

Table 8.1 Technology Tips and Email Etiquette

Technology Tips	E-mail Etiquette
<ul style="list-style-type: none"> • Use anti-virus software. • Use a firewall. • Keep your computer up to date with available security downloads. • Install anti-spyware. • Change your passwords once a month. • Never share passwords and don't post them in obvious places. • Backup your e-mail on a regular basis. • Log out when you are not using your e-mail. • Make sure passwords contain letters, numbers, and symbols. • Lock your computer when you are away from it. • Disconnect from the Internet when you are not using it. • Review your settings to be sure your computer is adequately protected. • Protect your computer from power surges (i.e., electrical surge protectors). • Backup your data frequently. • Watch out for spam and do not respond to "phishing" emails. 	<ul style="list-style-type: none"> • Be concise and to the point. • Use proper spelling, grammar, and punctuation. • Be timely in replying to e-mails. • Try to avoid "fancy" fonts, colors, and formats. • Develop templates you can use for frequently used responses. • Read your e-mail before you send it. • Take care when using abbreviations. • Remember that when you type in CAPITALS it is indicating you are shouting. • Use a meaningful subject line. • Avoid using e-mail to discuss confidential information. • Use active rather than passive verbs. • Avoid long sentences. • Avoid long e-mails. <div data-bbox="1031 1260 1323 1554" style="text-align: right;"> </div>