Messages Separate

Keep personal messages out of work emails. This will help protect your personal privacy.

If you must use your work email for personal reasons, delete the personal email from the university system as soon as possible, or move to a sub-folder clearly labeled as 'personal'.

3

## Use Descriptive Subject Lines

Include a subject line that clearly describes the content of the email. This assists in relating the emails to associated records, including electronic or paper.

Every one of us is responsible for managing our own email.

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## University Records

Business records belong to the university, not the individual, and may need to be disclosed to third parties in certain circumstances.

Create a system of sub-folders to better organize your emails. Mark emails as confidential or privileged if that is the case.

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## Limit Duplication

There is no need for every staff member who receives an email to save it. You probably don't need to keep every email on which you are cc'd. Decide who is responsible for retaining records of a project or file. **MaRRS** can help identify the office of primary responsibility for records involving multiple departments/units.

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## Clean Up Emails Regularly

Transitory emails should be deleted once they are no longer needed in accordance with **MaRRS** — the Master Archival Record Retention Schedule.

When deleting emails, remember to empty the Deleted Items folder.

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## Training and Education are Essential

It is your responsibility to be aware of the university's policies and procedures.

Here are great starting points:

- **MaRRS**
- **Acceptable Use of Electronic Resources and Information Policy**
- **Information Security Classification Standard**
- **Information Asset Management Policy**

For information on **how to avoid email phishing attacks** visit: [IT Security site](#)