

## **Purpose**

Rocky View Schools (RVS) employees have a responsibility to ensure email sent via the jurisdiction's corporate account, Outlook Exchange, exemplifies a professional, uniformed approach consistent with RVS' brand.

## **Procedures**

### **Signature block**

1. Effective April 1, 2019, RVS employees shall use a standardized email signature block. These standards only apply for the jurisdiction's corporate email account, Outlook Exchange, not its instructional email accounts, Google Gmail.
2. All RVS employees shall use one of the following templates to create a standardized email signature block:

#### **For school staff:**

##### **First Name Last Name, professional credentials (optional) (11 pt Calibri Bold)**

Pronouns: used pronouns listed separately by / (optional) (10 pt Calibri)

Title (the one normally used) (10 pt Calibri), School Name (10 pt Calibri)

Rocky View Schools (10 pt Calibri)

Ph: xxx.xxx.xxxx (10 pt Calibri) – this will be the general school phone number

[www.changetoyourschoolurl.ca](http://www.changetoyourschoolurl.ca) (10 pt Calibri) (replace with the school's website address)

#### **For Education Centre staff:**

##### **First Name Last Name, professional credentials (optional) (11 pt Calibri Bold)**

Pronouns: used pronouns listed separately by / (optional) (10 pt Calibri)

Title (the one normally used) (10 pt Calibri), Department/Branch (10 pt Calibri)

Rocky View Schools (10 pt Calibri)

O: xxx.xxx.xxxx (10 pt Calibri, if applicable)

C: xxx.xxx.xxxx (10 pt Calibri, optional)

[www.rockyview.ab.ca](http://www.rockyview.ab.ca) (10 pt Calibri)

#### *Please note:*

- Logos, images, mottos, tag lines and/or quotes are not to be included in the signature block.
  - Updates must be made on both the Outlook Client (desktop) and Outlook Online (web) and across all mobile devices (e.g. iPad, phone, etc.)
3. To create/modify the signature block copy and paste the appropriate sample above, replace with your own details, then:

#### **For Mac users (Client):**

Click on Outlook → Preferences → Signatures → Select Current Signature Name → Edit → Copy/Paste Sample → Close Window → Save → From Choose Default Signature section, select your signature from the New Messages and Replies/Forwards dropdowns

**For PC users (Client):**

Click File → Options → Mail → Signatures → New → Enter Name for Signature → OK → Copy/Paste Sample → Edit Signature Details → From Choose Default Signature section, select your signature from the New Messages and Replies/Forwards dropdowns → OK → OK

**For Outlook online (All Users):**

Click on Settings → Mail (under “your app settings”) → Layout on the left-hand sidebar → Email Signatures → Check boxes to Automatically include signature on new messages and forwards/replies → Copy/Paste Sample → Adjust font and font size, if necessary → Save

**For Mobile devices:**

See online resources (e.g. Microsoft or Apple Support Page)

**4. Attachments to internal stakeholders**

By sending attachments via email, the attached file automatically becomes a duplicate version of the original file. The recipient(s) can then make changes and edits to the attached version, thus creating confusion and ultimately resulting in the possibility of the incorrect file being used.

- 4.1. Upload/create the document in SharePoint or common drive and share the link. This will ensure that only one copy of a document is being edited and previous versions can be restored, if necessary.
- 4.2. By sending a link versus an attachment, the sender eliminates the risk of file size preventing an email from making it to the recipient.

**5. Use of blind carbon copy (Bcc)**

Bcc refers to the practice of sending an email to multiple recipients in such a way that conceals individual addresses from the list of recipients. This can be accomplished by:

Addressing a message to oneself to avoid spam filters from misfiling the message → Enter detailed subject line (refer to Subject line section) → Add recipients to the Bcc field

- 5.1. Emails sent using Bcc protect group names/individual identities and protect recipients from email address mining.
- 5.2. Bcc emails should not be forwarded unless a request to do so is included in the text and a circulation list is included (e.g., please forward to relevant staff, circulated to all principals).

**6. Use of Importance settings**

Importance settings can help recipients prioritize their email messages. If applicable, apply the setting that reflects the priority of the message in the context of the jurisdiction.

- 6.1. High Importance (red exclamation mark) – Read immediately.
- 6.2. No selection or Low Importance (blue downward arrow) – Read within 24 hours.



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## **7. Responsible use of technology**

Responsible use of digital technologies requires that users both protect and respect the jurisdiction.

7.1. Staff should never click on links in an email until the sender is verified.

7.2. Best practice is to visit the sender's website to verify legitimacy of an email. Phishing attempts can appear legitimate and entice the user to click on email links.

7.3. When an email containing a suspicious link is received and verified as spam, mark the email as "junk" then delete from the junk folder. Do not attempt to click on the link.

## **8. Disclaimer**

The jurisdiction may automatically append a disclaimer to all outbound corporate email. The intent is to inform any recipient that the message is for the addressee(s) only and may contain information that is privileged, confidential or exempt from disclosure. The disclaimer asks unintended recipients to immediately notify the sender and delete this email message and any attachments.

## **References**

- AP 140 – Responsible Use of Technology December 2020