

Rules on E-mail Usage

E-mail is a business communication tool and users are obliged to use this tool in a responsible, effective and lawful manner.

You must not

- Send or forward emails containing libelous, defamatory, offensive, racist or obscene remarks.
- Forward a message or copy a message or attachment belonging to another user without acquiring permission from the originator first.
- Send or forward chain mail.
- Forge or attempt to forge email messages, or disguise or attempt to disguise your identity when sending email.
- Knowingly send or forward attachment that contains virus.

Best Practices

Users of email should recognize the importance of proper email usage to convey a professional image and the delivering of good customer service. Therefore users are advised to adhere to the following guidelines:

- Write well-structured emails and use short, descriptive subjects.
- Email style is informal but should be courteous.
- Use spell checker before you send out an email.
- Do not send unnecessary attachments. Compress attachment larger than 200K before sending them.
- Do not write email in capitals.
- Email should be answered within at least 8 working hours; users should endeavor to answer priority emails within 4 hours.
- Maintain mailbox so that will not use up the allocated storage space.

System Monitoring

- Users must not expect privacy or confidentiality in the email system. Users' emails can be monitored without prior notification if UM deems this necessary.