

## Guide to Keeping Emails as Records-Do's and Don'ts

All work related emails, sent from a University account, are University records. The following will assist in the reduction of unwanted build-up of email and in ensuring that important information sent by email is retained.

### Do:

- Treat emails in the same way that you treat paper communications
- File important emails so that others can access them (e.g. on a server or shared drive)
- Delete unwanted emails as soon as they are no longer required
- Set up a separate folder for any personal emails
- Use shared drives, servers or websites such as SharePoint, rather than sending attachments
- Avoid accumulating emails unnecessarily by:
  - Delete/archive email if no action is required
  - Reply then delete/archive if the response is a quick or easy one
  - Forward, if there is a more appropriate person to deal with it, then delete original
  - Set a reminder/add to calendar if the email requires action later
  - Go through emails on a regular basis and delete those which have served their purpose

### Don't:

- Keep the only copy of important emails in your inbox or sent items box
- Allow backlogs of emails that are no longer needed to accumulate in your account
- Copy emails to people unless they really need to see them
- Mix personal and work content in your emails
- Address more than one topic in one email
- Use a non-University email account for University business