

Appendix 3.

Guidelines to Online Etiquette

1. Treat the Net as a formal communication tool just as you would the telephone, radio, video and written communications media. You are responsible and accountable for your actions and communications using the Internet.
2. Understand that E-mail messages and any other transfer of information via the Internet must adhere to Virginia Public Records Laws relating to disclosure and retention of information. You are responsible for keeping hard copies of e-mail communications that would normally be sent in writing.
3. Make your “subject line” as descriptive as possible. A salutation after your “subject line” and before your message can be used to convey a sense of personal acknowledgment.
4. Appending your name at the end of the message is also considered good etiquette. If communicating with someone outside the system it is appropriate to sign your name and include your E-mail address.
5. Setup Outlook so that a copy of the message that you are answering appears in the body of your response.
6. Always acknowledge that you have received a document or a file someone has sent you.
7. Check your E-Mail at least once or twice a day if you are expecting replies. Delete e-mail once you have read it or save it to a personal file. Do not use the network server as a filing cabinet for out of date communications.
8. Do not "surf" on city time or while using city equipment and software.
9. When sending a file, give as much information as possible (length, type, and contents) and be considerate of the other party's storage capacity which may be limited or in some cases provided at a fee.
10. Do not send e-mails with attachments larger than 100K using a distribution list.
11. Conference and bulletin board messages are “showcases.” Proofread and edit all messages, particularly since your communication is considered an official response from the city.
12. Be respectful and responsive when you are communicating. When answering the public, always ensure that a proper and timely response is provided even if given by other individuals within the city.
13. Do not be vulgar or offensive. Electronic text allows no context clues to convey shades of irony, sarcasm, or harmless humor.
14. Do not publicly (on bulletin boards or conferences) criticize (or “flame”) other network users.
15. Protect other's privacy. Warning! Network communications are **not secured** and confidential information should not be used, sent, or attached as files for distribution purposes.
16. Do not share your password with anyone.