



# NETIQUETTE

The correct and acceptable way  
of communicating on the Internet

Presented by Hensley Mooroven

# 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 (johnnie)
- 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



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## NEW DETAILS RELEASED IN CYBER ATTACK THAT DEFRAUDED ADVENTIST CHURCH OF HALF A MILLION U.S. DOLLARS

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### SOPHISTICATED ONLINE SCAMMERS HACKED EMAIL ACCOUNT USED TO CONDUCT CHURCH BUSINESS

April 08, 2014 | Silver Spring, Maryland, United States | Elizabeth Lechleitner/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]

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# 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

Untitled Message



File Edit View Insert Format Tools Table Window Help Adobe PDF Acrobat Comments

Send | [Attachment Icon] | [Image Icon] | [Image Icon] | [Image Icon] | [Image Icon] | [Image Icon] | Options... | HTML

To...

Cc...

Bcc...

Subject:

[Save Icon] [Print Icon] | [Undo Icon] [Redo Icon] | Arial | 10 | [Color Picker Icon] | **B** *I* U | [List Icon] [List Icon] [List Icon] | [List Icon] [List Icon] [List Icon] [List Icon]

[Large empty text area for composing the message]



Mail

Contacts

Calendar

Notepad

Send

Save as a Draft

Spell Check

Cancel

Insert addresses (separated by commas)

[Show Bcc](#)

To: myself@yahoo.com


Cc:

Subject:

 **Attach Files**

[Rich Text](#)



To: | 

Cc/Bcc, From:

Subject:



# 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”.

Untitled

Message Options

Send Paste Attach File Pictures Hyperlink Signature High Priority Low Priority Check Names

Calibri 16

B I U abc A

From: GC (Moorooven, Hensley)

To:

Cc:

Bcc:

Subject:

**Date:** Monday, January 18, 2016 at 3:44 AM

**To:** President <[President@gc.adventist.org](mailto:President@gc.adventist.org)>, "Ceballos, Mario" <[CeballosM@gc.adventist.org](mailto:CeballosM@gc.adventist.org)>, "Moon, Jiwan" <[MoonJ@gc.adventist.org](mailto:MoonJ@gc.adventist.org)>, "Kajiura, Rick" <[KajiuraR@gc.adventist.org](mailto:KajiuraR@gc.adventist.org)>, "Kyte, Nancy" <[KyteN@gc.adventist.org](mailto:KyteN@gc.adventist.org)>, "McEdward, Rick" <[McEdwardR@gc.adventist.org](mailto:McEdwardR@gc.adventist.org)>, "Scoggins, Jeffrey" <[ScogginsJ@gc.adventist.org](mailto:ScogginsJ@gc.adventist.org)>, "Wahlen, Gina" <[WahlenG@gc.adventist.org](mailto:WahlenG@gc.adventist.org)>, "Knott, Bill" <[KnottB@gc.adventist.org](mailto:KnottB@gc.adventist.org)>, "Brink, André" <[brinka@gc.adventist.org](mailto:brinka@gc.adventist.org)>, "Klingbeil, Gerald" <[klingbeilg@gc.adventist.org](mailto:klingbeilg@gc.adventist.org)>, "Caesar, Lael" <[CaesarL@gc.adventist.org](mailto:CaesarL@gc.adventist.org)>, "Blackmer, Sandra" 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B I U abc A

From: GC (Moorooven, Hensley)

To:

Cc:

Bcc:

Subject:

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Bcc:  
Subject:

"presidential@esd.adventist.org" <presidential@esd.adventist.org>, "norbert.zens@eud.adventist.org" <norbert.zens@eud.adventist.org>, "treasury@eud.adventist.org" <treasury@eud.adventist.org>, "mario.brito@eud.adventist.org" <Mario.Brito@eud.adventist.org>, "sonja.arnold@eud.adventist.org" <sonja.arnold@eud.adventist.org>, "Barna.magyarosi@eud.adventist.org" <Barna.Magyarosi@eud.adventist.org>, "secretariat@eud.adventist.org" <secretariat@eud.adventist.org>, "Dan.Jackson@nad.adventist.org" <Dan.Jackson@nad.adventist.org>, "Janet.Aldea@nad.adventist.org" <Janet.Aldea@nad.adventist.org>, "galexander.bryant@nad.adventist.org" <galexander.bryant@nad.adventist.org>, "Melissa.Gottlieb@nad.adventist.org" <Melissa.Gottlieb@nad.adventist.org>, "Carolyn.Forrest@nad.adventist.org" <Carolyn.Forrest@nad.adventist.org>, "marialyce.fordham@nad.adventist.org" <marialyce.fordham@nad.adventist.org>, "Tom.Evans@nad.adventist.org" <Tom.Evans@nad.adventist.org>, "Carol.Pack@nad.adventist.org" <Carol.Pack@nad.adventist.org>, "kohlere@adventistas.org.br" <kohlere@adventistas.org.br>, "elizabeth.peres@adventistas.org.br" <elizabeth.peres@adventistas.org.br>, "edward.heidinger@adventistas.org.br" <edward.heidinger@adventistas.org.br>, "secretaria.dsa@adventistas.org.br" <secretaria.dsa@adventistas.org.br>, "uesley.peyerl@adventistas.org.br" <uesley.peyerl@adventistas.org.br>, "debora.siqueira@adventistas.org.br" <debora.siqueira@adventistas.org.br>, "jrlee@nsdadventist.org" <jrlee@nsdadventist.org>, "NthaniG@sid.adventist.org" <NthaniG@sid.adventist.org>, "glenntownend@adventist.org.au" <glenntownend@adventist.org.au>, "lubacalculi@adventist.org.au" <lubacalculi@adventist.org.au>, "lionelsmith@adventist.org.au" <lionelsmith@adventist.org.au>, "lyndreamaywald@adventist.org.au" <lyndreamaywald@adventist.org.au>, "danijelaschubert@adventist.org.au" <danijelaschubert@adventist.org.au>, "yutakainada@nsdadventist.org" <yutakainada@nsdadventist.org>, "estherke@nsdadventist.org" <estherke@nsdadventist.org>, "marlon.lopes@adventistas.org.br" <marlon.lopes@adventistas.org.br>, "licene.renck@adventistas.org.br" <licene.renck@adventistas.org.br>, "rbrady@adventist.org.au" <rbrady@adventist.org.au>, "lubacalculi@adventist.org.au" <lubacalculi@adventist.org.au>, "germanlust@aiaas.edu" <germanlust@aiaas.edu>, "hjwoo@nsdadventist.org" <hjwoo@nsdadventist.org>, "ratsarap@sid.adventist.org" <ratsarap@sid.adventist.org>, "duplessisl@sid.adventist.org" <duplessisl@sid.adventist.org>, "MaphosaS@sid.adventist.org" <MaphosaS@sid.adventist.org>, "lasoy@ssd.org" <lasoy@ssd.org>, "roperana@ssd.org" <roperana@ssd.org>, "ssamuel@ssd.org" <ssamuel@ssd.org>, "matthewcd@sud-adventist.org" <matthewcd@sud-adventist.org>, "njepuranovic@ted-adventist.org" <njepuranovic@ted-adventist.org>, "waguiar@ted-adventist.org" <waguiar@ted-adventist.org>, "swapna\_clive@rediffmail.com" <swapna\_clive@rediffmail.com>, "brendar@sud-adventist.org" <brendar@sud-adventist.org>, "mangi@ssd.org" <mangi@ssd.org>, "elakra@sud-adventist.org" <elakra@sud-adventist.org>, "prmwilson@sud-adventist.org" <prmwilson@sud-adventist.org>, "associatesec@sud-adventist.org" <associatesec@sud-adventist.org>, "rkamal@ted-adventist.org" <rkamal@ted-adventist.org>, "aandersson@ted-adventist.org" <aandersson@ted-adventist.org>, "dpapaioannou@ted-adventist.org" <dpapaioannou@ted-adventist.org>, "homer.trecartin@adventistmena.org" <homer.trecartin@adventistmena.org>, "tibor.szilvasi@gmeuadventist.org" <tibor.szilvasi@gmeuadventist.org>, "donovan.cleary@adventistmena.org" <donovan.cleary@adventistmena.org>, "roger.robertsen@netvision.net.il" <roger.robertsen@netvision.net.il>, "jmendez@netvision.net.il" <jmendez@netvision.net.il>

# 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 **1<sup>st</sup>** 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

# Netiquette



The correct and acceptable way  
of communicating on the Internet

**Presented by Hensley Mooroven**