**Email management tips**

**Email Content**

* Write short clear messages
* Send a link to a document rather than an attaching a document
* Consider removing attachments prior to forwarding emails
* Think about what you say, email can be distributed far beyond the original recipients
* Sometimes a phone call is the best way to go

**Email Management Strategy**

* Send email only to those who need to see it. Use “reply all” with great caution
* If you can respond to an email in a minute or less, do it immediately
* If you look at an email, take action to process it so it doesn’t sit in your inbox indefinitely (read/respond/delete or file and flag if follow-up is needed)
* Regularly delete emails from your junk, deleted and sent items folders
* Think about how to set-up a system for folders or categories. Keep it simple
* HINT: think about how often you reference older emails. Delete the rest

**Outlook tools**

* Create a folder for emails that need some kind of follow-up, use flags so emails show up in the task bar. This will move emails out of your inbox and let you know what emails need tracking.
* Use Rules, with caution, to automatically move emails to folders (good for newsletters, broadcast emails) most email needs to be reviewed and may be missed if automatically moved to a folder.
* Consider turning off email notifications (instead check email at intervals and work uninterrupted)

**Keep in mind**

* **California Public Records Act (CPRA) and Other Disclosure Requirements.** Messages should be appropriate for a business setting: All messages are potentially subject to disclosure to the public under the CPRA; to any individuals about whom the messages pertain under FERPA or the IPA; and to parties to a lawsuit pursuant to discovery.
* **Electronic Communications Policy.** All messages are subject to the [UC Electronic Communications Policy](https://www.ucop.edu/information-technology-services/policies/electronic-communications.html) and, in situations allowed by policy, may be accessed without the holder’s consent.
* **Litigation and Other Records Holds.** May be placed on messages when the University (a) anticipates or is involved in litigation, (b) a government investigation has begun, (c) an audit has begun or (d) a California Public Records Act request has been received. Messages subject to records holds must NOT be deleted until you have been officially notified that the hold has been lifted.