

# 35 email Tips in 30 minutes!

1. Shut off auto-check for in-bound mail
2. Pick off easy emails to reply to 1<sup>st</sup>
3. Be ruthless – delete emails you know aren't going to add value to your business
4. Compose yourself. – type, wait – have a coffee and think about it (read it as though you will be the recipient!) then alter the tone to suit!
5. Spellcheck before sending!
6. Signature line – does it add market value or is it bogged down in crud (disclaimers aren't worth the electrons or the paper they are printed on)
7. Reply etiquette (delete the electron trail) – it's OK to interleave a reply
8. Bcc cc or never cc
9. Make sure your office staff especially newcomers know how to send to an undisclosed list (harvesters)
10. C, V, B, I Make the most of Keyboard shortcuts Try Ctrl C; Ctrl V; Ctrl B; Ctrl I
11. Learn how to use Shift+ Del for quick deletion of emails that are infected/suspicious
12. Don't SHOUT – turn Caps Off
13. Use the rules wizard and folders to sort emails
14. Archive emails monthly if you have lots of volume
15. Learn how to backup/restore email systems
16. Learn how to import address book files
17. Attachments – park these to save attachments area and delete from emails (keeps size of mail folder down for archiving/backups)
18. Sending image files – compress and send – use Picasa free Google tool or another commercial tool to compress (some emails are now blocking images as either embedded or attachments!)
19. PDF files now a risk as attachments – attack vector
20. Make your Subject line relevant – avoid hot buttons (spam filters)
21. Format of emails html or plain text – html can contain attack vectors
22. Spoofed addresses being used, may affect your business
23. Click this link / Validate now - be very cautious!
24. Learn how to Hover and read the destination link
25. Buying an email list – don't waste your money
26. Building an email list – be careful, get consent 1<sup>st</sup>, be judicious in its usage
27. Save important emails – use a folder based system
28. Learn how to handle docs/attachments safely
29. Setting Priorities – don't use High unless you really need to
30. Ditto for asking for a confirmation of each email delivery and/or read receipt this makes 3 entries in your mail log files (2 in the inwards log and 1 in the sent log) and it sends IP address data back and forth that can be monitored!
31. Learn how to check the header for information of phishing attacks (Right click over mail in folder– Options)
32. Understand where your mail comes from and goes to – Hopping steps are many
33. ISP address can be traced back to your front door, if the “authorities” need to.....
34. My favourite 2 keys are Ctl Z - use this to undo many times prior to the last full save....
35. Purge auto complete from time to time to tidy up address resolving
36. And the bonus punch line item is -----**Shut off auto-check for in-bound mail**



**Seminar attendees can BUY the entire presentation pack with screen shots and tips ready for use for a nominal fee of \$ 20 (includes GST)  
This includes all slides from today's presentation.**

PCPROFILE is a registered business name of  
ROB HARMER CONSULTING SERVICES PTY LTD  
A.B.N. 77 053 134 400  
P.O. Box 196, MODBURY NORTH SOUTH AUSTRALIA 5092  
MOBILE 0448 650 227 FACSIMILE 08 8265-1961  
[www.pcprofile.com](http://www.pcprofile.com)  
email [pcprofile@internode.on.net](mailto:pcprofile@internode.on.net)

SPONSORED BY:



See <http://www.caelo.com/a/rl.php3?i=P4X7B>  
**FREE 30 day TRIAL VERSION AVAILABLE**