Account Security

- Always use a long, strong password to login
- When using a public device to access your email:
  - Have your cell phone ready. In order to access your messages from a public device, some email services require you verify your identity with a code texted to your phone.
  - Uncheck or decline any offer to remember your username and password on the device.
  - Log out of your email when you are finished
  - Ask for help removing any downloaded documents from the computer’s temporary storage

E-Mail Safety

- Do not open attachments from senders you don’t know or aren’t expecting.
- Do not click on links within an email unless you are certain of both the URL and the sender.
- Learn how to recognize phishing attempts
- Never send your social security number, banking info, credit card details, or other personal information to anyone via email

E-Mail Maintenance

Keep your inbox from becoming cluttered:
- Check your messages at least once a day
- Delete all messages you have already read or no longer need
- Use folders to sort and store your important email messages

E-Mail Etiquette

- Include an appropriate subject
- Include a courteous greeting, closing, and signature
- Use spelling and grammar check tools, and use proper sentence structure
- Avoid using “reply all” unless you intend to send your reply to everyone who received the original email
- Respond to email in a timely manner
- Use “high priority” flags sparingly when sending messages; reserve those for only the most urgent of communications.
- Don’t type in ALL CAPS, it is considered to be equivalent to yelling.
- Don’t send any messages or attachments that you would not want to have read by a third party.

Remember, emails can easily be forwarded on, intercepted by criminals, and email accounts are often monitored by employers.