NETIQUETTE
The correct and acceptable way of communicating on the Internet

Presented by Hensley Mooroooven
Importance of Training

It doesn't matter how many 'resources' you have.

If you don't know how to use them, it will never be enough.
Objectives of this Presentation

- Show how properly followed Netiquette gives the sender an edge in delivering clear, readable emails.
- Encourage the participants to follow good Netiquette in order to prevent misunderstandings and promote better relationships.
Well begun is half done.

Aristotle
1. Basic Elements of an e-mail

A. The “From” Field

- Avoid all lower-case (john phiri)
- Avoid all upper-case (JOHN PHIRI)
- Avoid all initials (JSP)
- Nicknames (johannie)
- Good Netiquette – (John Phiri)

Organizational e-mail Address
Why Organizational e-mail:

1. **PRIVACY** – Sensitive info is being exposed

2. **IDENTITY** – Use an e-mail address to impersonate an employee

3. **SECURITY** – Hack your e-mail to infiltrate the system
NEW DETAILS RELEASED IN CYBER ATTACK THAT DEFRAUDED ADVENTIST CHURCH OF HALF A MILLION U.S. DOLLARS

SOPHISTICATED ONLINE SCAMMERS HACKED EMAIL ACCOUNT USED TO CONDUCT CHURCH BUSINESS
April 08, 2014 | Silver Spring, Maryland, United States | Elizabeth Lecheltner/ANN

New details have been released in the ongoing investigation of a sophisticated cyber theft that defrauded the Seventh-day Adventist Church of approximately US$500,000 during the span of a four-week period late last year.

Adventist Church Treasurer Robert E. Lemon delivers a special item while reporting to Spring Meeting delegates on Tuesday, April 8, 2014. [photo: Ansel Oliver]
1. Basic Elements of an e-mail

B. The “To” Field

- The person of higher rank first
- If unknown, go by alphabetical order
- Address only those in the “To” field

Maintain The Privacy of All
1. Basic Elements of an e-mail

C. The “Cc” Field

- Parties who have a direct interest in the subject
- Not expected to reply or take actions

⚠️ The Carbon Copy Rule!
1. Basic Elements of an e-mail

D. The “Bcc” Field
1. Basic Elements of an e-mail

D. The “Bcc” Field

- Used for a very long list of recipients.
- Used to prevent an accidental “Reply to All”.

Netiquette – Presented by Hensley Mooroven
Date: Monday, January 18, 2016 at 3:44 AM

From: GC (Moorooven, Hensley)
To: President <President@gc.adventist.org>, "Ceballos, Mario" <CeballosM@gc.adventist.org>, "Moon, Jiwan" <MoonJ@gc.adventist.org>, "Kajiura, Rick" <KajiuraR@gc.adventist.org>, "Kyte, Nancy" <KyteN@gc.adventist.org>, "McEdward, Rick" <McEdwardR@gc.adventist.org>, "Scoggins, Jeffrey" <ScogginsJ@gc.adventist.org>, "Wahlen, Gina" <WahlenG@gc.adventist.org>, "Knot, Bill" <KnotB@gc.adventist.org>, "Brink, André" <brinka@gc.adventist.org>, "Klingbeil, Gerald" <klingbeilg@gc.adventist.org>, "Caesar, Lail" <CaesarL@gc.adventist.org>, "Blackmer, Sandra" <BlackmerS@gc.adventist.org>, "Karimabadi, Wilona" <KarimabadiW@gc.adventist.org>, "Chavez, Stephen" <ChavezS@gc.adventist.org>, "Mcchesney, Andrew" <McchesneyA@gc.adventist.org>, "Chow, Dowell" <ChowD@gc.adventist.org>, "Scott, Greg" <ScottG@gc.adventist.org>, "Sharpe, Kent" <SharpeK@gc.adventist.org>, "Freesland, Shelley Nolan" <NolanS@gc.adventist.org>, "Valencia, Roberto" <ValenciaR@gc.adventist.org>, "Trim, David" <TrimD@gc.adventist.org>, "Kline, Roy" <KlineR@gc.adventist.org>, "Douglas, Paul" <DouglasP@gc.adventist.org>, "Herzel, Daniel E." <HerzelD@gc.adventist.org>, "Cortez, Rogelio" <CortezR@gc.adventist.org>, "Smith, Jeremy" <SmithJ@gc.adventist.org>, "Blood, Gary" <BloodG@gc.adventist.org>, "Edwards, Paul" <EdwardsP@gc.adventist.org>, "Westfall, Kimberly" <WestfallK@gc.adventist.org>, "Wahlen, Maurine" <WahlenMa@gc.adventist.org>, "Kajiura, Robyn" <KajiuraRw@gc.adventist.org>, "Brasil de Souza, Elias" <SouzaE@gc.adventist.org>, "Mueller, Ekkehardt" <MuellerE@gc.adventist.org>, "Donkor, Kwabena" <DonkorK@gc.adventist.org>, "Wahlen, Clinton" <WahlenC@gc.adventist.org>, "Nancy Lamoreaux <LamoreauxN@gc.adventist.org>, "Coelho, Maio" <Mabioc@gc.adventist.org>, "Koh, Linda Mei Lin" <KohL@gc.adventist.org>, "Mulfne, Saustin" <Mulfnes@gc.adventist.org>, "Vasmout, Artour" <VasmoutA@gc.adventist.org>, "Beckett, John R." <BeckettJ@gc.adventist.org>, "Costa, Williams" <CostaW@gc.adventist.org>, "Holland, Tanya" <HollandT@gc.adventist.org>, "Stymiest, Jennifer" <Stymiestj@gc.adventist.org>, "Hardinge, Brent" <HardingeB@gc.adventist.org>, "Beardsley-Hardy, Lisa M." <beardslevyl@gc.adventist.org>, "Taylor, John Wesley" <taylorjw@gc.adventist.org>, "Kibuuka, Hudson" <kibuukah@gc.adventist.org>, "Lekic, Mike" <LekicM@gc.adventist.org>, "Melgosia, Julian" <MelgosiaJ@gc.adventist.org>, "McGarrell, Faith Ann" <mcgarrellf@gc.adventist.org>, "Oliver, Willie" <oliverw@gc.adventist.org>, "Oliver, Elaine" <OliverE@gc.adventist.org>, "Gibson, Lloyd" <gibsonl@gc.adventist.org>, "Clausen, Benjamin" <ClausenB@gc.adventist.org>, "Esperante, Raul" <EsperanteR@gc.adventist.org>, "Standish, Timothy" <StandishT@gc.adventist.org>, "Peter Landless <LandlessP@gc.adventist.org>, "Charles-Marcel, Zeno L." <Charles-MarcelZ@gc.adventist.org>, "Reinert, Katia" <ReinertK@gc.adventist.org>, "Hardinge, Fred" <HardingeF@gc.adventist.org>, "Thor, Brad" <ThorB@gc.adventist.org>, "Thor, Kandus" <ThorK@gc.adventist.org>, "Begleg, Gabriely" <begleg@gc.adventist.org>, "Mutero, Gideon" <MuteroG@gc.adventist.org>, "Krause, Derriss" <KrauseD@gc.adventist.org>, "Parish, Ruth E." <ParishR@gc.adventist.org>, "Yingling, Lori" <YinglingL@gc.adventist.org>, "Swanson, Joel" <SwansonJ@gc.adventist.org>, "Kart, Howard T." <KartHT@gc.adventist.org>, "Doss, Cheryl" <DossC@gc.adventist.org>, "Kuhn, Ronald" <KuhnR@gc.adventist.org>, "OsinondO@gc.adventist.org>, "Harris, Enid" <harrise@gc.adventist.org>, "Page, Jerry" <pagej@gc.adventist.org>, "Page, Janet" <pagejanet@gc.adventist.org>, "Arrais, Jonas" <ArraisJ@gc.adventist.org>, "Kent, Anthony" <KentA@gc.adventist.org>, "Costa, Robert" <CostaR@gc.adventist.org>, "Hucks, Willie Edward" <HucksW@gc.adventist.org>, "Morris, Derek" <MorrisD@gc.adventist.org>, "Karnik Doukmetsian <Doukmetsziiank@gc.adventist.org>, "Wetmore, Thomas" <WetmoreT@gc.adventist.org>, "McFarland, Todd R." <McFarlandT@gc.adventist.org>, "Gray, Jennifer" <GravlJ@gc.adventist.org>, "Carlson, Dennis" <CarlsonD@gc.adventist.org>, "Simpson, Chuck" <SimpsonCh@gc.adventist.org>, "Sumaegawas, Willy" <WillyS@gc.adventist.org>.

Subject: Untitled
1. Basic Elements of an e-mail

D. The “Bcc” Field

- Used for a very long list of recipients.
- Used to prevent an accidental “Reply to All”.
- The best way to maintain privacy.

⚠️ When you are Bcc’ed, Never “Reply to All”
1. Basic Elements of an e-mail

E. The “Subject” Field

- Beside your name, this will be the 1st item the e-mail reader will see.
- Lack of subject field has only negative connotations.
When writing the Subject field, remember:

1. Proper spelling and punctuation.

2. Do not use the subject line as the total message.

3. When replying make the subject field relevant.

4. Be clear and concise and keep content to a single line.
2. Causes of Ambiguity in e-mails

(i) Increasing Internet language, which includes abbreviations and shortcuts.
Influence of Short Message Service

Taken from the Guardian New Paper UK – March 3, 2014.

“My smmr hols wr CWOT b4 we used 2 go 2 NY 2C my bro GF :- kids FTF LNY, it’s a gr8 plc”

Translation:

“My summer holidays were a complete waste of time, before we used to go to New York to see my brother, his girlfriend and their three kids face to face. I love New York. It’s a great place.”
2. Causes of Ambiguity in e-mails

(i) Increasing Internet language, which includes abbreviations and shortcuts.

(ii) Multitasking during message composition which contributes to carelessness and mistakes.

(iii) Concluding that something said verbally can be equally understood by e-mail.
According to good Netiquette, is there a time when to send e-mails and a time when not to send e-mails?
In modern business it is not the crook who is to be feared most, it is the honest man who does not know what he is doing.

William Wordsworth
What To Think About Before You Hit “Send”

1. Use “cc” sparingly.
2. Make one point per e-mail.
3. Be mindful of your tone.
4. Don’t forward chain e-mails.
5. Use proper grammar and punctuation.
A slip of a foot you may soon recover, but a slip of a tongue [finger] you may never get over.

Benjamin Franklin
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